

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

**LOK SABHA
UNSTARRED QUESTION NO. 1747
TO BE ANSWERED ON 21ST SEPTEMBER, 2020**

DIGITAL PARCEL LOCKER SERVICE

1747. SHRI KULDEEP RAI SHARMA:
DR. DNV SENTHILKUMAR S.:
DR. SUBHASH RAMRAO BHAMRE:
DR. AMOL RAMSING KOLHE:
SHRIMATI SUPRIYA SULE:
SHRI MANICKAM TAGORE B.:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether the Government has recently launched free digital parcel locker service in a number of post offices in the country and if so, the details thereof along with the idea behind setting up of the said parcel locker services;
- (b) whether the Government has faced any challenges in the implementation of the said initiative and if so, the details thereof;
- (c) whether the Government proposes free digital parcel locker service for making delivery when making purchase from private e-commerce portal and if so, the details thereof;
- (d) whether India Post is the most preferred courier agent for e-commerce platform in the eastern part of the country and if so the details thereof; and
- (e) the decline in revenue collection by the India Post due to COVID-19 pandemic and the corrective steps taken by the Government in this regard?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS, EDUCATION AND
ELECTRONICS & INFORMATION TECHNOLOGY
(SHRI SANJAY DHOTRE)**

(a) The Department has undertaken pilot testing of Parcel Delivery Lockers in two Post Offices i.e. Nabadiganta IT S.O. & New Town Action Area S.O. in Kolkata (West Bengal Circle) and one Apartment in Bengaluru (Karnataka Circle) to make delivery accessible 24X7. The service is in pilot phase. The delivery lockers have been setup with the idea of flexible delivery timings with round the clock delivery as per the convenience of the customer, overcoming challenges in effecting door delivery in high rise apartments, security of parcels and contactless delivery keeping in view principles of social distancing.

- (b) The initiative is in pilot phase and all aspects would be examined on the completion of the proof of concept.
- (c) As it is in pilot stage, no decision has been taken.
- (d) Yes, India post is one of the preferred courier in eastern part of the country.
- (e) During COVID-19 pandemic India Post has shown decline in revenue as detailed below:

(In Crores)

Description	April 2020 to Aug 2020	April 2019 to Aug 2019
Postal Receipts	4415.57	5294.75

The corrective steps taken by the Government in this regard are:

- I. Department of Posts created a Road Transport Network for supply of essential items & movement of mails & parcel across the country from 24.04.2020.
- II. Door delivery of saving bank services and AEPS was promoted.
- III. Registered newspaper& publications have been given special concession to post them relaxing the normal requirements.
- IV. Digital banking has been promoted.
- V. Postal Life Insurance & Rural Life Insurance policy holders were encouraged to pay their premium online.
