

## Training Schedule

## Postal Technologies &amp; Automation

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| <b>Program Overview</b>                     | The programme on “Postal Technologies & Automation” aims to familiarize international participants with the role of modern technologies and automation in transforming postal operations and service delivery. Drawing on India Post’s experience, the course will highlight digital initiatives, automated mail processing, digital addressing, payment technologies, and quality management practices. Through expert sessions, interactions, and exposure visits, participants will gain practical insights and share experiences to adopt suitable technology-driven solutions in their respective postal administrations. |
| <b>Aims &amp; Objectives of the Program</b> | <p>The programme aims to:</p> <ul style="list-style-type: none"> <li>• Provide an understanding of emerging technologies and automation in the postal sector.</li> <li>• Showcase India Post’s technology initiatives and digital transformation efforts.</li> <li>• Examine the use of IT, digital payments, and automation for improving efficiency and service quality.</li> <li>• Share global best practices and facilitate exchange of experiences among participants.</li> <li>• Enable participants to identify and adopt suitable technological solutions for their postal organizations.</li> </ul>                  |

## Day-wise schedule

| Day | Session Plan                                                                                                                 |                                                                                  |
|-----|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
|     | Forenoon                                                                                                                     | Afternoon                                                                        |
| 1   | Inauguration<br>Ice Breaking                                                                                                 | HR & Change Management for Automation                                            |
| 2   | Incredible India with focus on Viksit Bharat 2047, End-to-End Quality Management of Mail Services in India Post              | Technology Initiatives by India Post, <b>DIGIPIN</b> : Digital Address Code      |
| 3   | Visit to National E-Governance Division (NeGD), Department of Electronics and Information Technology                         |                                                                                  |
| 4   | Visit to Visit to PM Gati Shakti Anubhuti Kendra at Bharat Mandapam, New Delhi & Automated Mail Processing Centre, New Delhi |                                                                                  |
| 5   | Digital Transformation of Postal Organizations & Unified Payment Interface (UPI)                                             | Technology Advancements leading to Quality Service Improvements in Postal Sector |
| 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  | Major Trends in Postal Technology: Global Overview                                                                           | State of Postal Sector 2025 and Integrated Index for Postal Development          |
| 12  | Country Presentation                                                                                                         | Feedback & Valediction                                                           |

  
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