

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

**LOK SABHA
UNSTARRED QUESTION NO. 6160
TO BE ANSWERED ON 01ST APRIL, 2026**

E-COMMERCE MARKET

**6160. SHRI SURESH KUMAR KASHYAP:
SHRI ARUN GOVIL:**

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, particularly the State of Himachal Pradesh and the Shimla Parliamentary Constituency;
- (b) the manner in which the Department's parcel handling capacity has grown during the last three years, both nationally and in Himachal Pradesh, to meet the demands of the expanding e-commerce market;
- (c) whether there are any plans to introduce new competitive mail or parcel products during the current financial year to capture a larger market share especially in hilly and rural regions such as Himachal Pradesh;
- (d) if so, the details thereof, including any region-specific initiatives for the Shimla Lok Sabha Constituency; and
- (e) the time by which the Ministry expects to complete the implementation of the transformation roadmap for post offices, particularly in Himachal Pradesh to facilitate MSME exports and strengthen rural logistics infrastructure?

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. Furthermore, the Advanced Postal Technology (APT) platform has been introduced in year 2025 for real-time tracking of articles and digitalization of services. 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.

To strengthen parcel and logistics services in Himachal Pradesh, 04 parcel hubs and 02 Nodal Delivery Centers have been established for dedicated processing and delivery of parcels respectively. Additionally, 18 DNKs have been set up to promote exports from the state.

(b) The parcel handling capacity of DoP has grown from 12.70 crore in 2022-23 to 14.57 crore in 2024-25, with a total of 79 national level Parcel Hubs in the country, including 04 in Himachal Pradesh.

(c) & (d) Yes, Sir. The Department has launched 24 and 48 hour guaranteed delivery document and 24-hour delivery parcel products on 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.

In the Shimla Lok Sabha constituency, Shimla and Parwanoo Hubs have been upgraded for efficient processing of parcels and mail. Parcel Packaging Units (10) and DNKs (6) have been established in the constituency to facilitate parcel packaging and export facilities.

(e) The transformation of India Post into an integrated national logistics network is being undertaken in a phased manner across the country, including in Himachal Pradesh. As part of this effort, new products have been introduced and Business Process Re-engineering undertaken under the MPOP with the objective of rationalizing and strengthening the mail and parcel value chains.
