



Department of Posts (DoP) Undertakes Several Initiatives in Parcel and E-Commerce Segment

Numerous measures in place to enhance security and prevent transport of contraband items through the postal channel

Last-mile delivery strengthened through Nodal Delivery Centres for mechanized and dedicated parcel delivery

Department's Parcel Revenue rises following DoP's Reforms in the Parcel and E-Commerce Sector

Department of Posts provides parcel delivery services for several Government Ministries

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Minister of State for Communications and Rural Development, Dr Pemmasani Chandra Sekhar, in a written reply to a question in the Lok Sabha today said that 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.

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)]

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.

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.

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