

Nationwide Transition of India Post to Advanced Postal Technology (APT)

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As part of its digital transformation under **IT 2.0**, India Post has undertaken a **massive nationwide rollout** of the **Advanced Postal Technology (APT)** application. This transition from the legacy system marks a major step toward delivering **faster, smarter, and more customer-centric** postal services.

Given the **scale and complexity** of this migration—spanning over **1.64 lakh post offices** across urban, rural, and remote areas, slowness was observed during the first day of roll out i.e on 04.08.2025. However, the technical team worked round the clock and rectified the slowness by 05.08.2025.

Anticipating such challenges because of the scale and complexity of this roll out, the Department has already put in place **dedicated support teams** and **real-time monitoring systems** to promptly address and resolve operational issues. The APT system is now delivering **notable improvements** in **transaction speed, digital payment integration, real-time tracking**, and **overall user experience**. On 05.08.2025 more than 20 lakh articles were booked and more than 25 lakh articles were delivered through the new application across India.

India Post remains firmly committed to ensuring **uninterrupted public service**. The Department is **closely monitoring performance** and continues to take all necessary measures to ensure a **smooth and efficient transition**. It also extends sincere **gratitude to citizens for their patience and cooperation** during this critical digital upgrade.

Samrat/ Allen

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