

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 2261
TO BE ANSWERED ON 12TH MARCH, 2026**

INITIATIVES IN PARCEL AND E-COMMERCE SEGMENTS

2261 # SHRI AMAR PAL MAURYA:

DR. KAVITA PATIDAR:

SHRI MITHLESH KUMAR:

SMT. GEETA ALIAS CHANDRAPRABHA:

SHRI MILIND MURLI DEORA:

SHRI MAYANKKUMAR NAYAK:

SHRI MANAN KUMAR MISHRA:

DR. BHAGWAT KARAD:

SHRI SADANAND MHALU SHET TANAVADE:

SHRI CHUNNILAL GARASIYA:

SHRI LAHAR SINGH SIROYA:

SHRI S. SELVAGANABATHY:

SHRI BABURAM NISHAD:

Will the Minister of Communications be pleased to state:

- (a) the major initiatives undertaken by the Department of Posts to strengthen its presence in parcel and e-commerce logistics, including technological upgrades, logistics modernisation and tie-ups with domestic and global e-commerce platforms;
- (b) the growth recorded in parcel traffic and logistics services during the last three years and measures adopted to enhance market competitiveness and service reliability;
- (c) whether the Department has assessed the impact of these initiatives on revenue generation and operational efficiency; and
- (d) if so, the details thereof, including financial performance indicators and future expansion strategy?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

- (a) The Department of Posts has undertaken several initiatives to strengthen its parcel and e-commerce services with the objective of transforming India Post into a major public logistics organization. Key measures include modernization of the parcel processing and delivery ecosystem to enhance speed, reliability, and customer experience through standardized systems across the country. Under the Advanced Postal Technology (APT) 2.0 project, features such as real-time tracking updates, OTP-based delivery, and Application Programming Interface (API) integration with e-commerce platforms and other customers have been introduced. The Mail and Parcel Optimization Project (MPOP) focuses on end-to-end process optimization through automation, standardized workflows, and the deployment of advanced technologies such as parcel sorters and real-time tracking systems.

The Department has also established partnerships with major e-commerce and logistics companies and is providing parcel delivery services to several Government Ministries, including the Ministry of MSME. In addition, Dak Niryat Kendras (DNKs) have been set up to facilitate exports by MSMEs, artisans, self-help groups, and small businesses, particularly from rural and semi-urban areas. The Department has entered into strategic partnerships with e-commerce players such as Amazon, Shiprocket, Decathlon, and DTDC, and is integrated with the ONDC platform.

(b) The Department has recorded significant growth in parcel traffic in recent years, driven by strategic reforms and expansion of the e-commerce sector. The details are as follows:

Year	Domestic Parcel Traffic (in lakhs)
2022-23	431.52
2023-24	578.42
2024-25	712.01

The Department has also undertaken Business Process Re-engineering (BPR) to redesign workflows, improve operational efficiency, rationalize the operational network, and introduce the All India Road Transport Network (AIRTN) for secure and time-bound transmission of parcels and e-commerce consignments.

(c) & (d) Yes, Sir. Under MPOP, which provides the framework for operational reforms and infrastructure planning, detailed lane-wise volume mapping, capacity forecasting, and infrastructure gap assessments are undertaken to ensure that investments are data-driven and cost-efficient.

Operational efficiency has improved across key areas. Currently, there are 234 Nodal Delivery Centres across 145 cities, with mechanized vehicles handling about 30% of daily parcel deliveries. Eight semi-automated sorting systems, each capable of processing up to 2,500 parcels per hour, have been deployed to reduce manual handling and errors. AIRTN covers approximately 62,000 km daily across 88 national routes.

These measures have significantly improved the Department's financial performance in the parcel segment. Parcel revenue has increased by 36.5% (up to January 2026) compared to the previous year.
