

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

**RAJYA SABHA
UNSTARRED QUESTION NO. 3051
TO BE ANSWERED ON 19TH MARCH, 2026**

POSTAL LOGISTICS TRANSFORMATION

**3051 DR. BHAGWAT KARAD:
SHRI NARHARI AMIN:
SHRI MAYANKKUMAR NAYAK:
SHRI AMAR PAL MAURYA:
SHRI TEJVEER SINGH:
DR. ANIL SUKHDEORAO BONDE:
SHRI BABURAM NISHAD:
SHRI UJJWAL DEORAO NIKAM:
SMT. MAYA NAROLIYA:
SHRI SADANAND MHALU SHET TANAVADE:
SHRI GHANSHYAM TIWARI:**

Will the Minister of Communications be pleased to state:

- (a) the specific initiatives being undertaken to transform the Department of Posts into a large-scale public logistics organisation as part of the national roadmap;
- (b) how the Department's parcel handling capacity has grown during the last three years to meet the demands of expanding e-commerce market;
- (c) whether there are plans to introduce new competitive mail or parcel products in the current financial year to capture a larger market share;
- (d) if so, the details thereof; and
- (e) by when the Ministry proposes to complete the implementation of transformation roadmap for post offices to facilitate MSME exports?

ANSWER

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

(a) The Department of Posts (DoP) has undertaken the Mail Parcel Optimization Project (MPOP) to redesign workflows and improve efficiency across the parcel value chain. As part of this initiative, the parcel network and delivery centres have been rationalized and an all-India road transport network operationalized to support the growing parcel and e-commerce sector. Further, the Advanced Postal Technology (APT) platform has been introduced in year 2025 for real-time tracking of articles and digitalization of services. Application Programming Interface (API) integration with e-commerce platforms and other customers have been introduced. The Department has also established partnerships with major e-commerce and logistics companies and is providing parcel delivery services to several Government ministries. In addition, Dak Niryat Kendras (DNKs) have

been set up to facilitate exports by MSMEs (micro, small & medium enterprises), artisans, self-help groups, and small businesses.

(b) The parcel handling capacity of the Department of Posts has grown from 12.70 crore in 2022-23 to 14.57 crore in F.Y 2024-25.

(c) & (d) Yes, Sir. The Department has launched 24 and 48 hour guaranteed delivery mail and 24-hour delivery parcel products on certain identified domestic lanes to meet the need for express products in the Courier, Express and Parcel (CEP) sector. International Tracked Packet Service has also been launched to promote cross-border e-commerce.

(e) The transformation of India Post into an integrated national logistics network is being undertaken in a phased manner across the country. These initiatives are expected to strengthen the domestic e-commerce ecosystem and support exports through improved products and enhanced service standards, which will particularly benefit the MSME sector.
