

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

**LOK SABHA
UNSTARRED QUESTION NO. 3047
TO BE ANSWERED ON 11TH MARCH, 2026**

PARCEL AND E-COMMERCE INITIATIVES (DOP)

**3047. SHRI NALIN SOREN:
SHRI P C MOHAN:
SHRI RAVINDRA SHUKLA ALIAS RAVI KISHAN:
SHRI BHARTRUHARI MAHTAB:**

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the major initiatives undertaken by the Department of Posts (DoP) in the parcel and e-commerce segment including tie-ups with major e-commerce platforms and logistics providers;
- (b) the details of the growth registered in parcel traffic and revenue during the last three years, particularly for Karnataka and Bengaluru;
- (c) whether DoP has assessed impact on revenue generation and if so, the details thereof;
- (d) the steps taken to strengthen logistics infrastructure such as parcel hubs, automated sorting centres, last-mile delivery and digital tracking systems in major urban centres like Bengaluru;
- (e) whether instances of parcel-related frauds, thefts or misuse of postal channels for illegal activities have been reported in recent years and if so, the details thereof particularly for Karnataka; and
- (f) the measures taken by the Government to enhance security screening, digital tracking, verification and grievance redressal mechanisms to prevent such crimes and ensure safe and reliable parcel delivery?

ANSWER

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

- (a) The Department of Posts (DoP) has undertaken several initiatives in the parcel and e-commerce segment to transform into a major public logistics organisation and strengthen services nationwide. These include modernization of the parcel processing and delivery ecosystem to enhance speed, reliability, and customer experience through standardized systems across the country.

Last-mile delivery has been strengthened through Nodal Delivery Centres for mechanized and dedicated parcel delivery. Under the Advanced Postal Technology (APT) 2.0 project, real-time delivery updates, one time password (OTP)-based delivery, and Application Programming Interface (API) integration with e-commerce partners have been introduced. The Mail and Parcel Optimization Project (MPOP) has enabled end-to-end process optimization through standardized workflows and real-time tracking.

The Department has also partnered with major e-commerce and logistics companies and is providing parcel delivery services for several Government Ministries, including the Ministry of Micro Medium & Small Enterprises (MSME). Dak Niryat Kendras (DNKs) have been established to support exports by MSMEs, artisans, self-help groups, and small businesses, particularly in rural and semi-urban areas. Additionally, DoP has entered into strategic partnerships with major e-commerce players such as Amazon, Shiprocket, Decathlon, ONDC etc.

(b) Details of the growth registered in parcel traffic and revenue during the last three years particularly for Karnataka and Bengaluru are furnished below.

Traffic count in crore and revenue in ₹crore

F.Y	Domestic Parcel Traffic	Domestic Parcel Revenue	Parcel Traffic (Karnataka Circle)	Parcel Revenue (Karnataka Circle)	Parcel Traffic (Bengaluru Region)	Parcel Revenue (Bengaluru Region)
2022-23	4.32	620.01	0.45	58.00	0.11	17.56
2023-24	5.78	755.47	0.30	50.00	0.27	31.22
2024-25	7.12	656.94	0.39	50.00	0.19	29.77

(c) Yes, Sir. Consequent to the reforms undertaken by DoP in the parcel and e-commerce sector, the parcel revenue has gone up from Rs. 755.47 Cr. to Rs. 802.11 Cr. in the last three years [2023-24 to 2025-26 (February)]

Commented [GP1]: Add revenue and volume data

Commented [GP2R1]:

(d) Under the MPOP, Business Process Re-engineering (BPR) to redesign workflows and improve efficiency has been completed. Rationalization of its parcel hub network, delivery centers and road transport network across the country has been finalized, which is aligned with the growing parcel and e-commerce industry. This is supported by APT 2.0 for real time tracking and digital integration. These initiatives are applicable pan-India, including Bengaluru.

(e) There have been no reported instances of parcel-related frauds or thefts in the Karnataka Postal Circle. One case of misuse of the postal channel was reported in the Bengaluru HQ Region regarding an article containing “Hydro Ganja” from Netherlands. A detailed enquiry was conducted by the Karnataka Postal Circle and no lapse was found on the part of the Department.

(f) Several measures to enhance security and prevent transport of contraband items through the postal channel have been taken. These include issuing guidelines, conducting training programs for staff, displaying lists of prohibited items in post offices. The Department has issued KYC instructions and mandated self-attested identity proof for international articles. Customer declaration forms for domestic parcel consignments and customs declaration forms and KYC for international parcel consignments are made mandatory. All parcels are now classified as accountable articles to enable tracking services.
