

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

UNSTARRED QUESTION NO:2611

ANSWERED ON:05.08.2015

E-Commerce Service/Centres

Ahmed Shri Sultan ;Antony Shri Anto ;Bharathi Mohan Shri R.K.;Karunakaran Shri P.

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

- (a) whether India Post is set to enter into e-commerce space;
- (b) if so, the details thereof and the action plan formulated in this regard;
- (c) whether India Post has started or proposed to start its e-commerce centre;
- (d) if so, the details thereof along with the business the centres are likely to undertake; and
- (e) the employment opportunity, the e-commerce business is likely to generate particularly in rural areas?

**Answer**

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

(a) to (b) Yes, Madam. The Department of Posts offers its existing products and services like Speed Post, Express Parcel/ Business Parcel to all bulk customers including eCommerce companies to provide delivery solution for their eCommerce business. There is also a web-based ePost Office at [www.epostoffice.gov.in](http://www.epostoffice.gov.in) where sale of philatelic stamps, payment of Postal Life Insurance (PLI) premium and online generation of Electronic Indian Postal Order (eIPO) is provided.

(c) to (e) Department of Posts has established centers for handling Parcels including eCommerce articles. These centers act as facilitator to eCommerce businesses by providing logistics solution for delivery of their articles. Such major centers are operational in New Delhi, Mumbai, Bengaluru. Department of Posts is offering its network, services and resources as per existing norms for the requirements of eCommerce business including rural areas.