

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

**LOK SABHA
STARRED QUESTION NO. 249
TO BE ANSWERED ON 15TH DECEMBER, 2021**

E-COMMERCE DELIVERY BY INDIA POST

*249. SHRI DHARMENDRA KASHYAP:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the steps taken to enter e-commerce delivery by the India Post;
- (b) the details of steps taken to optimise maximum utilisation of human resources in the Postal Department; and
- (c) the reasons for not merging BSNL and MTNL?

ANSWER

**MINISTER OF RAILWAYS, COMMUNICATIONS &
ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI ASHWINI VAISHNAW)**

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

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) to (c) OF THE LOK SABHA STARRED QUESTION NO. 249 FOR 15TH DECEMBER, 2021 REGARDING “E-COMMERCE DELIVERY BY INDIA POST”

(a) India Post has taken following steps to improve and expand e-commerce delivery:

- i. Setting up of Parcel Hubs to handle e-commerce parcels.
- ii. Online Track and Trace facility of e-commerce parcels.
- iii. Real time delivery status update through Postman Mobile Application.
- iv. Application Programme Interface (API) integration with e-commerce companies for data exchange of tracking events starting from booking to delivery.
- v. Extending the facility of collection and remittance of Cash-on-Delivery (CoD) amounts to e-commerce companies.
- vi. Setting up of Nodal Delivery Centers to expedite doorstep delivery of e-commerce parcels.
- vii. Introduction of All India Postal Road Transport Network for faster transmission of e-commerce parcels.

(b) Other than the wide gamut of services in Mails & Parcels, Banking & Remittance, Insurance etc., Department of Posts has been utilising its human resources for providing a number of citizen-centric services and has taken following steps to optimise the utilisation of Human Resources:

- i. Providing the facility for Aadhaar enrollment and updation in Post Offices.
- ii. Processing of Passport applications in Post Office Passport Seva Kendras situated in the premises of Post offices.
- iii. Setting up of “Common Service Centres” in Post Offices for providing various government and other services to citizens.
- iv. Doorstep banking including financial transactions using Aadhaar enabled payment system and issue of “Digital Life Certificate” through India Post Payments Bank.

(c) Government on 23.10.2019 approved the revival plan of BSNL and MTNL. The revival plan inter-alia includes in-principle approval for merger of BSNL and MTNL. Due to financial reasons including high debt of MTNL, the merger of MTNL with BSNL has been deferred. Close co-operation and service integration between BSNL and MTNL has, however, been undertaken.
