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# Department of Posts and Flipkart Sign Agreement to Strengthen E-Commerce Logistics Ecosystem

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The Department of Posts (DoP), under the Ministry of Communications, and Flipkart India Private Limited have signed an agreement for Last Mile Parcel Delivery Services across India. The partnership aims to strengthen India's e-commerce logistics ecosystem and improve delivery services in urban, semi-urban, rural, and remote regions of the country. The agreement was signed in New Delhi.?

## Key Highlights

Under the agreement, the Department of Posts will provide last-mile delivery services for Flipkart shipments across India. Flipkart will utilise India Post's vast network of over 1.6 lakh post offices to improve parcel delivery efficiency and expand its reach to underserved and remote areas.

## The services covered under the agreement include:

Delivery of prepaid parcels

Cash-on-Delivery (COD) services

OTP-based delivery authentication

Real-time shipment tracking

## Significance of the Agreement:

The agreement is expected to strengthen India's rapidly growing e-commerce sector by improving logistics infrastructure and delivery accessibility. It will particularly benefit customers living in rural and remote areas where

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private logistics networks have limited penetration.

The partnership will also help India Post enhance the utilisation of its delivery network and logistics infrastructure, supporting its transformation into a modern logistics organisation aligned with the needs of India's digital economy.

### **About India Post:**

India Post, officially known as the Department of Posts, operates under the Ministry of Communications. It is one of the largest postal networks in the world with more than 1.6 lakh post offices spread across the country.

Minister of Communications: Jyotiraditya Madhavrao Scindia

Minister of State for Communications: Dr. Chandra Sekhar Pemmasani

Secretary Posts: Vandita Kaul

Director General Postal Services: Jitendra Gupta

### **About Flipkart:**

Flipkart is one of India's leading e-commerce companies. It was founded in 2007 by Sachin Bansal and Binny Bansal and is headquartered in Bengaluru, Karnataka. The company operates across multiple product categories including electronics, fashion, groceries, and household items.

Flipkart's logistics arm, Ekart, is one of India's major supply-chain and delivery service providers.

CEO: Kalyan Krishnamurthy