

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:256
ANSWERED ON:25.02.2015
INDIA POST
Tharoor Dr. Shashi

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the detailed network of India Post as on date especially across rural areas, makes it most suitable for offering delivery services to various e-commerce players in the country;
- (b) whether the Government has developed the necessary infrastructure to support the growth of India Post as a major provider of e-commerce services in the country;
- (c) if so, the details thereof for the last three years and the current year;
- (d) whether India Post has entered into any agreements with e-commerce companies and online retailers to provide for e-commerce services such as distribution and delivery of products collecting payments etc.; and
- (e) if so, the details thereof and if not, the reasons therefor?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI RAVI SHANKAR PRASAD)

- (a) Yes, Madam. Department of Posts with its coverage across the country provides a wide network for delivery of consignments and thereby is most suitable for e-Commerce players in the country.
- (b) & (c) Yes, Madam. Department of Posts has taken a number of initiatives to support the growth of India Post as a major provider of e-Commerce services in the country, which includes:
 - (i) Rationalization of Postal Services and introduction of new parcel services viz. Business Parcel and Express Parcel introduced to cater to the delivery needs of e-Commerce companies.
 - (ii) Introduction of Cash on Delivery (CoD) facility as value addition to Speed Post, Business Parcel and Express Parcel for collecting payments at the time of delivery of consignments and remittance of the same to the e-Commerce companies and which are under various stages of completion.
 - (iii) Establishment of Parcel booking centers to provide efficient booking of parcels of e-Commerce companies. During 2011-12 under 11th Five Year Plan period, 2 centers were established. During 12th Five Year Plan period under Plan Scheme 47 Parcel booking centers (During 2013-14-20 and 2014-15 so far 27) have been established so far. Wherever required, booking centers have been established in the premises of the e-Commerce companies itself. Pick up facility is also provided to e-Commerce companies. Application Program Interface (API) integration has been done with some major e-Commerce companies in order to provide smooth and timely data exchange to provide Management Information System (MIS) reports and tracking of the consignments. e-Commerce monitoring Cells and Help Desk have been set up in all the Postal Circles to ensure faster redressal of the complaints/ issues of e-Commerce companies.
- (d) & (e) Yes, Madam. Postal Circles execute and implement the agreements for distribution and delivery of products with various customers including e-Commerce companies. Postal Circle-wise number of e-Commerce companies with whom agreement has been entered is at Annexure.