

Department of Posts and DTDC Sign MoU to Strengthen Logistics and E-Commerce in India

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In a significant development to enhance India's logistics and e-commerce ecosystem, the Department of Posts (DoP) under the Ministry of Communications and DTDC Express Limited have signed a Memorandum of Understanding (MoU). The MoU was formalized today in New Delhi by Sh. Neeraj Kumar Jha, General Manager of Parcel Directorate, Department of Posts, and Sh. Abhishek Chakraborty, Chief Executive Officer of DTDC Express Limited, in the presence of senior officials from both organizations.





(Officials of the Department of Posts and DTDC Express Limited exchange the Memorandum of Understanding (MoU)

at Dak Bhawan, New Delhi)

This partnership aims to leverage DoP's vast infrastructure and network, coupled with DTDC's logistics experience, to significantly improve parcel delivery operations across India. The MoU denotes a continued collaboration between the two parties, which began in 2025.

Key Highlights of the MoU:

- **Objective:** To explore and expand opportunities in logistics and business operations, enabling DTDC to utilize DoP's extensive postal network for nationwide parcel delivery, including Cash on Delivery (COD) services.
- **Increased Collaboration:** The MoU focuses on joint logistics operations, capacity-sharing, best practices in parcel industry and synchronization of marketing strategies to optimize operational efficiency and service quality.
- **Regular Review Mechanisms:** Both parties will conduct quarterly meetings to assess the progress of the partnership, ensure the integration of their systems and explore new opportunities to enhance the logistics network.

Benefits to DTDC:

DTDC will gain access to DoP's unparalleled network of 1.64 lakh Post Offices spread across the country. This partnership will allow DTDC to expand its logistics operations, improve delivery speed and meet the growing demands of India's e-commerce sector, especially in remote areas.

Benefits to the Department of Posts:

For DoP, the collaboration will enhance its parcel business, facilitating faster transmission and delivery services while expanding its network. By joining hands with DTDC, DoP aims to further strengthen its role in India's logistics sector, contributing to the country's vision of becoming a global logistics hub.

About the Department of Posts:

The Department of Posts, under the Ministry of Communications, operates the world's largest postal network with over 1.64 lakh Post Offices across India. It plays a critical role in providing communication, logistics and financial services with a focus on driving e-commerce growth in India.

About DTDC Express Limited:

DTDC is one of the express parcel delivery companies in India, offering innovative logistics solutions for domestic and international e-commerce. The company is committed to delivering reliable, cost-effective and scalable logistics services, supporting businesses across various sectors.

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