Mail Network Optimization Project (MNOP) is an initiative of Government of India with the objective of consolidation and optimization of Mail Network of Department of Posts with a view to improve quality of mail operations.

MNOP project scope covers the entire country comprising of 22 Postal Circles. For Speed Post operations, pan-India network consists of 89 Speed Post sorting hubs, 105 Intra circle hubs and 19438 delivery Post Offices. More than 5.5 Lakhs of post offices (including booking and delivery post offices) across the country have been mapped to sorting hubs in an integrated network.

The beneficiaries of MNOP project are common people as well as corporate customers of mail services and officers of Department of Posts.

Network restructuring and process redesign for Speed Post are implemented in MNOP project, which has led to ease of operations. The online monitoring system has helped the Postal Department to take remedial action and constantly improved Speed Post operations.

Delivery of booking and delivery of Speed Post articles, sorting & transportation and monitoring system of country wide Speed Post operations on a regular basis through Key Performance Indicators (KPI) are some of the services provided by MNOP project.

MNOP project accomplishments are regular performance review through video conference by Secretary, Department of Posts and ease of customer care operations due to availability of tracking information for Speed Post.
The benefits to citizen with the implementation of MNOP project are improved delivery performance of Speed Post by more than a day, increased number of Speed Post articles having end-to-end (both booking and delivery) information on Department of Posts website(tracking system). This led to faster customer complaint redressal, as the articles can be located conveniently in the operational chain.

This initiative was conferred Silver award in the category of “Outstanding Performance in Citizen-Centric Service Delivery” in the National e-Governance Awards, 2013