

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

**LOK SABHA  
STARRED QUESTION NO. 380  
TO BE ANSWERED ON 18<sup>TH</sup> MARCH, 2026**

**NATIONAL ROADMAP TO TRANSFORM THE DEPARTMENT OF POSTS INTO  
LARGE-SCALE PUBLIC LOGISTICS ORGANISATION**

**†\*380. SMT. SMITA UDAY WAGH:  
SHRI BHOJRAJ NAG:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of the specific steps being undertaken to transform the Department of Posts into a large-scale public logistics and e-commerce support organisation under the national roadmap particularly in Jalgaon Lok Sabha constituency of Maharashtra;
- (b) the details of modernisation of post offices, mail processing centres and parcel hubs in Maharashtra and Karnataka during the last three years, district-wise including Jalgaon and Bengaluru along with the growth in parcel handling capacity automated sorting infrastructure and last-mile delivery network of India Post to meet rising e-commerce demand;
- (c) whether new competitive parcel or mail products have been introduced or are proposed in the current financial year to increase market share and support Micro, Small and Medium Enterprises (MSME) e-commerce sellers and farmers;
- (d) if so, the details thereof including infrastructure upgrades, technology integration and private partnerships; and
- (e) the timeline fixed for completion of the transformation roadmap for India Post to function as an integrated national logistics network including infrastructure expansion in major cities such as Bengaluru and its expected impact on export facilitation for MSME in Maharashtra particularly in Jalgaon and Karnataka especially in Bengaluru?

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

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

**STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF THE LOK SABHA STARRED QUESTION NO. 380 FOR 18<sup>TH</sup> MARCH, 2026 REGARDING “NATIONAL ROADMAP TO TRANSFORM THE DEPARTMENT OF POSTS INTO LARGE-SCALE PUBLIC LOGISTICS ORGANISATION.”**

(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 rationalised and an all-India road transport network has been operationalised to support the growing parcel and e-commerce sector. Further, the Advanced Postal Technology (APT) platform has been introduced in the year 2025 for real-time tracking of articles and digitalisation of services. These initiatives have been implemented across the country, including in the Jalgaon Lok Sabha constituency of Maharashtra.

(b) During the last three years, the Department has undertaken various initiatives to upgrade and modernise the infrastructure of post offices and mail and parcel processing hubs across all districts, including those in Karnataka and Maharashtra. Details of Mail / Parcel Processing Hubs upgraded in last three years in Maharashtra and Karnataka postal circles are provided in the Annexure. These measures have enhanced parcel handling capacity and the number of parcels handled rose from 9.72 crore parcels in FY 2020-21 to 14.5 crore parcels in FY 2024-25.

(c) & (d) Yes, Sir. The launch of 24 and 48 hour guaranteed delivery mail and 24-hour delivery parcel products in March, 2026 covers identified domestic lanes. International Tracked Packet Service was launched in the year 2017 to promote cross-border e-commerce. Dak Ghar Niryat Kendras (DNKs) have also been established to facilitate exports by MSMEs, e-commerce sellers, farmers and others. Further, the Department has entered strategic partnerships with several major e-commerce platforms and the Open Network for Digital Commerce (ONDC) platform. This has been enabled by the Advanced Postal Technology (APT) platform operationalised in the year 2025.

(e) The phased transformation of India Post into an integrated national logistics network, (including Jalgaon and Bengaluru), supported by the Dak Ghar Niryat Kendra network, facilitates exports by MSMEs across the country through the ease of access, better service delivery and customer support.

**Annexure to part (b) of Lok Sabha Starred Question No.380 for 18.03.2026**

<b>Details of Mail / Parcel Processing Hubs upgraded in last three years</b>						
<b>Maharashtra Postal Circle</b>						
<b>S. No</b>	<b>State</b>	<b>District</b>	<b>2023-24</b>	<b>2024-25</b>	<b>2025-26</b>	<b>Total</b>
1	Maharashtra	Mumbai	4	2	7	13
2	Maharashtra	Thane	1	0	1	2
3	Maharashtra	Pune	19	17	9	45
4	Maharashtra	Sangli	1	1	1	3
5	Maharashtra	Kolhapur	1	1	1	3
6	Maharashtra	Ratnagiri	1	1	1	3
7	Maharashtra	Satara	1	1	1	3
8	Maharashtra	Sindhudurg	1	1	1	3
9	Maharashtra	Nagpur	0	1	4	5
10	Maharashtra	Akola	0	1	0	1
11	Maharashtra	Amravati	0	1	0	1
12	Maharashtra	Chandrapur	0	1	0	1
13	Maharashtra	Dhule	1	1	0	2
14	Maharashtra	Jalgaon	1	0	0	1
15	Maharashtra	Chhatrapati Sambhajinagar	1	1	1	3
16	Maharashtra	Nanded	1	1	1	3
17	Maharashtra	Parbhani	1	0	0	1
18	Maharashtra	Nashik	1	1	0	2
19	Total		<b>35</b>	<b>32</b>	<b>28</b>	<b>95</b>
<b>Karnataka Postal Circle</b>						
1	Karnataka	Bengaluru	1	2	5	8
2	Karnataka	Belagavi	1	0	0	1
3	Karnataka	Dharwad	0	1	0	1
4	Karnataka	Mangaluru	0	1	0	1
5	Karnataka	Mysuru	0	1	0	1
6	Karnataka	Hassan	0	1	0	1
7	Karnataka	Bagalkot	0	1	0	1
8	Karnataka	Kalaburagi	0	1	0	1
9	Karnataka	Raichur	0	1	0	1
10	Karnataka	Vijayanagar	0	1	0	1
11	Karnataka	Davanagere	0	1	0	1
12	Karnataka	Tumakuru	0	1	0	1
13	Karnataka	Kolar	0	1	0	1
14	Karnataka	Uttara Kannada	0	1	0	1
15	Karnataka	Shivamogga	0	1	0	1
16	Total		<b>2</b>	<b>15</b>	<b>5</b>	<b>22</b>

\*\*\*\*\*