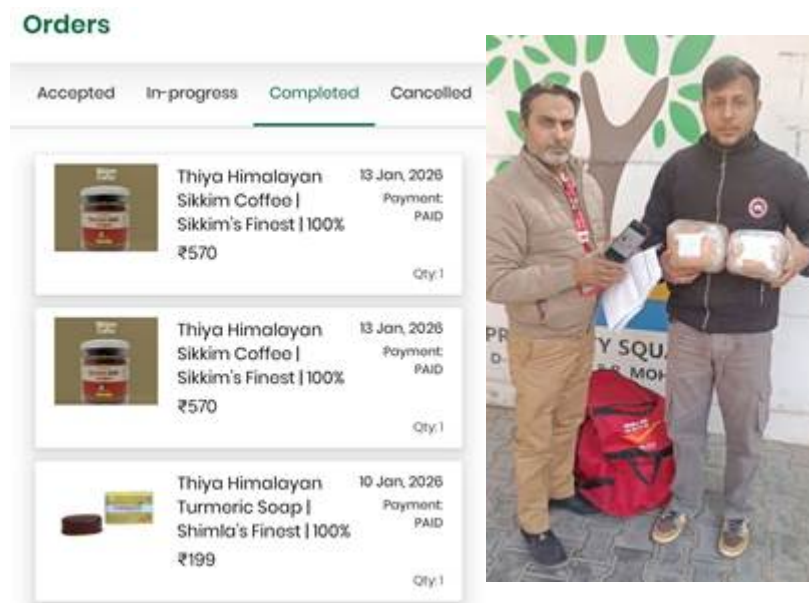


Department of Posts Delivers First-Ever ONDC Online Order as Logistics Service Provider

Posted On: 15 JAN 2026 6:56PM by PIB Delhi

Department of Posts achieved a significant milestone with the successful booking of its first online order through the Open Network for Digital Commerce (ONDC) on January 13, 2026, acting in the capacity of a Logistics Service Provider (LSP). The consignment was successfully delivered today on January 15, 2026. The inaugural order, placed by UdyamWell, marks an important step in the Department's efforts to provide digitally enabled and interoperable logistics solutions. UdyamWell, an ONDC-enabled initiative, is focused on supporting Bharatpreneurs by offering comprehensive services to artisans, farmers, and other rural entrepreneurs.



*(Products available on the ONDC platform
being delivered to customers by India Post)*

The Department of Posts' integration with the Open Network for Digital Commerce (ONDC) enables sellers on ONDC-enabled buyer applications to select the Department of Posts for parcel pickup, booking, transmission, and delivery through its extensive nationwide postal network.

At present, the Department of Posts is live on ONDC with the **“Click & Book”** model. Under this model, sellers can digitally generate pickup requests, choose the Department of Posts as the logistics partner, and have parcels collected from their premises. Postage is collected at the time of pickup, and consignments are inducted, tracked, and delivered using the Department's technology-enabled logistics systems.

With its unmatched reach, trusted public service legacy, and expanding digital capabilities, the Department of Posts' onboarding as a Logistics Service Provider on ONDC will significantly strengthen the national digital e-commerce ecosystem and enable inclusive participation of MSMEs and small sellers across the country.

MI/ARJ

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