100 million e-Delivery shipments. Digital correspondence with offices has become the standard.

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On August 5th, a joint conference was held by Krzysztof Gawkowski, Minister of Digital Affairs, and Magdalena Gaj, President of Poczta Polska, summarizing the successes achieved so far in implementing and promoting e-Delivery. As a reminder, the number of parcels sent via e-Delivery has exceeded 100 million, with over 50 million having been sent since the beginning of 2026 alone. Currently, the Electronic Addresses database includes 4.6 million addresses.

"Just a year ago, we were talking about a transition period; today, we're talking about 100 million shipments. This shows that digital correspondence is becoming an everyday tool for citizens and institutions. We're building a simple, secure, and universal solution," said Deputy Prime Minister and Minister of Digital Affairs Krzysztof Gawkowski .

What does e-Delivery offer?

e-Delivery is the electronic equivalent of a registered letter with acknowledgment of receipt. It enables secure and legally effective electronic document exchange with public offices. It is used by citizens, businesses, and public institutions.

Instead of waiting for traditional registered mail, users receive documents online – anytime, anywhere – and have their entire correspondence history in one place. This allows many matters to be resolved without visiting the office.

e-Delivery now also available in mObywatel

Since July 1st, every mObywatel app user has had access to their e-Delivery mailbox directly on their phone. In the first weeks since its launch, the app has already processed over 600,000 shipments.

"We want citizens to avoid having to wonder where to find the right channel to contact a government office. Government services should be available in places citizens already use. Digital delivery takes a moment, but it is backed by infrastructure and accountability built over years. As the designated operator, Poczta Polska ensures secure digital and hybrid deliveries. The hybrid service is a bridge between the digital state and citizens who still need or prefer paper letters," emphasized Magdalena Gaj , President of the

Management Board of Poczta Polska.

Changes in regulations

On July 7, 2026, the Government Legislation Center published draft legislation amending the Electronic Delivery Act and certain other acts. The changes stem from experience gained during the system's implementation and from requests submitted by local governments and ministries, among others.

The draft includes, among other things, simplified recipient searches and shipment addressing, clarified cases in which e-Delivery does not apply, new rules for calculating deadlines, and a number of technical and organizational improvements. It also provides for integration with the systems of other electronic delivery service providers, allowing applications for digital services to be submitted via e-Delivery. The final shape of the regulations depends on further legislative work.

One digital standard for communication with the state

The growing number of shipments, the new function in mObywatel and the planned changes in the law all pursue the same goal: contact between citizens, entrepreneurs and the administration with the state is to be simpler, faster and based on one coherent digital standard.

Source: Poczta Polska

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