

Training Schedule

Postal e-Commerce & Digital Services

Program Overview	The programme on "Postal e-Commerce & Digital Services" offers a comprehensive blend of theoretical insights and practical exposure to equip international postal managers with the skills and knowledge to navigate the evolving e-commerce landscape. The course covers the evolution of e-commerce and its impact on postal operations, the adoption of cutting-edge technologies like digital payment systems, automation, AI, and big data, and strategies for efficient logistics and last-mile delivery. Participants will explore cross-border e-commerce challenges, regulatory frameworks, and customer-centric digital service design, alongside sustainable practices and revenue generation models. This International training programme is organized under the aegis of Indian Technical and Economic Cooperation (ITEC) Programme of the Ministry of External Affairs, Government of India. The programme includes case study analysis, interactive discussions with industry experts, and potential field visits to advanced parcel sorting centers and e-commerce hubs, providing a holistic understanding of postal e-commerce and digital transformation
Aims & Objectives of the Program	At the end of the programme the participants will be able to: - 1. Understand global trends and innovations in postal e-commerce and digital services. 2. Understand Mail operations, Mail Management and Mail accounting 3. Understand the technology trends in Mail Management 4. Understand the concept of total Quality Management 5. Develop the leadership qualities in Postal managers to help them lead their teams effectively. 6. To familiarize participants with the adoption and implementation of digital solutions in postal operations.

Day-wise schedule

Day	Session Plan	
	Forenoon	Afternoon
1	Inauguration Ice Breaking	HR & Team Building for eCommerce activities
2	Incredible India with focus on Viksit Bharat 2047 Innovations in e-Commerce and Supply Chain Management	Quality, Security and Standards in e-Commerce
3	Study tour to Foreign Post office & Automated Mail Processing Centre in New Delhi	
4	Major Trends in Postal Technology: Global Overview	Digital Transformation and Technological Innovations in India Post
5	Challenges and Opportunities for Cross-Border E-Commerce in India	Innovation in Mail Transmission Promoting inclusive growth through Post Offices
6	Exposure Visits to the places of National, Cultural and Historical importance in Delhi	
7	Sunday: International Cultural Festival	
8	Study cum exposure tour of Agra	
9	Study cum exposure tour of Agra	
10	Study cum exposure tour of Agra	
11	Digital Payments in India Fintech for e-commerce & digital payments	Postal Preparedness for e-Commerce Country Presentation
12	Country Presentation	Feedback & Valediction


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