



Post Offices as Logistics Organisations

Department of Posts has undertaken key measures including modernizing the parcel processing and delivery ecosystem to improve speed, reliability, and customer experience

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The Department of Posts has undertaken several initiatives to transform into a major public logistics organization and strengthen its parcel services nationwide. Key measures include modernizing the parcel processing and delivery ecosystem to improve speed, reliability, and customer experience through standardized systems across the country. Last-mile delivery has been enhanced with Nodal Delivery Centres for mechanized and dedicated parcel delivery. Under the Advanced Postal Technology (APT) 2.0 project, real-time delivery updates, OTP-based delivery, and API integration with e-commerce and other customers have been introduced. Under the Mail and Parcel Optimization Project (MPOP) end-to-end process optimization through automation, standardized workflows, and advanced technologies such as parcel sorters and real-time tracking has been undertaken. The Department is also partnering with major e-commerce and logistics companies and is serving multiple government ministries, including the Ministry of MSME, for parcel delivery. Additionally, 1,013 Dak Ghar Niryat Kendras (DGNKs) have been established to support exports by MSMEs, artisans, self-help groups, and small businesses, especially in rural and semi-urban areas.

The transformation is an ongoing process and will be implemented phase wise based upon the recommendations under Mail Parcel Optimization Project. The Department of Posts has launched the “Know Your DIGIPIN” application. It is the foundational layer of the national Digital Address Digital Public Infrastructure (DPI).

To develop a DPI for Address-as-a-Service (AaaS) - the array of services associated with address data management - the Department has finalized a Central Sector Scheme ‘DHRUVA’ that aims to recognize address information management as a foundational public infrastructure, which is vital for effective governance, inclusive service delivery, and enhanced user experience.

This information was given the Union Minister of State for Communications and Rural Development Dr. Pemmasani Chandra Sekhar in a written reply to a question in the Rajya Sabha today.

MI/ARJ

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