

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF POSTS**

**RAJYA SABHA
STARRED QUESTION NO. 148
TO BE ANSWERED ON 12TH FEBRUARY, 2026**

POSTAL LOGISTICS REFORM

148 SHRI MASTHAN RAO YADAV BEEDHA:

Will the Minister of Communications be pleased to state:

- (a) the present status of Postal Logistics Reform and the progress made in transforming the Department of Posts into a public logistics organisation;
- (b) whether India Post has adequate infrastructure, technology and manpower to compete with private logistics players and if not, the steps taken to address the gaps;
- (c) the measures undertaken to integrate India Post with e-commerce platforms and MSMEs for parcel, warehousing and last-mile delivery;
- (d) the details of pilot projects or logistic hubs operationalised, State-wise;
- (e) the details of key challenges faced and remedial steps proposed; and
- (f) the timeline proposed for nationwide rollout of the reform?

ANSWER

**MINISTER OF COMMUNICATIONS AND DEVELOPMENT OF NORTH EASTERN
REGION
(SHRI JYOTIRADITYA M. SCINDIA)**

- (a) to (f) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF RAJYA SABHA IN RESPECT OF PARTS (a) TO (f) OF THE RAJYA SABHA STARRED QUESTION NO. 148 FOR 12TH FEBRUARY, 2026 REGARDING “POSTAL LOGISTICS REFORM.”

(a) The objective of the postal logistics reform by the Department of Posts is to transform India Post into a modern, customer-centric public logistics organisation. The Mail and Parcel Optimisation Project (MPOP) to rationalise its operational network, streamline processing, and improve end-to-end efficiency has been implemented.

(b) India Post has a vast and unparalleled physical reach, covering urban, semi-urban, rural and remote areas, which provides a strong foundation for future-ready logistics operations. The robust and scalable technology platform - Advanced Postal Technology (APT) 2.0 supports real-time tracking, end-to-end visibility, system-driven operations, and seamless integration with external stakeholders. Manpower is adequate and is trained and re-trained through structured training programmes and workshops for logistics-oriented operations. Mechanisation of processing hubs, improvement of transportation between hubs and capacitation of the last mile are key elements of infrastructure strengthening.

(c) India Post partners with major e-commerce platforms, technology aggregators and institutional customers for providing parcel, logistics and last-mile delivery services. The Department supports MSME (Micro, Small & Medium Enterprises), SHGs (Self Help Group), artisans and small sellers by offering affordable, reliable and nationwide logistics solutions. India Post has integrated with platforms such as ONDC (Open Network for Digital Commerce) and leading private e-commerce players and aggregators to provide logistics solutions through API-based (application programme interface) system integration.

(d) Details of the existing operationalized parcel hubs are placed **at Annexure**.

(e) & (f) The key challenges of mechanisation of parcel processing, improvement of transportation between hubs and capacitation of the last mile have been addressed in the MPOP.

Annexure to part (d) of Rajya Sabha Starred Question No.148 for 12.02.2026

List of Parcel Hubs Operationalised (State wise)

State Wise Level 1 and Level 2 Parcel Hubs				
S. No.	Name of State	L1 Hub	L2 Hub	Total Hubs
1	Andhra Pradesh	3	9	12
2	Assam	3	2	5
3	Bihar	2	5	7
4	Chhattisgarh	1	2	3
5	Delhi	1	0	1
6	Gujarat	4	8	12
7	Haryana	3	3	6
8	Himachal Pradesh	2	2	4
9	Jammu & Kashmir	3	0	3
10	Jharkhand	3	1	4
11	Karnataka	6	6	12
12	Kerala	4	5	9
13	Madhya Pradesh	4	4	8
14	Maharashtra	5	11	16
15	Mizoram	1	0	1
16	Manipur	1	0	1
17	Arunachal Pradesh	1	0	1
18	Meghalaya	1	0	1
19	Tripura	1	0	1
20	Nagaland	1	0	1
21	Odisha	3	5	8
22	Punjab	3	3	6
23	Rajasthan	3	8	11
24	Tamil Nadu	5	13	18
25	Telangana	1	4	5
26	Uttar Pradesh	7	10	17
27	Uttarakhand	2	1	3
28	West Bengal	3	7	10
29	1 CBPO	1	0	1
30	2 CBPO	1	0	1
	Total	79	109	188
