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PRAGATI

Vaccine Drive

Unlocks new business prospects

COVID-19 pushes

Last-mile delivery further ahead

Warehousing, next big bet

Sandeep Chadha
Partner & Managing Director
Pragati Warehouser (Left)

Col Jitender Yadav
Chairman
Pragati Group (Middle)

Shubendra Mittal
Managing Director
PISL (Right)

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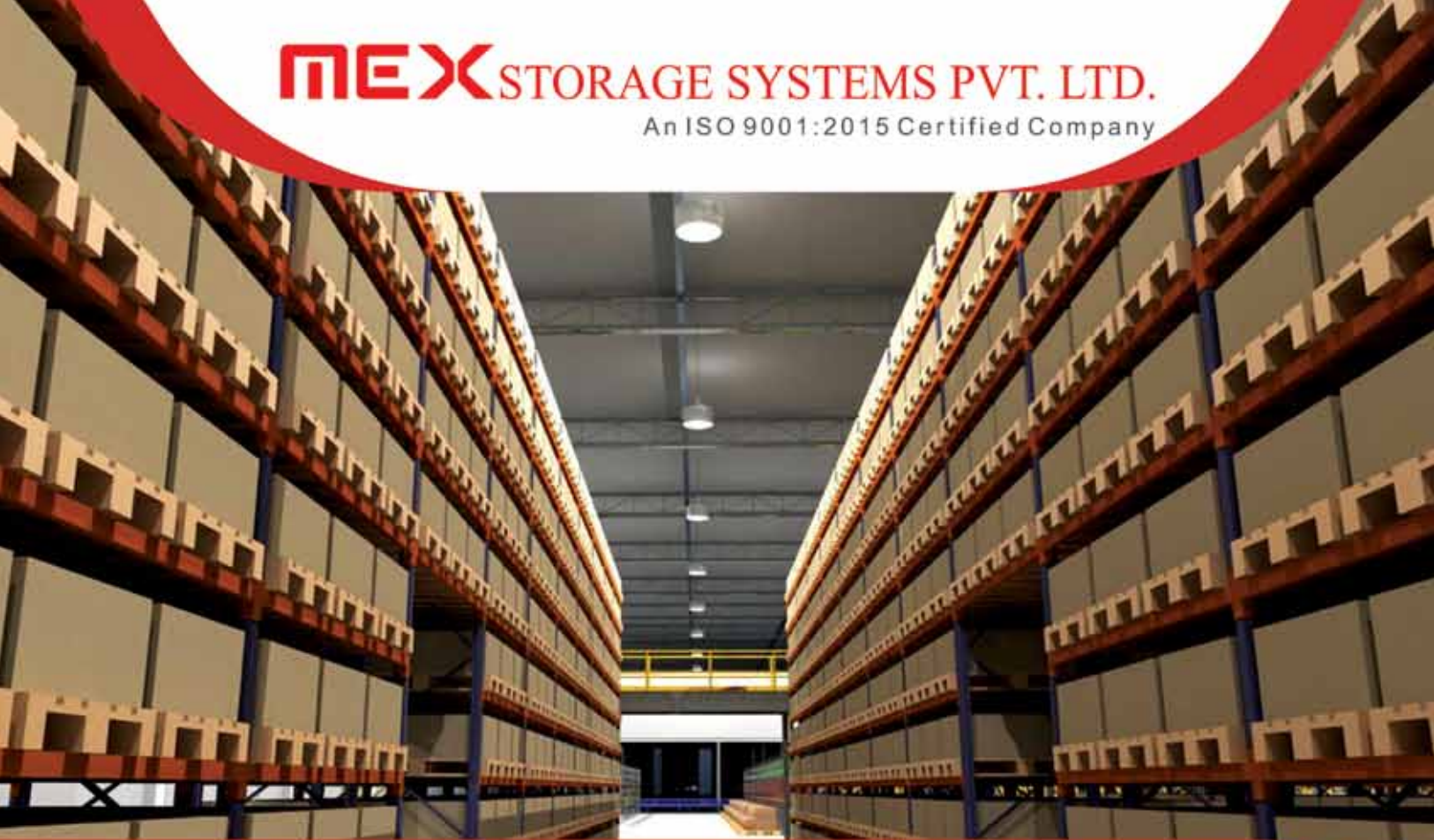
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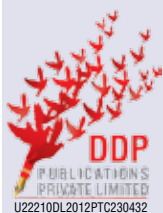
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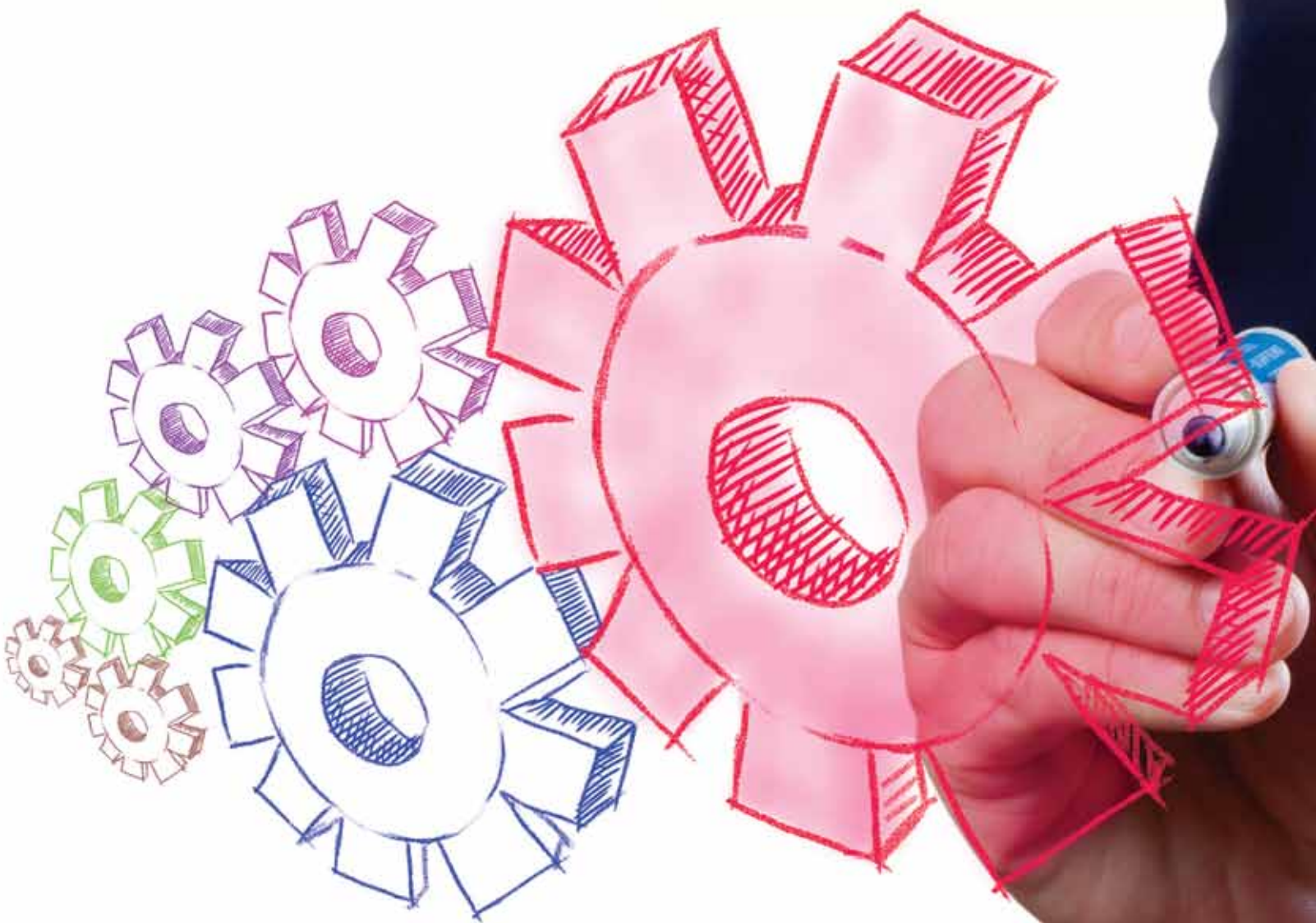
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Distribution Redefined



The International Air Transport Association (IATA) has released the data for global airfreight markets showing that demand for air cargo decreased by 10.6 per cent in 2020, compared to 2019.

Brussels Airport's cargo volumes grew by 21% in January as vaccine transportation continues

While noting airport's significant role in shipping COVID-19 vaccine around the globe, Brussels Airport has highlighted continued growth in its airfreight volumes since last summer. The air cargo volumes have again recorded significant growth, up 21 per cent on January 2020. Brussels Airport continues to do better than the average growth seen in Europa and worldwide which is negatively impacted by the strong decrease in the number of passenger flights operated by wide bodies.

In January, air cargo volumes in the full-freighter segment grew sharply by 73 per cent compared to the same month in 2020. Integrator services too recorded strong growth compared to last year (+37%). These strong growth figures largely compensate for the limited volumes of belly cargo carried on passenger flights. And for once, trucked air cargo also records an increase (+10%), after several months of negative growth.

The total volume of goods handled by the logistics platform at Brussels Airport grew significantly (+ 18%) in January, totalling to 58,311 tonnes. The transport of COVID vaccines, which is sure to continue all through the year, has found in Brussels Airport a top-notch logistics hub, specialised in temperature-sensitive goods, particularly pharmaceuticals.

Imports from Asia and North America are recording strong growth compared to the same month last year.



Frankfurt Airport's cargo throughput continues to grow noticeably, rises by 18.1% in January

Frankfurt Airport (FRA) cargo throughput (comprising airfreight and airmail) rose by 18.1 per cent to 176,266 metric tonnes in January. Despite the ongoing lack of capacity for belly freight (transported on passenger planes), Frankfurt Airport recorded its second-highest January cargo month ever. Factors contributing to the growth in cargo tonnage included the later timing of the Chinese New Year, which is being celebrated in February 2021.



COVID-19 vaccine air transportation and handling requires open communication & collaboration, says TIACA & Pharma.Aero report

In the second report for the global air cargo and pharmaceutical industries, TIACA and Pharma.Aero outlined recommended practices and insights for effective COVID-19 vaccine air transportation and handling. As the vaccines are being transported across the globe, it is apparent that the challenge of COVID-19 vaccine global distribution demands the highest standards of speed, security, reliability and transparency. "To this end, open communication and air cargo community collaboration are paramount," stated **Nathan De Valck**, Chairman of Pharma.Aero.



Anchorage Airport handles more than 3.48 million tonnes of cargo in 2020



Ted Stevens Anchorage International Airport (ANC) has seen a 16 per cent increase in 2020 over the record setting volumes in 2019, more than 3.48 million tonnes of air cargo landed at the airport. "The tremendous surge in cargo volumes through ANC has been fuelled by an increase in e-commerce, PPE, and displaced belly cargo," said **Jim Szczesniak**, Airport Director, in addition, "The pandemic has left an indelible mark on the e-commerce landscape, accelerating market growth—reaching numbers not forecast to be seen in the US for another two years.

UNICEF launches Humanitarian Airfreight Initiative; over 10 airlines sign agreement

UNICEF has launched the Humanitarian Airfreight Initiative; under this landmark initiative, over 10 leading airlines are signing agreements with UNICEF to support the prioritisation of delivery of COVID-19 vaccines, essential medicines, medical devices and other critical supplies to respond to the pandemic. The initiative will also act as a global logistics preparedness mechanism for other humanitarian and health crises over the longer term. The UNICEF Humanitarian Airfreight Initiative brings together the airlines covering routes to over 100 countries, in support of the COVAX Facility – the global effort aimed at equitable access to COVID-19 vaccines. Based on the COVAX Facility's indicative distribution and first round allocation plan, 145 countries will receive doses to immunise around three per cent of their population, on average, starting in the first half of 2021, subject to all requirements being met and final allocation plans.



dnata adds four high-tech cool dollies at Sydney & Melbourne airports



To further enhance its pharma handling capabilities globally, dnata has added four high-tech 'cool dollies' to its Australian cargo fleet, becoming the first air services provider to offer a fully integrated, temperature-controlled cool chain for pharma and perishable shipments in this important market.

Offering a closed, temperature-controlled system, the specialised containers will ensure safe and seamless delivery of temperature-sensitive goods, including pharmaceuticals and vaccines, between aircraft and dnata's state-of-the-art cargo facilities.

dnata will operate two cool dollies each at Sydney Airport (SYD) and Melbourne Airport (MEL), providing maximum safety to airline partners and their customers at every stage of the handling process.

Cathay Pacific flies one million doses of vaccine from Beijing to Hong Kong

Cathay Pacific have flown the first shipment of COVID-19 vaccines to Hong Kong onboard Flight CX391 from Beijing as the airline continues to support the Hong Kong SAR Government's vaccination programme. **Augustus Tang**, Chief Executive Officer, Cathay Pacific, said, "This is an important milestone in Hong Kong's fight against COVID-19 and we are immensely proud to be doing our part in this fight. It is a successful effort, which involves close collaboration with the Airport Authority of Hong Kong, and many of our industry partners and business associates. We stand ready to undertake future shipments using our vaccine solution product and support the government in its community-wide roll out programme." The one million doses of Sinovac COVID-19 vaccines were loaded inside six temperature-controlled Envirotainer e2 RAP containers to maintain the vaccine temperature range of 2-8 degrees Celsius. The shipments were loaded closest to the aircraft doors to allow for priority unloading.



CMA CGM steps into air cargo division, purchases four A330-200F freighter aircraft



The CMA CGM Group is stepping up its strategic development in logistics by creating a specialised air freight division CMA CGM Air Cargo. This move into airfreight strengthens the Group's transport and logistics business, allowing it to offer its customers a new range of comprehensive, agile and customised solutions. To support its expansion into air freight, the CMA CGM Group is buying four 60-tonne-payload Airbus A330-200F freighter aircraft, which came into service between 2014 and 2016. With a range of 4,000 nautical miles, they will connect Europe with the rest of the world. The CMA CGM Group will entrust the operation of its freighter fleet to a European airline. CMA CGM Air Cargo represents a major new component of the CMA CGM Group in both operational and commercial terms. **Rodolphe Saadé**, Chairman and CEO, CMA CGM Group, says, "This division will launch four Airbus A330-200F aircraft and will leverage commercial partnerships with airlines."

Unilode enters into agreement with MdG for the maintenance of La Couverture

Unilode Aviation Solutions and MdG Group have signed a long-term agreement for the repair of La Couverture, a unique product developed and manufactured by MdG for the protection of temperature-sensitive products in the aviation supply chain. La Couverture is a hybrid solution between a thermal cover and a temperature-controlled dolly that offers the ease of use of a cover and almost the same protection as a thermal dolly at a much lower cost and without CO2 emission. The innovative material protects temperature-sensitive cargo on a lower deck pallet during the handling phase on the tarmac between a cargo warehouse and the apron, and the product is fitted with a GPS device for location tracking. Unilode will provide extensive services for La Couverture.



DSV launches new customs classification service to ease administrative hassles

DSV has launched a new customs classification service for international businesses called DSV Customs Classification. With the new service, DSV offers to perform customs classification on behalf of businesses, ensuring compliance



with regulations and easing customers' administrative hassles. With all countries in the world actively involved in trade, it is

time-consuming to understand and oversee all the requirements to legally ship to or source from a given country. With DSV Customs Classification, DSV ensures the information about the goods DSV classifies complies with local customs regulation. The DSV Customs Classification service is live from February 4, 2021.

DB Schenker opens 4,831 sqm logistics centre in Ireland



DB Schenker has set a strong signal in its European network and invested 10 million euro in a new logistic centre in Shannon. This investment is a powerful commitment from the global logistics service provider to continued expansion in the western region of Ireland. "This investment demonstrates DB Schenker's commitment to Ireland and it also reflects the strong growth that DB Schenker has achieved with large multinational companies over the last few years," says **Ray Hennessy**, CEO of DB Schenker in UK & Ireland.

The new building will have an area of 4,831 square metres in total. This will include a warehouse with an area of 3,716 square metres. The clearance height will be 12.5 metres. The site will be TAPA A-certified in terms of security, including secure fencing, full CCTV coverage, access control throughout, an intruder alarm system, remote monitoring, etc.

DHL Singapore's Airfreight Station renews IATA CEIV Pharma certification

DHL Global Forwarding has re-certified its Airfreight Station in Singapore with the IATA CEIV Pharma Standard for another year. "Singapore is the latest in our Asia Pacific network, along with Japan and China, to receive the IATA CEIV Pharma re-certification. This is especially timely as several countries try to secure COVID-19 vaccines to put a halt to the economic and social impact of the pandemic," said **Kelvin Leung**, CEO, DHL Global Forwarding Asia Pacific.

"As our teams continue to work closely with our customers to deliver these vaccines, we appreciate that the accreditation is not only a quality mark of our service and network, but is equally a recognition of the hard work and dedication of our LSH specialists who work seamlessly across the world to deliver best-in-class logistics services to our customers," he added.



Air cargo delivery models

with tracking capabilities for COVID vaccine distribution

Delivering billions of doses of COVID-19 vaccines to the world's population is perhaps the largest single transportation challenge the air cargo industry will ever face.

Air cargo is on the mission of the century — COVID-19 vaccine distribution. The air cargo industry is under pressure to execute an unprecedented worldwide distribution effort. The figures are staggering; Pfizer intends to produce up to 1.3 billion doses in 2021, while Moderna expects to manufacture approximately 500 million to one billion doses in 2021. The International Air Transport Association (IATA) estimates that it will take the equivalent of 8,000 Boeing 747 flights to carry enough single-dose vaccinations to inoculate the globe's 7.8 billion people—a monumental task. With more than eight hand-offs before the vaccine reaches the end consumer—including manufacturers, logistics service providers (LSPs), ground handling agents (GHAs), air carriers, last-mile distributors, and medical professionals—the temperature-sensitive COVID-19 vaccines will be subjected to multiple touchpoints across disparate data collection systems.

IATA estimates that it will take the equivalent of 8,000 Boeing 747 flights to carry enough single-dose vaccinations to inoculate the globe's 7.8 billion people—a monumental task

Unfortunately, traditional data logging doesn't deliver the seamless visibility required to enable manufacturers or LSPs to make decisions about pharmaceutical shipments in transit. Without real-time visibility into shipment location and status across the entire supply chain, vaccines can be subjected to degradation, diversion, and even loss. In fact, IATA reported that 25 per cent of all vaccines are degraded when they reached their destination due to improper shipping, while 20 per cent of temperature-sensitive products are damaged during transport due to a broken cold chain. Vaccines are to be monitored at all levels; right from shipment to transportation and storage, all stages are to be covered. To ensure the delivery of vaccines to every nook and corner of the globe, the following elements are essential.



Amar More
CEO, Kale Logistics Solutions and
India Cargo Awards Winner 2019

DIGITAL DOCUMENTATION

Where does the entire game of stagnation and delays occur? Well, everybody knows that documentation on a manual scale is the culprit. A community platform such as a cargo community system enables the generation of electronic documents such as electronic air-way bill, electronic delivery order for airlines, to name a few. Therefore, the entire operations in the airport ecosystem are rapid as well as automated.

END-TO-END TRACKING

Recent Internet of Things (IoT) advancements have transformed the landscape of the pharmaceutical supply chain to provide seamless end-to-end location tracking and monitoring. Next-generation sensor-based tracking tags attached to shipments provide a range of real-time data (e.g., location, temperature, humidity, light) to determine the status of goods and if conditions are deteriorating and/or intervention is required. Adding further resilience to the tracking and data capture process, low-cost mesh networks can be deployed across the logistics chain in airports, air cargo stations, loading/unloading docks, etc. to automatically capture the movement and status of shipments. Data is transmitted from multiple nodes to active gateways to provide overlapping coverage and close any visibility gaps.

LEVERAGING PREDICTIVE CAPABILITIES

Predicting demand/supply gaps has become the norm with the utility of AI/ML and IoT. In a nutshell, it can even be said that the pandemic and lockdown could have been thwarted if we had a predictive mechanism in place. Now, the general industry outlook has changed and that is quite visible in the delivery models set by each country. A predictive mechanism is needed to foresee challenges, for example, a vaccine truck fleet is being sent to a remote location by road and heavy rainfall followed by a landslide is predicted for the region. So, through the common monitoring portal, the authorities can halt the fleet movement until the rain subsides. This way, loss of cargo is thwarted, and it reflects on the well-informed nature of the authorities.

AIRPORT CARGO COMMUNITY SYSTEM

The Airport Cargo Community System (ACS) takes into consideration all future needs for the air cargo industry. The ACS system connects all stakeholders in the supply chain, right from pharma companies, airlines, temperature-controlled facilities suppliers, freight forwarders, temperature-controlled transport service providers for uninterrupted services and data flow to the end users. When the shipments are at the airport, ACS tracks the temperature excursions and provides alerts through interfaces with the warehouse temperature sensors. Furthermore, with several features like advance shipment information to the handlers, online terminal charges payments, e-AWB, e-Certificate of Origin, truck slot bookings, the processing of pharma shipments/vaccines is expedited. The AI/ML technologies are used to predict data and conditions for the stakeholder. Traffic conditions, load/unload times, transit times, clearance times are all predicted to ensure there is very little ambiguity.

WORKING TOGETHER

Delivering billions of doses of COVID-19 vaccines to the world's population is perhaps the largest single transportation challenge the air cargo industry will ever face. By deploying common tracking technology, promoting open network connectivity, and standardising data for a true end-to-end view, the cold chain logistics community will help to ensure a safe, secure, and efficient supply chain.

More supply chain delays, warns Ocean Insights



Chinese quarantine measures are grounding truckers, just as maritime carriers are clearing out backlogs. Rollover rates for container cargoes at port have continued to increase in January hitting 39 per cent, a two per cent increase on December numbers and a 9 per cent year-over-year, according to Ocean Insights.



CT Bureau



According to the report from Ocean Insights, a breakdown in intermodal connectivity between factories and ports could worsen global supply chain woes. Metrics such as carriers' schedule reliability are worsening and cargo rollover rates are still on the rise. By the former metric, the average delay for

containers increased from one day in January 2020, to more than five days in January 2021. It may take several more months for supply chains to return to some semblance of normality, as per the report.

PORT ROLLOVERS

At ports, overall rollover percentages

continued to climb as well, reaching 39 per cent, a two per cent increase on December numbers and a 9 per cent year-over-year. "The shipping lines have said that the backlog of cargo will be cleared after Chinese New Year, and that will likely occur as the levels of deliveries from factories drop off, but supply chains may take several more months to

return to some semblance of normality as inventory, now trapped further up the supply chain will need to be cleared," said **Josh Brazil**, Chief Operations Officer, Ocean Insights.

While overall rollover rates have increased, the major Asian ports



in Singapore and Tanjung Pelepas saw no increase in rollovers from December 2020 to January 2021, while Shanghai, Hong Kong increased by just one per cent and Busan decreased one per cent. Ocean Insights calculates the rollover ratio for carriers as the percentage of cargo carried by each line globally that left a transshipment port on a different vessel than originally scheduled.

Port Klang in Malaysia remains an outlier with an 11 per cent increase in rollover cargo from 55-66 per cent month-on-month. In Europe, Antwerp

and Rotterdam saw increases of four and five per cent respectively within the Hamburg-Le Havre range.

CARRIERS' SCHEDULE RELIABILITY

In terms of the number of changes to delivery dates (ETA), the Asia to US West Coast trade lanes showed the largest increase from an average of 1.67 ETA changes per shipment in January 2020 to 3.93 by January this year.

While Asia to Europe cargo ETA changes per shipment averaged 1.41 in January 2020, they increased to 3.13 a year later. By these metrics, the average delay for containers increased from about one day in January 2020, to more than five days in January 2021 (Carriers' Schedule Reliability is a measurement of delay from port to port).

ROLLOVERS BY CARRIER

Vessel operators have so far had a mixed month with Maersk seeing a five per cent increase in rollovers, reaching 38 per cent while its alliance partner, MSC, has been static at 29 per cent since November of last year.

CMA CGM, by way of contrast, has steadily increased its rollovers from 44 per cent in October 2020 to 52 per cent in January this year. The biggest decrease month-on-month goes to CMA CGM's subsidiary ANL whose rollover figures improved from 56 per cent in December to 49 per cent in January.

The report points to internal travel restrictions imposed by Chinese authorities, requiring domestic travellers to quarantine for 14 days after travelling, as a new bottleneck for global shipping and supply chains. Chinese governments are calling for citizens to stay put and celebrate in place, keeping factories open to offset the seasonal decline in factory output during the Chinese New Year. However, even with all these efforts in place, getting those products to market will

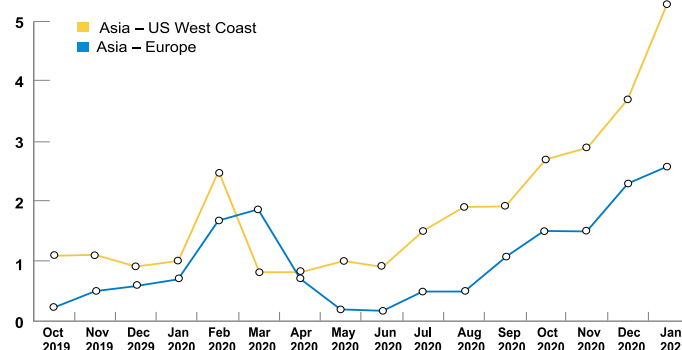
Transshipment rollover ratio by port January 2020/21

Port(s)	January 2020	January 2021	Change
Busan Port South Korea	32%	32%	0%
Hong Kong	30%	34%	+4%
Jebel Ali Dubai	42%	45%	+3%
Kaohsiung Taiwan	33%	45%	+12%
Ningbo-Zhoushan China	22%	30%	+8%
Port Klang Malaysia	33%	66%	+33%
Shanghai	24%	37%	+13%
Singapore	26%	43%	+17%
Tanjung Pelepas Malaysia	27%	28%	+1%

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Average number of delayed days



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Rollover ratio by leading container lines January 2020/21

Port(s)	January 2020	January 2021	Change
CMA CGM	45%	52%	+7%
COSCO	33%	39%	+6%
Evergreen	34%	50%	+6%
Hamburg Sud	25%	30%	+5%
Hapag-Lloyd	42%	50%	+8%
Maersk	24%	38%	+14%
MSC	25%	29%	+4%
ONE	38%	48%	+10%

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be a challenge. Most truckers have opted to go home for New Year – making them subject to mandatory quarantines and unable to drive. In some regions, up to 95 per cent of truckers will be unavailable, with the worst-hit regions in the south.

These conditions will choke factory-port connectivity starting in about two weeks, with inventory backups lasting for months.

The shipping lines have said that the backlog of cargo will be cleared after Chinese New Year, and that will likely occur as the levels of deliveries from factories drop off

Strong resurgence in warehousing

The Indian warehousing industry is being transformed - the new normal entails incorporating the latest developments. With the onslaught of technology and a favourable tax regime, opportunities are there to scale the operations on a multi-location basis, says **Sandeep Chadha**, Partner & Managing Director of Pragati Warehouser.



Kalpana Lohumi



Sandeep Chadha
Partner & Managing Director
Pragati Warehouser and
India Cargo Awards Winner 2019

What solutions you are offering in the logistics and warehousing space?

The changing industrial milieu needs an imperative alteration in perspective, offering a new vision in logistics and warehousing needs. This is all the more important since we are fast entering the circular economy and IR 4.

Pragati is an India-focused warehouse developer cum asset manager headquartered in Gurgaon. With a focus on building, developing and managing industrial and warehousing assets on a pan-India basis, the company is coming from a pedigree wherein it has

delivered some marquee warehousing assets in the past and is now poised to exploit its experience in giving a new direction to the vertical in particular and to the industry at large. We are here to serve its clients across the sectors viz. e-commerce, manufacturing, FMCG & retail. It intends to go full-scale with warehousing assets already under execution in NCR, Bangalore, Mumbai, Ludhiana, Jaipur and Rajpura.

With its three-pronged strength in construction, leasing and asset management, Pragati aims to establish itself as the preferred partner of choice when it comes to delivering superior

Grade-A warehousing in a Built to Suit framework. Its focus primarily, is to add value to shareholders in a way that maximises the returns on the deployed capital. It has a track record of ensuring good returns to stakeholders while building a portfolio of marquee projects across the locations. Pragati is poised to fully capitalise the opportunity on offer and add value at each step in its stride to become the foremost player in delivering Built to Suit premises for its various clients.

The solutions that we offer to our customers are futuristic and geared to changed needs. We do not follow





the beaten track, but incorporate the latest technological developments as far as possible.

According to you what is the new normal in the logistics and warehousing space?



Indian warehousing is going through a transformation. With close to 90 per cent of warehousing falling in unorganised category, there are opportunities galore. There is an unprecedented demand for superior Grade-A warehouses from

Today logistics cost in India accounts for 13-14% of the GDP which is nearly double (7-9%) the logistics cost to GDP ratio in developed countries such as the US, Hong Kong and France. So, there is an opportunity for incumbents to play a decisive role in bringing down the cost with the judicious use of favourable policies and state-of-the-art technology

across the industries led by e-commerce. With the onslaught of technology, and favourable tax regime, opportunities are there to scale the operations on a multi-location basis and provide state-of-the-art and globally compliant warehouses.

The new normal essentially is incorporating the latest developments. For example, warehouse labour shortages have long been a thorn in global supply chains, but a new web application developed for innovative organisations could soon change that. A host of issues may force warehouse operations to slow down or grind to a halt, but perhaps the most disruptive of all is dealing with a shortage of warehouse employees.

In times of higher demand, this creates logjams that are tough to break, much less recover from. For businesses, that means both time and resources are wasted. With their first-hand insights into the intricacies of warehousing logistics, we plan a four-member team set out to put an end to this age-old industry problem. Our warehouse operations personnel can easily facilitate the sharing of manpower among the company's facilities where there are surges in demand.

 **With its three-pronged strength in construction, leasing and asset management, Pragati aims to establish itself as the preferred partner of choice when it comes to delivering superior Grade-A warehousing in a Built to Suit framework** 

Today logistics cost in India accounts for 13-14 per cent of the Gross Domestic Product (GDP) which is nearly double (7-9 per cent) the logistics cost to GDP ratio in developed countries such as the US, Hong Kong and France. So, there is an opportunity for incumbents to play a decisive role in bringing down the cost with the judicious use of favourable policies and state-of-the-art technology.

The government's thrust to the sector such as giving infrastructure status, the 'Make in India' programme, 'Vocal for Local', development of multimodal transport networks and initiatives to set up industrial corridors like Delhi Mumbai Industrial Corridor (DMIC), Delhi Kolkata Industrial Corridor and logistics parks have propelled the cause. The introduction to REITs in India has galvanised the sector and the same is poised for a growth momentum. We are now in the midst of a consolidation phase with a lot of tech-

Warehousing industry is changing

- ➔ Shift in industry structure from fragmented and unorganised players to large organised players
- ➔ Increasing institutional investor participation in the sector
- ➔ Consolidation of warehouses from large number of multiple facilities to a few larger centres



There was a need-gap, there were opportunities on offer and there was a singular intent to serve over the long-haul. Things got together and Pragati came into being in 2009. We intend to be the preferred partner for growth for our stakeholders. The kind of the impact we have been able to create in this short span boosts our morale

enabled practices in fray to improve the overall throughput.

What are the main challenges posed by the pandemic?

It's not about challenges per se. In fact, every challenge is an opportunity in itself. Every business has to be agile and adaptive to counter the downside of the changing business landscape. At Pragati, we are well prepared to take on the ensuing challenges in our stride. Of late, the changing trends are in fact a step towards enhanced efficiency and overall throughput. This augurs well for all the incumbents involved. With increased consolidation the cost is being significantly cut down. The pandemic is subsiding and the economy is on an uptick. Remote work is enhancing the potential of India's Tier-2 locations. We have already created a footprint by taking and consolidating lands in Tier-2 locations such as Ludhiana, Jaipur and Patna where we are

helping their clients scale and build Grade-A developments.

The COVID-19 pandemic has led laboratory supply companies to explore multimodal logistics solutions and has created a new impetus for digital tracking. And, we plan to adopt them as far as feasible.

What change is expected to be seen in the warehousing space?

I foresee a strong resurgence in the Indian warehousing industry in this year. While the key metros of Delhi/NCR, Mumbai, Bangalore, Chennai, Hyderabad, Pune, Kolkata and Ahmedabad will keep holding the sway, the Tier-2 & Tier-3 will see a lot of action as well. Remote work will enhance the potential of India's Tier-2 & Tier-3 cities. The Indian warehousing sector came unscathed even during the pandemic and will grow from strength to strength from here on.

I believe the push towards 'Vocal for Local' will particularly catalyse the manufacturing sector. And a growth in manufacturing is bound to propel the demand for quality Grade-A warehouses as well. Digital support and infrastructure will enhance transparency and streamline the entire sector. And with stakeholders backing out of China, India has every chance to be the next global manufacturing hub. In the long run, if 'Vocal for Local' gets materialised, sky is the limit for growth in Indian manufacturing as India is one of the world's biggest markets.

I believe the push for greater efficiency and smooth streamlining will always be there. And it will only stress upon the need for further technological interventions. Be it Robotic Automation, AI, IoT or Blockchain; the relevant tools will be adopted. Smart warehouses will only enhance the overall proposition while still saving the costs and augmenting the overall throughput. So I see a gradual shift towards the smart warehouses going forward.

Quantum computing

- Quantum computing could transform the logistics industry within the next decade
- The exciting possibilities have sent technology giants into a frenzy as they ramp up investments to build commercial quantum computers capable of solving complex problems. In warehousing and logistics industry, quantum computing is also earmarked as a key trend within the next five to 10 years



Digitalisation has become a priority, and several initiatives are currently being thought of and shall be implemented. These are related to tracking, packing list, or box labelling. Many of these initiatives have led to lower cost and faster processing.

We at some stage would incorporate web tracking functionalities and explore the potential use of dedicated chips. Of course, enhanced digitalisation also means enhanced cybersecurity protocols. Cybersecurity is a high priority in Pragati's overall digitalisation process.

What makes you different from competition?

Our aim is to help India in the growth story by providing a gamut of services to developers right from land acquisition to pre-lease to post-handover property management, the company does it all. Also, we help our set of investors build a portfolio of sustainable and long-

term rent yielding warehousing and industrial assets. I believe offering varied services under one roof and repeatedly exceeding expectations has been the biggest USP of Pragati. While for the past 10 years we developed the strength of having consolidated more than 700 acres but at the same time we have well positioned our EPC arm (Pragati Infra Solutions) to comfortably develop 4 million sq ft on a yearly basis.

We plan to continue to be leaders in logistics and warehousing industry by employing innovation both in concept and practice, and it is our commitment to enable our customers with such innovative concepts to have optimum utilisation of our services and facilities. We strive to incorporate innovation and technological progress to build warehouses that are going to be outstanding examples of human endeavour.

What is your outlook towards 2021 and onwards?

Our sights are focussed both on immediate needs and integrating the same with futuristic trends. Maybe, we shall incorporate the service of drones. Quantum computing could transform the logistics industry within the next decade. Can we afford to use quantum computing? The exciting possibilities have sent technology giants into a frenzy as they ramp up investments to build commercial quantum computers capable of solving complex problems. In warehousing and logistics industry, quantum computing is also earmarked as a key trend within the next five to 10 years. In 2021, we are gearing up for utilising all progressive concepts and that is starting this year.

What is your present network? What are your expansion plans?

Pragati was conceptualised to bridge the gap within the Indian warehousing and logistics arena. The intent was to provide an end-to-end platform for this sunrise sector. With booming e-commerce, and

ever-expanding traditional retail there emerged a demand for Built to Suit Grade A warehouses. We have a pan-India presence with projects spread across the geographies.

There was a need-gap, there were opportunities on offer and there was a singular intent to serve over the long-haul. Things got together and Pragati came into being in 2009. We intend to be the preferred partner for growth for our stakeholders. The kind of the impact we have been able to create in this short span boosts our morale.

Promising Present: We have our plate full presently. With projects spanning across the key logistics hubs of India, we have been able to garner the trust of our stakeholders. Our multi-location facilities allow our clients to expand with us across the geographies. The scale and efficiency that we offer are unprecedented and set us apart. Our superior development management with globally compliant specifications wins us the confidence of our clients across the sectors. The state-of-art embedded technology in our warehouses help us enhance the overall throughput. Gradually and steadily we are able to help the client improve his overall supply chain management with our futuristic properties.

Farsighted Future: Going forward we intend to go full-on. The coveted portfolio that we have been able to cobble together is beginning to bring to our fold some stellar institutional investors like Morgan Stanley, Logos etc. The pace at which we are growing, is a benchmark for the industry and is helping us push the envelope even further. While on one hand we are aggregating the land banks across Tier-1 and Tier-2 cities, we are setting in motion the construction process after following the due approvals. Subsequently, we intend to manage these assets keeping in tow our investors' interest. 

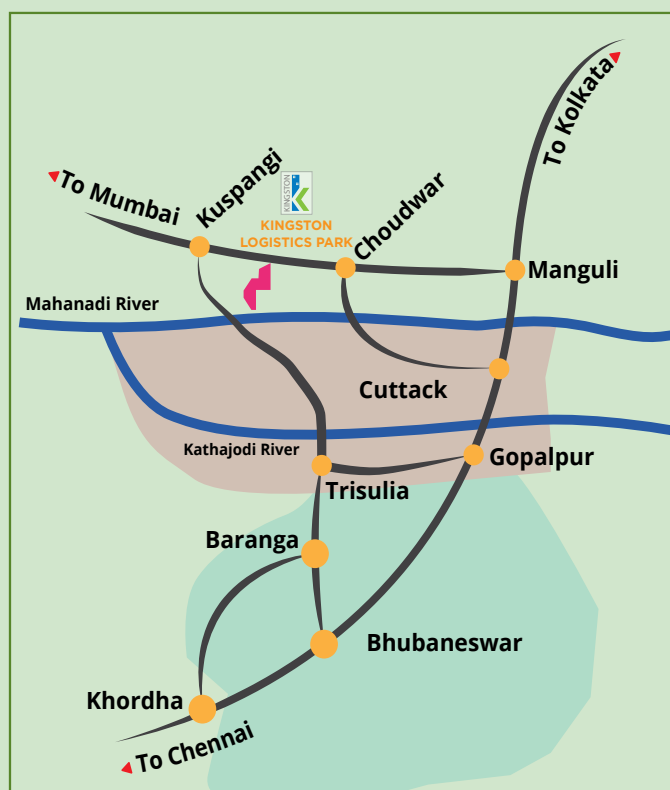
 **Our aim is to help India in the growth story by providing a gamut of services to developers right from land acquisition to pre-lease to post-handover property management, the company does it all. Also, we help our set of investors build a portfolio of sustainable and long-term rent yielding warehousing and industrial assets** 

Implementing smart warehousing solutions

- ➔ Reduction in inventory carrying costs for major companies
- ➔ Implementation of automation and smart warehousing solutions in warehouse operations
- ➔ Transformation of warehouse from just storage to one providing value-added services



Multi-million dollar Logistics Park to improve Odisha's logistics sector



Kingston Logistics Park is the first-of-its-kind in Odisha with all types of storage solutions, be it Grade-A warehouses, cold storage, open air storage, container yards, to name a few. All the warehouses are planned to be constructed on Built to Suit (BTS) basis.

Shri Naveen Patnaik, Chief Minister, Odisha has inaugurated the Kingston Logistics Park on February 17, 2021. It is the first-of-its-kind in Odisha with all type of storage solution, be it Grade-A warehouses, cold storage, open air storage, Container Yards, to name a few. Strategically located on the periphery of Cuttack (10 km) and Bhubaneswar (40km), Kingston Logistics Park, the latest offering from the Kandoi Group, is on a 56-acre of land offering quick access to both the cities. Paradip Port is at a distance of 100 km from the project site and many industrial towns and consumption centres are within the 100

km radius from this project. The land on which the project is conceptualised has been allotted by the State Government through lease for a period of 90 years. Therefore, it is free of all encumbrances and legal hassles.

The key policy of this park is to improve the state's logistics sector by lowering overall freight costs, reducing vehicular pollution and congestion, and cutting warehousing costs.

All the warehouses are planned to be constructed on Built to Suit basis. The total potential of this Built-to-Suit



development is approx. 1.5 million sq ft, across warehousing, cold chain storage, etc. These different types of storage facilities will be used by companies such as E-Commerce, FMCG, Cement, Petroleum, Electrical and Electronics, Textile Products, Engineering Products, Agro, Pharmaceuticals, Steel, etc. 1.25 lakh sq ft space has been put to use by a leading e-commerce company from December 2020.

The Park is designed with immense time and cost savings for space users and transporters in mind, plus convenience for every working within its premises, irrespective of junctions and job roles. Modular planning and space allocation is done in a way to facilitate easy expansion within the park area.

Dr. Nitin Bhanudas Jawale, IAS, Managing Director, IPICOL, says, "Odisha is an upcoming state and logistics and warehousing industry has been phenomenal from last couple of years. We have diverse industrial growth and therefore there are huge requirements of logistics in our state. Kingston Logistics Park set up by the Kandoi Group in Choudwar, Cuttack is going to be an important utility. The wide range of products that are handled by this logistics park is going to be a great asset and definitely a great support for industries in and around this area and also in the entire state."

While congratulating on behalf of CII, **Manish Kharbanda**, Chairman, CII, Odisha says, "It is one of the biggest logistics park as of now with all the

facilities for warehousing, be it cold storage or modern transportation facilities. Kandoi Group is known for its excellence and we are confident that it will help industries like E-Commerce, FMCG, and Electronics, etc in reducing and optimising logistics cost. This is the much needed and positive initiative from the Group."

Gaurav Chawla, Chairman of Young Indian, CII, says, "When it comes to credibility KTL is one of the oldest companies in Odisha serving for almost five decades. Their Project Kingston Logistics Park is so minutely designed considering everything, be it fire safety or regulation." He adds, "I believe that with the government promoting the Paradip Port, this project will definitely boost import and export in Odisha. The facility, KLP, is offering cold storage apart from warehousing which would definitely boost the economy by means of business growth and employment. Odisha will definitely get a boost from this project."

The Kandoi Transport Limited, the flagship company of Kandoi Group, was founded in 1976 and is one of the oldest and credible brand of Odisha for transportation of ores, coal, bauxite, fertilizers, metal etc. Currently, the group has diversified into mining and crushing of minerals and ores, financing, real-estate, warehousing and logistics infrastructure. The group is established in Cuttack, with branch offices spread across the region. Kandoi Group is synonymous with value, excellence and keeping promises in whatever business it conducts.

Facts

- Total Capacity: 15 lakhs Sqft. in 4 years' time
- Now launched with: 1.25 lakh Sqft. (used by a leading e-commerce company)
- Total Investment: 250 Crore in 4 years' time.
- Present Investment: 30 Crores
- Total Employment: 2000+
- Present Employment: 250+
- Location: Choudwar, Cuttack

Info

Email: leasing@thekingston.in;

Ph No.: +91-7077730040;

Website: www.thekingston.in

Youtube



Location





Women in logistics: Making a mark

Despite representing around half of the global population, the percentage of women working in a male-dominated logistics industry remains shallow. **CARGOTALK** speaks to women who have carved out unique places for themselves in the logistics, warehousing, distribution and air cargo industry dominated by men.



Kalpana Lohumi

It is appalling that the deliberation on fewer number of women working in a male-dominated logistics industry continues. Logistics, warehousing and

supply chain industry is traditionally a male-dominated industry. When one thinks of logistics industry the first picture that comes to mind is of a truck driver or an industry which involves

moving and lifting. However, there is more to the industry rather than just moving and lifting. In this excerpt, women from India, Singapore and Sri Lanka share their stories.

WOMEN HAVE PROVED THEIR CAPABILITY IN EVERY FIELD

With many barriers of former all-male bastions being demolished slowly but surely, especially over the past two decades, I no longer believe that any industry is gender-specific – intentional or otherwise. Women have proved their capability in every field – from sports to space, and from country to corporate leadership. If air cargo and logistics is still a ‘male-dominated’ industry, then the failure is ours in not being able to provide an environment to attract the rich talent and gender diversity that would undoubtedly help to grow our companies and communities across the country.

To be fair, it has been refreshing to see an increasing number of women in our industry – entrepreneurs, professionals, and couriers – delivering with equal zest and pride. Some of the most efficient couriers in Blue Dart, battling the elements on the not so ideal streets, are the lady couriers who match and even outdo, package to package, deliveries of their male colleagues. We have five lady pilots in Blue Dart Aviation when a decade ago there was none, and we have ladies in almost every department who stand tall – engineering, flight operations, flight dispatch, technical services, quality, materials & stores. I’m very proud of what they do each day, and especially their commitment during the height of the pandemic last year. When the world stopped, we moved, and the ladies were there to prove their mettle.

It is a far cry from when I began my career in the airlines 50 years ago; back in the days when air cargo was not seen as a woman’s job, my colleagues were all men. Hot and dusty terminals were overflowing with cargo and bereft of women. On a typical sales day, visiting customers and agents usually ended with a drive to the airport to oversee the palletisation of shipments promised for transportation.



Tulsi Mirchandaney
Managing Director
Blue Dart Aviation

Some of the most efficient couriers in Blue Dart, battling the elements on the not so ideal streets, are the lady couriers who match and even outdo, package to package, deliveries of their male colleagues

In 1995, when my journey with Blue Dart began, the shift to creating a structured, scheduled domestic cargo airline entailed a steep learning

curve. The launch of India’s first domestic cargo airline on June 17, 1996 across the five major airports of Chennai, Bangalore, Mumbai, Delhi and Kolkata, was a historic high, not just a milestone in the country’s aviation history, but a memory cherished forever by all of us who had the privilege to be part of the project



team. 25 years on, Blue Dart Aviation is still charting new frontiers across Indian skies and, more recently, venturing beyond boundaries. I feel so proud to be a catalyst on that journey with an organisation that has changed the course of my life forever.





Chaitaly Mehta
Director
EKF Global Logistics

✦ **If you are not a quitter, can multitask, be an effective problem solver, are a good listener and neutral person and have the grits and gumption to want to succeed no matter what then it's only one way for you and that is upwards** ✦

BEING A WOMAN, EARNING RESPECT WAS HARD

My journey in logistics industry started right out of college when I was only 20 years old and this is my 24th year. There have been a lot of challenges over the years, from being taken seriously in the earlier days and years as we didn't have women handling hard core operations to being heard, my opinions being asked or even acceptance of my suggestions. Earning respect from the people around me was twice as hard in some cases because I was a woman and in some because it was my father's business; it meant being labelled aggressive for doing my job.

Even some of the clients had an issue working with a woman at the top. I have been given wrong guidance and in worst cases being literally made to beg to get help because they had the power and the ability, and I was a novice or a woman or maybe both. Even now men have a problem in reporting to a lady boss.

LOGISTICS INDUSTRY IS NO LESS THAN A ROLLER COASTER RIDE

Commenting on how easy it is for



women to carve out a successful logistics career in India, Mehta says, "Nothing is ever easy in any industry but success is possible if you have the right priorities. Talking doesn't work here, action does. We have such amazing women working here and their stories and career graphs are fantastic. If you are not a quitter, can multitask, be an effective problem solver, are a good listener and neutral person and have the grits and gumption to want to succeed no matter what then it's only one way for you and that is upwards."

No day is the same day in logistics industry and it is a full on roller coaster ride. If you have an innate understanding of the subject, can foresee the problems, can feel for the shipment then you are in the right industry. It is not everyone's cup of tea and not everyone can handle the daily volatility and stress levels. This industry is definitely not for the faint hearted or for those who want a 9-5

job. If you can lead from the forefront with the right vision, principles and methods, this industry is for you to rule.

Mehta lists few unavoidable factors to attract more female talent

- Sanitation and hygiene facilities
- Equal pay as the male counterpart
- Equal level of respect as accorded to their male counterpart
- Acknowledging their work and contribution, timely promotions and fair work practices
- Not to be treated in a condescending manner and no unnecessary comparisons with their male counterparts
- Equal job opportunities and equal playing field
- Being given opportunities which would be given to their male counterparts and not being held back and not given opportunities just because one is a woman
- To be judged fairly and squarely purely on basis of work and accomplishments

✦ **The logistics industry is going through a phase of transformation by taking steps to eradicate tenderisation with the help of the government and companies like Even Cargo. Reducing gender discrimination suggests the possibility of professional development of women in this sector** ✦



Sarini Sachdeva
CEO, Aardour Worldwide Logistics and
India Cargo Awards Winner 2016

INDIAN LOGISTICS INDUSTRY IS NOT ACCESSIBLE TO WOMEN, EVEN TODAY

It was not at all easy to start a career in logistics industry especially coming from a non-logistics background. While there are men who are happy to see women progressing, there are also another set of men who cannot see women growing, especially when one gives a tough competition. So, indeed when men see a woman doing well in a very short span, it is not the best thing indeed. Hence, for them the only way to satisfy their self-esteem is to talk negative. However, the change has definitely been seen since then and I see more and more men trying to give equal respect to their women colleagues.

The Indian logistics sector provides livelihood to over 22 million people. However, this industry is not accessible to women, even in this day and age. Traditionally, the sector has been associated with physical work and been seen as an all-male sector. Women have been ignored with a misconception that they are not suited to blue-collar work, as a result of which there is an immense difference in the ratio of men working in the logistics sector to the ratio of women. Companies in this sector prefer to recruit male applicants due to the ingrained belief that blue-collar work is equated with masculinity. Women are less than one-third of the population providing manual labour for logistics. Consequently, companies are reluctant to seriously consider women candidates for the job.



Kruti Jobanputra
Director, JWC Logistics Park and
India Cargo Awards Winner 2018

THE ONLY OBSTACLE IS THE MALE EGO

My inspiration and my biggest motivator is my father who has been a mentor, a guide, a friend and a teacher to me. I was and I am very passionate about doing what my father was doing; therefore, I always wanted to be a part of my father's business. He has been a part of logistics industry for more than four decades now and he always tells me 'keep pushing, keep hoping, keep trying and success will always come to you'. 'It's a man's world' was

Today, companies are realising and experiencing the difference that women are able to bring about in the industry and in their company. This kind of appreciation will encourage more women to join the industry

the first line I had heard after coming to this industry. I joined the company as a trainee working with all men around me. Here I got to learn about a completely different culture and over the time, I took interest and worked in all departments like Operation, Admin, HR, Finance etc. Today after being a part of the industry for 15 years, I am still learning new things and enjoying new experiences every day.

The only obstacle is the male ego. The acceptance of a woman above you because of her skills and intelligence and experience is something that is difficult for a man to digest. In the logistics industry 60 per cent are working according to the old schools

of thought and the mindset of men in the industry is the factor determining the discrimination for women; although the balance 40 per cent of the industry are welcoming and respecting women as a part of their logistics team.

I am sure that in times to come, men will change their ideologies and mindset about women in the industry. Once the mindset starts changing there can be a great change in the industry. Today, companies are realising and experiencing the difference that women are able to bring about in the industry and in their company. This kind of appreciation will encourage more women to join the industry.



On the other end of the spectrum, women find it difficult to work in the logistics sector due to safety issues and incompatibility of work and family life. Also, they lack the skills required for the work because of the unavailability of training and awareness. Even Cargo, founded in 2016, is India's first women only e-commerce logistics company which promotes the appointment of the female population to the logistics industry by encouraging and supporting their career development.

LOGISTICS INDUSTRY IS TRANSFORMING

The government is committed to making the logistics industry bigger and is making efforts to increase jobs in the sector; this step would

build space for women in the sector and open up the gates for gender equality. As e-commerce companies have rapidly expanded the scale of logistics companies, the need for more labour is created which eventually gives women a platform to build their career and make themselves financially independent and strong.

To conclude, I would say that the logistics industry is going through a phase of transformation by taking steps to eradicate tenderisation with the help of the government and companies like Even Cargo. Reducing gender discrimination suggests the possibility of professional development of women in this sector.





Sanjam Sahi Gupta
Director
Sitara Shipping

✈️ **We launched WISTA Network in India in 2012 and today there is a platform for women entering the shipping and logistics industry. Something I felt I didn't get enough, and it was my way to give back** ✈️

I ALWAYS WANTED TO WORK IN LOGISTICS INDUSTRY

Flashback to a little girl in pigtails, hearing stories that Daddy narrated on the dinner table of ships, cargos, pirates and more. Visiting the port was normal, climbing the rope ladder and onto those glorious ships – all this led to my fascination for the maritime industry. While at college, I also spent some days at the office doing basic accounting work but that taught me a lot about our vendors, costs and the pricing process.

Fast forward to 2001, I had completed my MBA and was raring to go. My sister and I both began working in the family business and trainee would be too kind a word; we were the general dogsbody, did odd jobs – sending emails, filing etc.

My mother too works for the business and heads finance, both my parents were my mentors. Over the years we have realised that we had to innovate and hence we focused on the niche market of over-dimensional cargo and today we are actively involved in end-to-end logistics of project cargo.

IF WE HAD BEEN SONS WE WOULD HAVE BEEN ACCEPTED EASILY

The challenge was the mindset that had we been sons we would have been accepted. So, we had to work harder and better at being accepted. My father left us to sink or swim and while I resented it back then I understand now that it made us tough.

The one event that impacted me the most was where the speaker addressed the gathering only as gentlemen, as though we women didn't exist. That was the moment which pushed me to Google women in shipping and there I found the WISTA network. We launched in India in 2012 and today there is a platform for women entering the shipping and logistics industry. Something I felt I didn't get enough, and it was my way to give back.

YOUNG WOMEN CAN BRING IN NEW KNOWLEDGE FOR THE FUTURE

The logistics industry is an exciting one, albeit seen as male-dominated like a lot of other industries. Firstly, to

be successful there is no substitute for hard work. Further one needs to keep an open mind, be proactive and say yes to every opportunity to participate in meetings/teams or to speak at events and be visible.

This is also an exciting time of many opportunities when companies are looking into alternative ways of working, influenced by digitalisation and the age of innovation we are currently in. There is a great deal of flexibility also being offered with remote working options. As an industry, it's becoming more complex and more reliant on automation and AI. Hence, young women can bring in the new knowledge that is needed for the future as physical strength is not the only criteria. That is not to say that women or girls aren't strong enough!

It's time for the industry to rebrand itself and project itself as the place to be in for an exciting career option.

Young women need to be presented with and understand the benefits of a career in logistics early on. More awareness needs to be raised by both educational institutions and senior management.



Noor Azizah
RVP Asia
ECS Group

✈️ **For a woman to be successful in this industry, she must have confidence, tenacity and be able to handle and balance stress. In this industry of logistics, every day we face a new problem that requires a solution** ✈️

I HAVE CONTRIBUTED TO THE INDUSTRY'S GROWTH IN MY OWN SMALL WAY

I practically grew up in the air cargo industry, and that was more than 30 years ago. I got my first taste of the industry when Singapore was promoting itself as a hub regionally and internationally. The Singapore Government provided the infrastructure and platform for this industry to grow and grow. As such, I became part of this growth. I have contributed to the industry's growth in my own small way and am recognised by my peers for my efforts in the cargo industry.

SWIM OR SINK

When I was working for the international freighter airline, I was thrown in the deep-

end. It was either I swam, or I sank, and there were no two-ways about it. I learnt everything there was to learn to manage a station and I can safely say that I was able to manage a station with little help.

The only thing that I could not do, was balancing the aircraft's weight/balance. You needed the weight and balance license for that. I wanted this license to complete my experience badly but unfortunately, you can't have it all. In those early days, there were no women holding that kind of skill or job. Having that license could have given me an 'all-rounder' experience. I must say that there were only a handful of women in our industry at that time, but it did not deter me from doing things I loved to do. I loved challenges and I was always a risk-



Tania Polonnowita Wettimuny
Group Managing Director, IAS Holdings
an entrepreneur, and First Female Chairperson
of Sri Lanka Logistics & Freight Forwarders
Association

I ENTERED THE LOGISTICS INDUSTRY BY DEFAULT

I have joined the logistics industry by default; I started as a school leaver and a trainee to get some work experience. Sharing the positive side, **Tania Polonnowita Wettimuny**, Group Managing Director, IAS Holdings an entrepreneur, and First Female Chairperson of Sri Lanka Logistics & Freight Forwarders Association says, "I am very happy to mention that in my 30

With the right leadership skills, I have demonstrated throughout that if you live up to the business fundamentals that we have laid down with equal opportunity, growth in business is an easy task to achieve

years in the industry I have faced very few challenges. Individuals outside the industry and in the industry had the mindset of logistics as a male-dominated industry, when opportunities arose for greater things. I was considered probably as an option as opposed to a male colleague of mine being considered as suitable."

30 YEARS HAVE NOT BEEN A CAKEWALK

The past 30 years have not been a cakewalk and I stress that the difficulty faced by women working in the logistics sector is recognised as different from women working in traditional areas. We women continue to be under-represented in non-traditional industries and occupations, especially in logistics

sector. Inequality and career obstructions continue to be an issue within the sector as it is believed that women have limited growth opportunities through omissions at both a professional and social level. It is observed that female employees in the logistics industry are in administrative positions such as human resources, finance and data processing and not in high-profile operations positions, therefore, women are easily overlooked as a significant part of the industry.

RIGHT LEADERSHIP SKILLS IS MY KEY TO SUCCESS

In this part of the world, logistics was an unconventional field for a woman. There were some women in middle management and lower levels but no women in the senior management. Achieving a magnitude of growth within a small period in an already saturated industry was only possible with the right leadership skills where I have demonstrated throughout that if you live up to the business fundamentals that we have laid down with equal opportunity, growth in business is an easy task to achieve. My doors are always open for any juniors wanting advice and guidance. I am more than happy to encourage women and create a path for them.



taker. I would find ways and means to get my job done. My boss at that time, and still is, once told me, that if he were to throw me in a soccer field with the boys, I would have played better soccer than them! I have never forgotten his words as such antidotes provide me with the motivation to become a stronger person to do what I can to succeed as a woman in the industry.

WOMEN'S PERSISTENCE IS A PLUS-POINT

Sharing her views on how easy it is for women to carve out a successful logistics career, she says, "Their persistence is a plus-point. They are not afraid to learn and venture into new things. For a woman to be successful in this industry, she must have confidence, tenacity and be able

to handle and balance stress. In this industry of logistics, every day we face a new problem that requires a solution. If you can manage and have all these qualities in you, you will be successful." I strongly believe that being a woman can actually be an advantage in this industry. Speaking well and great presentation skills makes all the difference. A person with such presentation skills, with detailed knowledge of the products, would be able to get the message across. In addition, it is vital to have self-confidence on full display.

TALK ABOUT LOGISTICS AS A CAREER IN SCHOOLS AND HIGHER INSTITUTIONS

The industry has a natural pool of talent

which is extracted from the universities and the polytechnics. Numerous courses are there for those interested in this industry. Perhaps more could be done to promote logistics and the supply chain industry as a career by having workshops and talks in the schools and higher institutions. The charisma that would attract more women would be that the logistics industry is not just a desk-bound job. This industry is dynamic and ever-changing. You can say it is hyper, full of energy and every day is an interesting day. Many women would be attracted to such jobs as much as how it is attractive to our male counterparts. Also, I believe a more extensive campaign from a logistics association is needed to train and attract more female talent.





Elena Volkova
Chief Product Officer
CargoAi

✶ In logistics, I am fortunate to be with CargoAi team where the value of a person is not measured by gender or where you come from or how old you are. It's all about skills ✶

LOGISTICS IS A VITAL AREA OF OUR LIFE

For me it first started way back in 2015, when I was working in a software BI company in retail industry. Though my focus wasn't that time purely on logistics, it was clear that it's a complex and vital area of our life which not many of us see but we all depend on it. Joining CargoAi gave me an opportunity to dive deeper into the logistics world. Today everyone in cargo is making plans to go digital, it's in the air, and I am very proud to be a part of this revolution.

Being a woman in software has always been a challenge. In logistics, I am fortunate to be with CargoAi team where the value of a person is not measured by gender or where you come from or how old you are. It's all about skills.

DIVERSITY IS A STRENGTH

There is no easy way to success, neither for men nor for women, but if you love what you do, you will lean towards growing your skills and work hard. In



logistics as in other industries, diversity is always a strength and I think airfreight has understood this. It's a sector that's quite advanced in this regard, not only from a gender perspective, many women now occupy senior positions in terms of skills and variety of backgrounds.

WOMEN DO NOT NEED TO BE EXTRAORDINARY

I don't think there are gender-specific traits that would make a man or woman successful. In my opinion, we need to get away from those stereotypes that feed the belief that a woman should be extraordinary to be on the same level as a man. I am more Cartesian than that. What makes the difference to succeed, man or woman, are the hard skills and soft skills. Learn to see the differences as a main advantage. Different points

of view make all the difference. It is also much more competitive and vital to trust yourself and stand your ground. Strive to work as one team and anything becomes possible.

DIFFERENT ENTRY SKILLSETS WOULD ENCOURAGE WOMEN

Companies need to drive and build a stronger community within the industry and encourage their teams' contribution. The more initiatives like this will be started – the more talented people will see the possible areas of applying their skillsets. By extending varieties of different entry skillsets – there will be more possibilities to attract great talents. But I think this is a phenomenon that is already taking place in airfreight, and CargoAi is a perfect example of this.

IT TOOK ME A GREAT DEAL OF TIME TO PROVE MYSELF TO MY CLIENTS

The airline job had always fascinated me since my school days, but destiny had an alternative plan for me. In the year 1997, I joined an international freight forwarding company as a Customer Service Executive. As time passed, I learned more and more on the job and gradually fell in love with the industry and realised that the logistics industry is an important key to the economic growth and development of the country.

I have been in the industry for a little over two decades now and today I get recognised and respected for being one of few ladies in the so-called 'male-dominated' industry. But it has not always been like that. During the initial days, it took me a great deal of time to



Anusree Sen
Deputy General Manager
The PDP Group

prove myself to my clients. I used to feel like it was due to gender differentiation but as I worked more, I realised that it had nothing to do with gender bias. In fact, it was more because of my lack of experience in the new field of work.

Gradually, I made a place for myself by continuing to deliver on my promises, being accessible, and having a constant drive to promptly give customised services to customers.

WOMEN HAVE THE COMPETENCE

In my opinion, it is not difficult to carve out a successful logistics career in India as several socio-economic factors have had a positive impact on the 'de-genderisation' of roles to ensure the inclusion of women in logistics.

Globally, in 2010, women formed only eight per cent of the logistics workforce which has steadily increased to 20 per cent in 2018. In India, specifically, this number currently stands at approximately 15 per cent and is expected to reach the current global average of 20 per cent by 2022.

✶ Gradually, I made a place for myself by continuing to deliver on my promises, being accessible, and having a constant drive to promptly give customised services to customers ✶

LOGISTICS VITAL FOR MAINTAINING OPERATIONAL PREPAREDNESS

My logistics career started when I joined the Indian Air Force where I have worked across various logistics domains from SCM, warehousing, procurement to transportation, etc. Since the initial years of my Air Force career, I had developed a great liking for this field because of the crucial role that logistics plays during peace, war, or any natural disaster for maintaining the highest degree of operational preparedness. I was very fortunate to have an intense learning and productive 10 years of Air Force logistics career before retiring as a Squadron Leader in 2015.

WOMEN DO STAND A GOOD CHANCE

Many reports and studies say that women are more natural and better multitaskers than men which is a key necessity of an efficient logistician. Taking this ability into consideration, a woman stands a good chance to carve out a career in logistics.

Logistic MNCs and startups can spend a portion of their CSR budgets to launch logistics skilling programmes for women or by creating internship opportunities for female graduates to upskill them and to provide them with industry exposure

They are emotionally more balanced and less impulsive which helps them think critically while managing a large team including blue-collar workers. As we know women are more empathetic which helps them strongly relate to the needs of the inside and outside stakeholders to solve people's problems efficiently as they always like to go to the root causes of issues. I feel with the e-commerce industry in India growing at a very fast pace, we must strive to provide equal opportunities to women to excel in the field of logistics.

LOGISTICS IS NO LONGER A LABOUR-INTENSIVE SECTOR

While many MNCs and startups are already moving in the direction to provide opportunities to women to help them showcase their talent in logistics, we still see a minuscule percentage of women in this sector. Hence, there definitely lies a responsibility to firstly break the stereotypical views on women's presence in the industry. With widespread technological advancement in logistics, it is no longer a labour-intensive work requirement. Today, women are using high-tech systems for packaging/Sortation/ MHE operators/delivery executives, and so on. To attract more female talent, we may have to look at the awareness campaigns in higher educational institutions including government polytechnic colleges. Logistic MNCs and startups can spend a portion of their CSR budgets to launch logistics skilling programmes for women or by creating internship opportunities for female graduates to upskill them and to provide them with industry exposure.



Amrita Chakroborty
Associate Director - Line Haul
Shadowfax Technologies

LOW GENDER RATIO CAN BECOME AN OPPORTUNITY

My career in logistics started in 2004, after more than 10 years in the financial services industry. I have never faced any challenge in this industry and I believe the reasons are my mindset, prior experience with MNCs, and the environment at DHL Express which has always made me feel valued. In this organisation, I feel respected for the unique viewpoint that I bring to the table as a woman – from innovation to inspiration, execution to nurturing, sentiment to out of the box thinking, and more. The crux, as to why I haven't experienced any challenges in this industry, lies in the culture of diversity that we drive and live at DPDHL. So forget challenges, it has been quite the reverse.

I see the low gender ratio in the logistics industry as an opportunity, rather than a



Sarbani Sengupta
VP – Customer Service
DHL Express India

challenge. With the expansion of logistics, increased demand for jobs, and the availability of specialised educational courses supporting this growth, it's easier for women to get the right roles and make a mark.

GENDER, GEOGRAPHICAL AND GENERATIONAL DIVERSITY COULD BE THE KEY TO SUCCESS

The nature of logistics involves working across multiple geographies and with multiple stakeholders, thus diversity is the critical success factor for our industry. Organisations are realising the importance of the 3G approach – gender, geographical and generational diversity.

Having said that, some roles, like in Operations, have very low gender diversity ratios, though that is changing now with increased automation and mechanisation. I believe hiring managers across industries are increasingly realising that including women employees makes for a more creative and compassionate culture and leads to greater teamwork.

I believe hiring managers across industries are increasingly realising that including women employees makes for a more creative and compassionate culture and leads to greater teamwork

Reducing logistics costs, a core need



While presenting the Union Budget, Finance Minister **Nirmala Sitharaman** said that bringing down the logistics costs for the industry was at the core of government's strategy to enable the 'Make in India' initiative, which aims to transform India into a global design and manufacturing hub.



Kalpana Lohumi

The government plans to soon put the next lot of airports for privatisation that will help monetise these assets for operations and management. While presenting the budget, Finance Minister Nirmala Sitharaman said, "AAI airports in tier-2 & 3 cities will be monetised." The Minister added, "Bringing down the logistic costs for our industry is at the core of our strategy to enable 'Make in India'. It is expected that Western dedicated freight corridor (DFC) and Eastern DFC will be commissioned by June 2022.

The additional proposed initiatives are that the Sonnagar – Gomoh Section (263.7 km) of Eastern DFC will be taken up in PPP mode in 2021-22. Gomoh-Dankuni Section of 274.3 km will also be taken up in short succession. We will undertake



future DFC projects namely East coast corridor from Kharagpur to Vijayawada, East-West corridor from Bhusaval to Kharagpur to Dankuni and North-South corridor from Itarsi to Vijayawada. Detailed project reports will be undertaken in the first

phase. Broad Gauge Route Kilometres (RKM) electrified is expected to reach 46,000 RKM i.e., 72 per cent by end of 2021 from 41,548 RKM on October 1, 2020. 100 per cent electrification of Broad Gauge routes will be completed by December 2023."

Proposed initiatives

→ "AAI airports in tier-2 & 3 cities will be monetised"

→ The Sonnagar – Gomoh Section (263.7 km) of Eastern DFC will be taken up in PPP mode in 2021-22

→ 100 per cent electrification of Broad Gauge routes will be completed by December 2023



Emphasis on infrastructure to facilitate manufacturing and exports is a welcome move: FIEO

Hailing the Union Budget 2021-22, **Sharad Kumar Saraf**, Immediate Past President, said that the budget has rightly put its focus on infrastructure to revive the economy, addressed the job loss and supported the industries providing inputs for infrastructure. World-class

infrastructure will go a long way to make our manufacturing and exports competitive besides reducing the logistics cost. The setting up of seven mega investment textile parks would attract investment in the sector, bringing cutting-edge technology and creating economy of scale so as to compete with our South Asian and South East Asian competitors. The levy of agri cess will help in creating agri infrastructure, reducing the wastage and enhancing the quality of agri products. Lack of infrastructure is also affecting the prices of the agri commodities. The various facilities for fisheries will push marine exports of the country which has yet not reached anywhere

🔥 **The setting up of seven mega investment textile parks would attract investment in the sector, bringing cutting-edge technology and creating economy of scale so as to compete with our South Asian and South East Asian competitors** 🔥

near its potential." Saraf said that privatisation of the management of major ports will bring the necessary efficiency, thereby reducing the cost benefitting the exim community.

He hoped that the government will bring a policy to develop a National Shipping Line to take a major share of India's exim trade. He added that the government should allocate the requisite funds for RoDTEP, MEIS and SEIS so that the uncertainty is removed and exporters' past claims may be released quickly as the same has severely eroded their liquidity.



Government's push to port, road and rail infrastructure will add to the development of the logistics industry: Gateway Distriparks

According to **Prem Kishan Dass Gupta**, Chairman & Managing Director, Gateway Distriparks, "The announcement of massive investment of ₹ 2,000 crore on seven port projects under PPP mode will boost the logistics sector and enable overall economic

growth. With road and rail connectivity being an indispensable factor of the economic development, an allocation of ₹ 1,10,055 crore for Railways has been made where the Eastern and Western dedicated freight corridors will be commissioned by June 2022. This will help in bringing down the logistics cost as well as ensure smooth connectivity between different points of country and ensure easy and faster freight movement. The Union Budget

🔥 **Eastern and Western dedicated freight corridors will be commissioned by June 2022. This will help in bringing down the logistics cost as well as ensure smooth connectivity between different points of country and ensure easy and faster freight movement** 🔥

targets 100 per cent electrification of Broad Gauge railways to be achieved by 2023. This will increase efficiency and reduce dependence on conventional fuels. The government's push to port, road and rail infrastructure through various investments, initiatives and projects will further add to the development of the logistics industry in India."



Fund allocation for the infrastructure development of transport sector is a positive push for logistics industry: DB Schenker

"In the budget, the fund allocation for the infrastructure development of transport sector, including roads and railways, is definitely a positive push for the logistics industry and will have a long-term impact on last-mile deliveries. With COVID-19 vaccine distribution, a robust national supply chain

is of paramount importance in 2021. The proposed measures by the government will ensure ease of doing business for leading companies as well as Indian logistics startups and also support in boosting the overall economy. Further, the step towards making India a strong textile

hub through development of integrated mega textile parks will improve manufacturing and aid export competitiveness," says **Vishal Sharma**, CEO, Cluster India and Indian Sub-Continent, DB Schenker.

down the costs. The voluntary scrapping policy for vehicles and the thrust on electronic/ greener transportation will, in turn, help reduce the carbon emission and control the air pollution index, which was vastly attributed to transportation. This has out and out been a well-planned and detailed budget that showcased the actionable points by the government and the desired impact, in line with the long-term economic goals," says **Aditya Vazirani**, CEO, Robinsons Global Logistics Solutions.



All efforts are in the right direction to bring down the logistics and transportation cost: Robinsons Global Logistics Solutions

"The 2021-22 Union Budget was a highly anticipated one, given the current economic situation and the global environment of volatility and uncertainty. And I would say it has delivered well, given the background. While this budget comes on the heels of the mini-budgets announced throughout last year,

in the wake of the COVID-19 pandemic, it has been progressive, and offers an objective and detailed plan of action. The ₹1,10,055 crore allocation for Railways, plan to privatise airports in tier-2 and tier-3 cities and completion of 8,500 Kms of strategic highways by March 2022, are all efforts in the right direction, to bring down the cost of logistics and transportation. Further, the development of Eastern, Western, East coast, East-West and North-South dedicated freight corridors, is set to give a boost to logistics and supply chains across the country, improving connectivity and bringing

down the costs. The voluntary scrapping policy for vehicles and the thrust on electronic/ greener transportation will, in turn, help reduce the carbon emission and control the air pollution index, which was vastly attributed to transportation. This has out and out been a well-planned and detailed budget that showcased the actionable points by the government and the desired impact, in line with the long-term economic goals," says **Aditya Vazirani**, CEO, Robinsons Global Logistics Solutions.

revival mode and the country needs to further strengthen its position in the global supply chain, the proposals will set a strong foundation to achieve those targets."



Proposal to monetise DFCs and airports will open up a new frontier of supply chain solutions: Stellar Value Chain Solutions

"The government's focus on infrastructure development and the budget proposal for a sharp increase in capital expenditure for FY2021-22 will make the supply chain more agile and operationally efficient," says **Anshuman Singh**, Chairman, and

Managing Director, Stellar Value Chain Solutions. He adds, "The proposal to monetise DFCs and airports will open up a new frontier of supply chain solutions and these are steps in the right direction. As the consumption story of India is in a

revival mode and the country needs to further strengthen its position in the global supply chain, the proposals will set a strong foundation to achieve those targets."



We were expecting an update on the long-awaited National Logistics Policy: BVC Logistics

"The logistics industry was looking forward to this year's budget speech," says **Rajesh Neelakanta**, ED & CEO, BVC Logistics, in adding, "We were expecting an update on the long-awaited National Logistics Policy.

However, there have been some hits and misses for us. Certain good points to look forward to are reduction in timelines for reopening of assessments from six years to three years. Businesses can now breathe relatively easy because of this announcement. Infrastructure development has been given a boost by allowing TDS exemption for investments into INVITs.

🔥 **Certain good points to look forward to are reduction in timelines for reopening of assessments from six years to three years. Businesses can now breathe relatively easy because of this announcement** 🔥

Rationalising custom duties on gold and silver is a welcome move. The focus on logistics through the development of road and highway projects will encourage economic transformation and seek to improve connectivity that is much-needed for the growing economy."



Commissioning of Eastern and Western DFCs will boost connectivity and lower cost: ESR India

"It is a progressive budget with a welcome change to drive India towards a US\$5 trillion economy by 2024. The digital budget was an impressive move by the Finance Minister and a positive step towards a digital economy, says **Abhijit Malkani**, Co-CEO &

Country Head, ESR India. He continues, "National infrastructure pipeline extended to cover over 7,000 projects is a welcome move towards driving economic growth. The commissioning of Eastern and Western DFCs by 2022 and three new DFCs will

🔥 **It is a progressive budget with a welcome change to drive India towards a US\$5 trillion economy by 2024. The digital budget was an impressive move by the Finance Minister and a positive step towards a digital economy** 🔥

boost connectivity and will have an impact towards lowering the logistics cost as a percentage of GDP and provide momentum to the industrial and warehousing sector."



Budget does not meet the expectations of the logistics sector fully: AAA 2 Innovate

According to **Dr Ambrish Kumar**, Founder and Group CEO, AAA 2 Innovate, "The stakeholders and players of the logistics sector would resonate with the fact that Budget 2021 has not completely met the expectations of the sector. It can be said that some of the initiatives

like the public-private partnership projects of ports, monetisation of dedicated freight corridor assets by Railways, National Monetisation Pipeline for financing infrastructure construction, rationalising and reducing customs duty on certain imports scrap and products and increasing exports of agricultural products are in line with encouraging manufacturing, distribution or Make in India initiative."

"However, some expectations like an investment in technology,

🔥 **Rationalising and reducing customs duty on certain imports scrap and products and increasing exports of agricultural products are in line with encouraging manufacturing, distribution or Make in India initiative** 🔥

speeding up of National Logistics Policy measures, promoting startups and MSMEs, working capital influx for the logistics sector, etc. that form the major concern of the logistics sector are not focussed upon. Also, how fast the implementation of all the aspects on the ground level will be is something to be looked forward to," he adds.



pushes last-mile delivery business further

The e-commerce logistics sector is growing rapidly in India. The investment in logistics infrastructure has enabled e-commerce platforms to reach shoppers living beyond metros and tier-1 cities in these COVID times. **CARGOTALK** discovers how logistics players stepped up their last-mile delivery game to fulfil the demand.



Kalpana Lohumi

The rapid increase of e-commerce in recent years has been a catalyst for the surge in last-mile services countrywide. The addition of COVID-19 and online-only shopping has pushed the importance of last-mile to the forefront of the overall supply chain process. Among all the sectors which were impacted by the pandemic, e-commerce showed the most resilience

and recovered strongly in no time. According to the RedSeer Shadowfax Logistics Index, e-commerce shipment volume is expected to grow four times in next five years from more than 2.5 billion shipments in FY2020 to 10,485 million shipments in FY2025, while 3PL e-commerce logistics market will move from 751 to 3,156 million shipments in the same period, creating high demand for logistics and supply chain. The report

says that one of the key enablers for growth in the market has been the supply chain infrastructure built by e-commerce captive logistics players and third-party new age logistics players (3PL). The customers from tier-2+ cities and urban towns have been able to place orders online due to the growth impact of these logistics players.

Echoing similar views, **Hemanth Chandra**, CEO, Pickup, shares, "Even before the pandemic, India was the fastest-growing e-commerce market and one of the key propellers of growth in last-mile delivery in the logistics industry. COVID-19 furthered the trend by altering consumer behaviour and adding a large number of first-time users to e-commerce platforms. It has disrupted the market and today, even after cities opening up, a large number of consumers are not going back to the old normal of walking into a convenience store or mall, unless it is for an experience. Growth in e-commerce has led to a need for enterprise focused last-mile delivery services that are available on demand. Unfortunately, lack of efficient last-mile delivery services has been a major pain area for businesses of all types in India, be it small or large enterprises or e-commerce companies. In fact, in India,

the market size for last-mile delivery in B2B e-commerce is nearly six times larger than that of B2C e-commerce."

"While many consumer-centric B2C delivery companies emerged, we have structured our model to be the last-mile delivery partner for businesses and e-commerce companies. Pickup focused on providing superfast one-hour delivery with smart technology and deep operational expertise and enabled on-demand pickup and instant and radius-free deliveries of anything anywhere in the city," he adds.

Aditya Shah, Executive Director, V Xpress (a division of V Trans India), says, "The pandemic era changed the whole world and how businesses are done. As the world got confined to home and had limited scope of going out and were even scared to move out, there was a natural push to get everything at home. E-commerce as a sector was a direct beneficiary of this change in pattern. From medicine to food, and from clothing to electronics, everything started moving on mobile screens and like other times it was the logistics industry that had the added responsibility to enable faster movement with increased demand. Not only e-commerce but the related industries also saw a similar



Hemanth Chandra
CEO
Pickup

🔥 **Pickup focused on providing superfast one-hour delivery with smart technology and deep operational expertise and enabled on-demand pickup and instant and radius-free deliveries of anything anywhere in the city** 🔥

hike in demand and need for a faster transit time. At V Xpress we are serving all type of clients including the e-commerce giants and we brought in many changes and tech-supported innovations to handle the greater than before expectations. We have converted the entire first-mile/docket entry and



Aditya Shah
Executive Director
V Xpress (a division of V Trans India)

🔥 **We have converted the entire first-mile/docket entry and last-mile/delivery operations in digitised process by building an efficient booking app which is very easy to operate and host the entire data on Cloud** 🔥





Mandar Babre
Chief Business Development Officer
Gati KWE

🔥 **Last-mile delivery has emerged as the backbone of the e-commerce boom. We have opted for robust dynamic route optimisation software for last-mile delivery in major cities** 🔥

last-mile/delivery operations in digitised process by building an efficient booking app which is very easy to operate and host the entire data on Cloud to avoid the requirement of storage space. It has various validations and checks to ensure the process is error free. Interestingly, this app works both online and offline mode. In offline mode, whenever the device is online, the data fed offline, is transmitted to our e-Cargo system, which is our own ERP system."

"It has capability to process bookings across the country and can support huge volumes with much higher efficiencies. It's a secured system as we download only through a trusted app. Our booking and delivery agents have been provided with Tabs and mobile thermal printer to automate the entire process and make it more efficient.

In the last-mile, all deliveries are done with mobile devices to get real-time delivery update. This is supported by the app used on mobile devices by our agents. The app handles various product options like To-Pay, COD. We also have immediate POD capture option to give a visibility of the scanned POD instantly. We have also integrated digital payments with our first-mile and last-mile apps for payment collection as per the need of the hour," he adds.

"The last-mile delivery has emerged as the backbone of the e-commerce boom," says, **Mandar Babre**, Chief Business Development Officer, Gati KWE. He continues, "The growing expectations of the consumers related to visibility of the consignment, on-demand delivery, etc. have led the logistics industry to come up with an efficient delivery system. At Gati, we are reconstructing our systems and processes to further enhance our digital competencies and become future-ready. We have opted for robust dynamic route optimisation software for last-mile delivery in major cities. The software is capable of eliminating the procedural obstacles and achieving delivery metrics. We are also in the



process of implementing a number of customer-centric tools and technologies to reduce TAT considerably, thus offering outstanding customer service."

Adding to this, **Chander Agarwal**, Managing Director, TCExpress, says, "The pandemic has been considered to alter the needs and requirements of buyers in India. We have not only managed to do same day deliveries as per company requirements but also reduced 24-hour deliveries to 12 hours. We have been in the logistics business in India for more than half a century and understand the nuances of meeting customer expectations historically, presently and in the future. Our latest technology is dominant in the industry and has been developed in-house since 1982."

Sharing their step up game to fulfil the customers demand, **Uday Sharma**, COO, Spoton Logistics, notes, "Spton

Logistics amped up the increasing demand through its easy-to-use Customer Self-Service Portal where customers can place and track their orders seamlessly; reducing the overall cycle time drastically. The web solution provides a single-window solution right from booking until POD (Proof of Delivery) is acknowledged. To ensure a seamless experience, Spoton also spruced up the entire process through advancement in technology by providing Cloud hosted infrastructure creating a holistic experience for businesses and computer vision to provide real-time automated alerts. Our last-mile delivery solutions ensured that while we focussed on route optimisation, we carefully evaluated the key aspects of pick-up points, drop-points, weight, volume, cost of the vehicle, appointment & the delivery time. The LMD also bought about accountability & transparency to provide more effectiveness and efficiency."

Switch to surface

- ➔ Cost pressure is higher in India as compared to developed countries like the USA, Japan and few European countries
- ➔ It is driving e-commerce retail logistics firms to switch to surface transit for deliveries



OBSTACLES CAME UP WITH E-COMMERCE BOOM

With the steep rise in online penetration, challenges have also come in the way. Talking about the challenges that came with the e-commerce boom, **Abhishek Bhardwaj**, Chief Marketing Officer, Shristi Infrastructure Development Corporation, says, "The warehousing sector in India has seen a high rate of growth riding the waves of the booming e-commerce industry. However, along with it, a few challenges have also cropped up. Primarily, there is a need to focus on strategic locations to ensure last-mile delivery. As in our case, warehouses of Shristi Infrastructure are strategically located in Siliguri and Raniganj in West Bengal that are the respective gateways to North and South Bengal. This will give the e-commerce companies a better scope to fulfil their delivery promise. Secondly,

there are issues in planning proper expansion plans, providing personalised services and finally, ensuring margins. With COVID restrictions in place, streamlining last-mile logistics is itself a challenge. E-commerce companies have to plan innovative strategies to cater to the ever-increasing demand of the customers."

"The e-commerce boom has revolutionised the traditional supply chain. The speed of delivery has become the decisive factor and growing consumer expectation has emerged as the key driving force. Although e-commerce is growing at a rapid pace, the sector is battling with inconsistencies associated with last-mile delivery. The last-mile delivery takes up a major share of the total delivery cost as well. Logistics service providers must come up with tech-enabled delivery systems to address these challenges," adds Babre.

According to Agarwal, a major challenge was that the stockist was unable to provide the stores' inventory refill. "In this case, we went out of the way and ensured the inventory refill even on Sundays and public holidays," he adds.

Even though the e-commerce sector is rising at an unprecedented rate, the sector is up against numerous challenges. Sharma shares, "Cost pressure is higher in India as compared to developed countries like the USA, Japan and few European countries. Therefore, cost pressures are driving e-commerce retail logistics firms to switch to surface transit for deliveries. Poor infrastructure has resulted into inefficiency, longer transit times, higher logistics costs and higher returns. As majority of demand is expected from tier-2 and below cities, infrastructure



Chander Agarwal
Managing Director, TCExpress and
India Cargo Awards Winner 2019

✈ We have not only managed to do same day deliveries but also reduced 24-hour deliveries to 12 hours. We have been in the logistics business in India for more than half a century and understand the nuances of meeting customer expectations ✈





will play a major role in e-commerce retail. Therefore efficient infrastructure is expected to improve operational efficiency, reduce transit times, control costs and result in better utilisation of assets. Development of trans-shipment

hubs is the need of the hour as there are insufficient facilities at smaller airports and lack of connectivity for tier-2 and tier-3 cities with major cities for air transportation. Return shipments also come with their own set of challenges and drive up logistics cost, therefore increase in local and zonal shipments will increase speed to customer, which in turn is expected to reduce the returns due to reduction in delivery failures."

"Millions of organisations in India are unorganised, and rely on logistics to get their products picked up from a certain place or warehouse, and get them delivered to their customers. Time will remain a perpetual luxury for brick and mortar businesses in India as 300 million people will be living in Indian urban centres by 2050. If every other retailer/trader/manufacturer is not able to grow his business because of the logistics problems, then it is a big dent on the nation's economy. Recent few years have marked the beginning of evolution of last-mile delivery in India. Post-pandemic, it's simple; people are looking for services that will help them lead a peaceful life and businesses need enterprise focused last-mile delivery instead of doing it all by themselves," says Chandra.



Uday Sharma
COO
Spton Logistics

✈️ **Our last-mile delivery solutions ensured that while we focussed on route optimisation, we carefully evaluated the key aspects of pick-up points, drop-points, weight, volume, cost of the vehicle, appointment & the delivery time** 🚚



Abhishek Bhardwaj
Chief Marketing Officer, Shristi Infrastructure
Development Corporation

✈️ **Primarily, there is a need to focus on strategic locations to ensure last-mile delivery. Our warehouses are strategically located in Siliguri and Raniganj in West Bengal that are the respective gateways to North and South Bengal** 🚚

PANDEMIC MADE THE WISH, A NECESSITY

"The pandemic has made lot of changes and one of most visible changes is high demand in last-mile logistics. There is need and expectation for better efficiency and faster transit time with very thin margin of error. What was a wish some time ago has become a necessity now, many industries are left with no other option but to deliver the goods/material right up to the doorstep of the customer, and B2B segment is no exception. Changing consumer preferences and realigned business models have all moved the businesses close to the consumer. Contactless delivery has become the hottest marketing USP in big commercial led campaigns. Driver performance, route optimisation through GPS and the delivery experience have gained weightage like never before," notes Shah.

"In the last-mile delivery, customers usually prefer to have control over deliveries. The trend has emerged stronger after the pandemic. Last-mile delivery is no longer about offering tracking details, customers now want facilities to interact with the service providers so that they can go for last-minute changes. The concept of contactless delivery is also gaining momentum as a precautionary measure against the spread of the pandemic," opined Babre. 🚚

Offering complete storage solutions from 1986: 'MEX'

The strong foundation of our organisation is based on a robust infrastructural set up which enables us to keep pace with current market needs. Our endeavour is to be a top global storage solution providers company, says **Balvinder Kumar**, Founder & Managing Director, 'MEX'.



What are you offering to the logistics and warehousing industry?

We are involved in manufacturing of high-quality Slotted Angle Racks, Multi-Tier Racks, Modular Mezzanine Floors, Cantilever Racks, Mobile Compactors, to name a few, since 1986. Our offered assortment is widely acclaimed for its high strength, rust resistance and durability.

 **We will definitely be expanding in years to come in terms of machinery, products, production and dealer network. We aim to be the market leader in our industry in India and overseas in five years down the line** 



What makes you different from your competitors?

MEX is a modern manufacturer with the latest technological expertise. We use some of the best machineries in the industry by using innovative designs to cater to the diverse demands of our customers, be it corporates, industrial

houses, government, warehouse etc. We are committed to giving the best quality and timely delivery to our customers, right from the customer requirement to installation. With over 34 years of rich experience in the storage products industry we focus on understanding our customers' demands which guides us in our strategic and tactical decision-making.

What are your plans for expansion?

We see huge opportunities in the storage products industry in India and abroad as well. We will definitely be expanding in years to come in terms of machinery, products, production and dealer network. We aim to be the market leader in our industry in India and overseas in five years down the line. Our endeavour is to be a top global storage solution providers company. 



Balvinder Kumar
Founder & Managing Director
MEX Storage Systems Pvt. Ltd.



Department of Commerce

Export Import Data Bank | Export : Commodity-wise

* ITC HS Code of the Commodity is either dropped or re-allocated from April 2019

Dated: 25/02/2021, Values in Rs. Lacs

S. No.	Commodity	2019-2020	%Share	2020-2021 (Apr-Nov)	%Share
1.	LIVE ANIMALS.	8,712.54	0.0026	4,007.46	0.0025
2.	MEAT AND EDIBLE MEAT OFFAL.	3,887.11	0.0012	671.73	0.0004
3.	FISH AND CRUSTACEANS, MOLLUSCS AND OTHER AQUATIC INVERTEBRATES.	91,631.15	0.0273	65,827.35	0.0403
4.	DAIRY PRODUCE; BIRDS' EGGS; NATURAL HONEY; EDIBLE PROD. OF ANIMAL ORIGIN, NOT ELSEWHERE SPEC. OR INCLUDED.	26,663.03	0.0079	17,926.21	0.0110
5.	PRODUCTS OF ANIMAL ORIGIN, NOT ELSEWHERE SPECIFIED OR INCLUDED.	25,303.98	0.0075	12,387.03	0.0076
6.	LIVE TREES AND OTHER PLANTS; BULBS; ROOTS AND THE LIKE; CUT FLOWERS AND ORNAMENTAL FOLIAGE.	22,964.11	0.0068	7,662.91	0.0047
7.	EDIBLE VEGETABLES AND CERTAIN ROOTS AND TUBERS.	1,118,958.55	0.3329	755,238.16	0.4624
8.	EDIBLE FRUIT AND NUTS; PEEL OR CITRUS FRUIT OR MELONS.	2,337,292.24	0.6954	1,546,294.73	0.9467
9.	COFFEE, TEA, MATE AND SPICES.	552,802.46	0.1645	371,183.34	0.2273
10.	CEREALS.	130,634.79	0.0389	28,425.38	0.0174
11.	PRODUCTS OF THE MILLING INDUSTRY; MALT; STARCHES; INULIN; WHEAT GLUTEN.	52,256.62	0.0155	31,003.43	0.0190
12.	OIL SEEDS AND OLEA. FRUITS; MISC. GRAINS, SEEDS AND FRUIT; INDUSTRIAL OR MEDICINAL PLANTS; STRAW AND FODDER.	546,410.68	0.1626	400,439.94	0.2452
13.	LAC; GUMS, RESINS AND OTHER VEGETABLE SAPS AND EXTRACTS.	195,986.66	0.0583	124,012.42	0.0759
14.	VEGETABLE PLAITING MATERIALS; VEGETABLE PRODUCTS NOT ELSEWHERE SPECIFIED OR INCLUDED.	57,209.93	0.0170	51,577.11	0.0316
15.	ANIMAL OR VEGETABLE FATS AND OILS AND THEIR CLEAVAGE PRODUCTS; PRE. EDIBLE FATS; ANIMAL OR VEGETABLE WAXEX.	6,993,401.81	2.0808	5,146,721.23	3.1512

S. No.	Commodity	2019-2020	%Share	2020-2021 (Apr-Nov)	%Share
16.	PREPARATIONS OF MEAT, OF FISH OR OF CRUSTACEANS, MOLLUSCS OR OTHER AQUATIC INVERTEBRATES	5,342.13	0.0016	3,114.26	0.0019
17.	SUGARS AND SUGAR CONFECTIONERY.	320,878.31	0.0955	411,757.57	0.2521
18.	COCOA AND COCOA PREPARATIONS.	183,397.44	0.0546	121,587.97	0.0744
19.	PREPARATIONS OF CEREALS, FLOUR, STARCH OR MILK; PASTRYCOOKS PRODUCTS.	72,924.08	0.0217	55,149.34	0.0338
20.	PREPARATIONS OF VEGETABLES, FRUIT, NUTS OR OTHER PARTS OF PLANTS.	79,128.94	0.0235	37,713.36	0.0231
21.	MISCELLANEOUS EDIBLE PREPARATIONS.	141,985.64	0.0422	84,643.12	0.0518
22.	BEVERAGES, SPIRITS AND VINEGAR.	563,291.42	0.1676	300,007.19	0.1837
23.	RESIDUES AND WASTE FROM THE FOOD INDUSTRIES; PREPARED ANIMAL FODDER.	506,562.69	0.1507	313,803.39	0.1921
24.	TOBACCO AND MANUFACTURED TOBACCO SUBSTITUTES.	39,193.27	0.0117	19,634.24	0.0120
25.	SALT; SULPHUR; EARTHS AND STONE; PLASTERING MATERIALS, LIME AND CEMENT.	1,857,829.25	0.5528	1,018,114.16	0.6234
26.	ORES, SLAG AND ASH.	1,869,924.58	0.5564	1,179,348.03	0.7221
27.	MINERAL FUELS, MINERAL OILS AND PRODUCTS OF THEIR DISTILLATION; BITUMINOUS SUBSTANCES; MINERAL WAXES.	108,855,874.56	32.3884	40,630,576.04	24.8768
28.	INORGANIC CHEMICALS; ORGANIC OR INORGANIC COMPOUNDS OF PRECIOUS METALS, OF RARE-EARTH METALS, OR RADIOACTIVE ELEMENTS OR OF ISOTOPES.	4,504,538.08	1.3403	3,048,996.55	1.8668
29.	ORGANIC CHEMICALS	14,020,455.44	4.1716	8,784,658.61	5.3786
30.	PHARMACEUTICAL PRODUCTS	1,653,036.52	0.4918	1,320,059.47	0.8082
31.	FERTILISERS.	4,739,669.64	1.4102	4,090,236.84	2.5043
32.	TANNING OR DYEING EXTRACTS; TANNINS AND THEIR DERIVATIVES; DYES, PIGMENTS AND OTHER COLOURING MATTER; PAINTS AND VARNISHES; PUTTY AND OTHER MASTICS; INKS.	1,451,831.72	0.4320	793,102.57	0.4856

S. No.	Commodity	2019-2020	%Share	2020-2021 (Apr-Nov)	%Share
33.	ESSENTIAL OILS AND RESINOIDS; PERFUMERY, COSMETIC OR TOILET PREPARATIONS.	866,175.14	0.2577	304,460.93	0.1864
34.	SOAP, ORGANIC SURFACE-ACTIVE AGENTS, WASHING PREPARATIONS, LUBRICATING PREPARATIONS, ARTIFICIAL WAXES, PREPARED WAXES, POLISHING OR SCOURING PREP.	605,972.71	0.1803	409,571.62	0.2508
35.	ALBUMINOIDAL SUBSTANCES; MODIFIED STARCHES; GLUES; ENZYMES.	388,489.13	0.1156	247,922.76	0.1518
36.	EXPLOSIVES; PYROTECHNIC PRODUCTS; MATCHES; PYROPHORIC ALLOYS; CERTAIN COMBUSTIBLE PREPARATIONS.	5,226.27	0.0016	5,311.12	0.0033
37.	PHOTOGRAPHIC OR CINEMATOGRAPHIC GOODS.	141,582.99	0.0421	65,166.07	0.0399
38.	MISCELLANEOUS CHEMICAL PRODUCTS.	3,906,943.55	1.1625	2,920,363.89	1.7880
39.	PLASTIC AND ARTICLES THEREOF.	10,060,722.29	2.9934	5,445,189.30	3.3339
40.	RUBBER AND ARTICLES THEREOF.	2,208,425.60	0.6571	1,210,991.46	0.7415
41.	RAW HIDES AND SKINS (OTHER THAN FURSKINS) AND LEATHER	389,256.91	0.1158	148,509.32	0.0909
42.	ARTICLES OF LEATHER, SADDLERY AND HARNESS; TRAVEL GOODS, HANDBAGS AND SIMILAR CONT. ARTICLES OF ANIMAL GUT(OTHER THAN SILK-WRM)GUT.	320,236.42	0.0953	62,674.06	0.0384
43.	FURSKINS AND ARTIFICIAL FUR, MANUFACTURES THEREOF.	4,737.50	0.0014	2,330.18	0.0014
44.	WOOD AND ARTICLES OF WOOD; WOOD CHARCOAL.	1,424,172.26	0.4237	645,519.88	0.3952
45.	CORK AND ARTICLES OF CORK.	5,227.83	0.0016	2,404.32	0.0015
46.	MANUFACTURES OF STRAW, OF ESPARTO OR OF OTHER PLAITING MATERIALS; BASKETWARE AND WICKERWORK.	3,745.93	0.0011	1,556.04	0.0010
47.	PULP OF WOOD OR OF OTHER FIBROUS CELLULOSIC MATERIAL; WASTE AND SCRAP OF PAPER OR PAPERBOARD.	1,653,361.16	0.4919	817,204.85	0.5003

S. No.	Commodity	2019-2020	%Share	2020-2021 (Apr-Nov)	%Share
48.	PAPER AND PAPERBOARD; ARTICLES OF PAPER PULP, OF PAPER OR OF PAPERBOARD.	1,923,166.64	0.5722	839,904.90	0.5142
49.	PRINTED BOOKS, NEWSPAPERS, PICTURES AND OTHER PRODUCTS OF THE PRINTING INDUSTRY; MANUSCRIPTS, TYPESCRIPTS AND PLANS.	240,244.63	0.0715	112,200.92	0.0687
50.	SILK	148,911.18	0.0443	37,714.69	0.0231
51.	WOOL, FINE OR COARSE ANIMAL HAIR, HORSE-HAIR YARN AND WOVEN FABRIC.	205,662.98	0.0612	74,652.66	0.0457
52.	COTTON.	1,078,833.38	0.3210	217,456.10	0.1331
53.	OTHER VEGETABLE TEXTILE FIBRES; PAPER YARN AND WOVEN FABRICS OF PAPER YARN.	269,268.42	0.0801	107,866.58	0.0660
54.	MAN-MADE FILAMENTS.	735,109.04	0.2187	302,063.84	0.1849
55.	MAN-MADE STAPLE FIBRES.	678,541.21	0.2019	333,143.22	0.2040
56.	WADDING, FELT AND NONWOVENS; SPACIAL YARNS; TWINE, CORDAGE, ROPES AND CABLES AND ARTICLES THEREOF.	269,260.77	0.0801	135,181.85	0.0828
57.	CARPETS AND OTHER TEXTILE FLOOR COVERINGS.	96,800.47	0.0288	37,363.17	0.0229
58.	SPECIAL WOVEN FABRICS; TUFTED TEXTILE FABRICS; LACE; TAPESTRIES; TRIMMINGS; EMBROIDERY.	154,211.11	0.0459	66,883.97	0.0410
59.	IMPREGNATED, COATED, COVERED OR LAMINATED TEXTILE FABRICS; TEXTILE ARTICLES OF A KIND SUITABLE FOR INDUSTRIAL USE.	525,358.99	0.1563	215,889.39	0.1322
60.	KNITTED OR CROCHETED FABRICS.	388,932.97	0.1157	180,097.95	0.1103
61.	ARTICLES OF APPAREL AND CLOTHING ACCESSORIES, KNITTED OR CROCHETED.	352,345.43	0.1048	176,598.78	0.1081
62.	ARTICLES OF APPAREL AND CLOTHING ACCESSORIES, NOT KNITTED OR CROCHETED.	458,405.29	0.1364	238,779.25	0.1462
63.	OTHER MADE UP TEXTILE ARTICLES; SETS; WORN CLOTHING AND WORN TEXTILE ARTICLES; RAGS	408,152.93	0.1214	317,077.58	0.1941
64.	FOOTWEAR, GAITERS AND THE LIKE; PARTS OF SUCH ARTICLES.	531,579.02	0.1582	172,365.57	0.1055

CARGO STATISTICS

S. No.	Commodity	2019-2020	%Share	2020-2021 (Apr-Nov)	%Share
65.	HEADGEAR AND PARTS THEREOF.	22,238.76	0.0066	12,365.40	0.0076
66.	UMBRELLAS, SUN UMBRELLAS, WALKING-STICKS, SEAT-STICKS, WHIPS, RIDING-CROPS AND PARTS THEREOF.	24,024.59	0.0071	9,337.52	0.0057
67.	PREPARED FEATHERS AND DOWN AND ARTICLES MADE OF FEATHERS OR OF DOWN; ARTIFICIAL FLOWERS; ARTICLES OF HUMAN HAIR.	19,871.65	0.0059	3,952.50	0.0024
68.	ARTICLES OF STONE, PLASTER, CEMENT, ASBESTOS, MICA OR SIMILAR MATERIALS.	613,760.61	0.1826	293,196.59	0.1795
69.	CERAMIC PRODUCTS.	429,142.01	0.1277	226,403.43	0.1386
70.	GLASS AND GLASS-WARE.	865,534.40	0.2575	407,271.61	0.2494
71.	NATURAL OR CULTURED PEARLS, PRECIOUS OR SEMIPRECIOUS STONES, PRE. METALS, CLAD WITH PRE. METAL AND ARTICLES THEREOF; IMIT. JEWELRY; COIN.	38,513,983.20	11.4592	17,054,734.45	10.4421
72.	IRON AND STEEL	7,585,483.64	2.2569	3,508,189.10	2.1480
73.	ARTICLES OF IRON OR STEEL	3,294,476.39	0.9802	1,571,598.01	0.9622
74.	COPPER AND ARTICLES THEREOF.	3,610,182.29	1.0742	1,899,597.92	1.1631
75.	NICKEL AND ARTICLES THEREOF.	554,943.18	0.1651	307,973.34	0.1886
76.	ALUMINIUM AND ARTICLES THEREOF.	3,109,455.14	0.9252	1,638,335.87	1.0031
77.	LEAD AND ARTICLES THEREOF.	499,234.42	0.1485	281,731.83	0.1725
78.	ZINC AND ARTICLES THEREOF.	461,539.95	0.1373	174,266.78	0.1067
79.	TIN AND ARTICLES THEREOF.	152,544.06	0.0454	81,674.76	0.0500
80.	OTHER BASE METALS; CERMETS; ARTICLES THEREOF.	302,912.20	0.0901	150,944.38	0.0924
81.	TOOLS IMPLEMENTS, CUTLERY, SPOONS AND FORKS, OF BASE METAL; PARTS THEREOF OF BASE METAL.	806,096.78	0.2398	441,290.32	0.2702
82.	MISCELLANEOUS ARTICLES OF BASE METAL.	662,773.25	0.1972	285,678.79	0.1749
83.	NUCLEAR REACTORS, BOILERS, MACHINERY AND MECHANICAL APPLIANCES; PARTS THEREOF.	30,706,725.16	9.1363	16,076,935.65	9.8434

S. No.	Commodity	2019-2020	%Share	2020-2021 (Apr-Nov)	%Share
84.	ELECTRICAL MACHINERY AND EQUIPMENT AND PARTS THEREOF; SOUND RECORDERS AND REPRODUCERS, TELEVISION IMAGE AND SOUND RECORDERS AND REPRODUCERS, AND PARTS.	34,809,108.18	10.3569	21,032,511.29	12.8776
85.	RAILWAY OR TRAMWAY LOCOMOTIVES, ROLLING-STOCK AND PARTS THEREOF; RAILWAY OR TRAMWAY TRACK FIXTURES AND FITTINGS AND PARTS THEREOF; MECHANICAL	347,014.26	0.1032	263,563.91	0.1614
86.	VEHICLES OTHER THAN RAILWAY OR TRAMWAY ROLLING STOCK, AND PARTS AND ACCESSORIES THEREOF.	3,712,773.30	1.1047	1,844,036.07	1.1290
87.	AIRCRAFT, SPACECRAFT, AND PARTS THEREOF.	7,057,512.55	2.0999	2,678,522.00	1.6400
88.	SHIPS, BOATS AND FLOATING STRUCTURES.	4,043,545.90	1.2031	800,516.90	0.4901
89.	OPTICAL, PHOTOGRAPHIC CINEMATOGRAPHIC MEASURING, CHECKING PRECISION, MEDICAL OR SURGICAL INST. AND APPARATUS PARTS AND ACCESSORIES THEREOF;	6,553,503.41	1.9499	3,836,217.76	2.3488
90.	CLOCKS AND WATCHES AND PARTS THEREOF.	248,052.70	0.0738	88,020.46	0.0539
91.	MUSICAL INSTRUMENTS; PARTS AND ACCESSORIES OF SUCH ARTICLES.	35,948.48	0.0107	19,410.22	0.0119
92.	ARMS AND AMMUNITION; PARTS AND ACCESSORIES THEREOF.	43,560.88	0.0130	34,791.17	0.0213
93.	FURNITURE; BEDDING, MATTRESSES, MATTRESS SUPPORTS, CUSHIONS AND SIMILAR STUFFED FURNISHING; LAMPS AND LIGHTING FITTINGS NOT ELSEWHERE SPECIFIED OR INC	1,136,527.43	0.3382	441,058.21	0.2700
94.	TOYS, GAMES AND SPORTS REQUISITES; PARTS AND ACCESSORIES THEREOF.	397,550.05	0.1183	172,080.70	0.1054
95.	MISCELLANEOUS MANUFACTURED ARTICLES.	426,720.54	0.1270	252,088.69	0.1543
96.	WORKS OF ART COLLECTORS' PIECES AND ANTIQUES.	82,002.13	0.0244	22,736.86	0.0139
97.	PROJECT GOODS; SOME SPECIAL USES.	1,461,798.56	0.4349	776,383.07	0.4754
98.	MISCELLANEOUS GOODS.	25,865.60	0.0077	9,150.45	0.0056
India's Total Export		336,095,445.61		163,326,863.75	

Source: Ministry of Commerce & Industry

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Vaccine drive unlocks new business prospects



Tata Motors has introduced a new range of refrigerated trucks for end-to-end vaccine transportation.

V Seethapathi, Vice President, Product Line, I&LCV, Tata Motors talks about the new business opportunities for truck OEMs in India due to the vaccination drive and the high demand for reefer trucks across commercial vehicles segments of various tonnages.



Kalpana Lohumi

Could you please throw some light on the present scenario of the reefer trucks industry?

The Indian reefer trucks industry has witnessed a decent growth in demand owing to the steady rise in the pharmaceutical sector as well as the increased consumption of frozen, perishable and chilled products such as dairy products and fresh produce.

Our estimates indicate that last year the reefer and insulated vehicles market in India contributed to about 10,000 to 11,100 units across medium and heavy commercial vehicles (M&HCVs), intermediate and light commercial vehicles (I&LCVs) and small commercial vehicles and pickups (SCVs & PUs) segments.

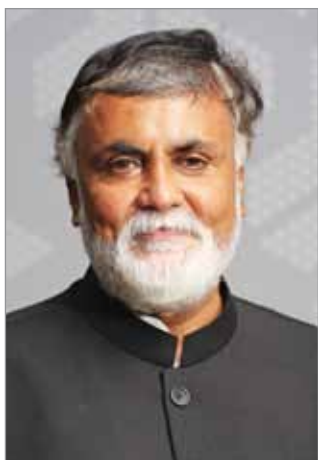
The segment is expected to grow manifold in the coming years due to the high demand of temperature-controlled transportation of not only the vaccines of COVID-19 to every nook and corner of the country, but also due to rise in consumption of perishable goods and other temperature-sensitive pharmaceutical products.

Government of India's special focus on fisheries and dairy industries in the recent Union Budget would further boost demand for reefer trucks and cold chains. On the back of India developing the pharma hub of the world, the demand for temperature-controlled commercial vehicles would grow further. Buoyant growth in the retailing and food service industry coupled with increased

impetus on exports, has created significant business opportunities for cold chain service providers.

According to you what are the key growth contributors for the reefer trucks industry?

The Indian refrigerated transportation industry has been witnessing strong growth. The growing food and beverage, and pharma industries represent the key factors driving the growth of the market. Demand for frozen variants of various fresh products has increased, along with the growing demand for the service from residential as well as foodservice operators, such as quick-service restaurants (QSRs), hotels and other eateries. Since most food products and raw materials



V Seethapathi
Vice President, Product Line, I&LCV
Tata Motors

require controlled temperatures during transportation for storage to prevent from spoiling, that too in a tropical country like India, refrigerated transportation has become an integral part of the distribution process.

The COVID-19 vaccination programme is also expected to further propel the demand in the immediate future. Moreover, the rapidly growing healthcare sector is expected to amplify the reefer trucks industry in the country.

Apart from the vaccine transportation, the entire cold chain industry has shown keen interest to upgrade to the latest technology of refrigerated trucks which has become more temperature-sensitive, in a quest to reduce wastage and spoilage. Government incentives and schemes and proposed subsidies for food parks would help in the growth of the reefer transportation business.

How the vaccination drive is opening up newer business opportunities for truck OEMs in India?

The inoculation campaign against COVID-19 will be massive, hence there will be demand for reefer trucks across CV segments of various tonnages. While the LCVs will play a much larger role in the transportation of vaccines, SCVs will also be deployed for last-mile transportation of the vaccines to the hospitals, pharmacies and vaccination sites.

Tata Motors has tied up with reputed body builders across the country to ensure best-in-class products are offered to the customers. These trucks have superior insulation, robust design, lightweight boxes, and are powered by very fuel-efficient and reliable drivetrains. These trucks have been designed and developed to ensure temperature stability for vaccines and are accurately monitored and maintained across the haulage temperature requirements. Tata Motors is prepared to develop and manufacture refrigerated trucks up to -70° C, should



there be a need. Tata commercial vehicles have the highest uptime and lowest turnaround time, which are the key requirements of vaccine transport.

Tata Motors offers Fleet Edge which enables fleet management to play a key role in ensuring the integrity of the cold supply chain and can also support critical tracking of vaccine-related freight.

Do you think India has enough infrastructure for vaccine movement?

India already has built a robust cold chain infrastructure and logistics over the last two decades. According to the data from the Ministry of Health and Family Welfare (MoHFW), as part of the country's universal immunisation programme (UIP), there are already more than 27,000 cold chain points available with the government. In terms of sheer population size and the vast geographies, the COVID-19 vaccination drive in India is going to be the one of the largest in the world. With the vaccination drive still in the nascent stages, the requirement for reefer trucks is not at its peak now, but as the drive gathers momentum, the demand for reefer trucks too will likely accelerate. The demand for refrigerated trucks will largely depend on the peak demand of the vaccines during the vaccination drive.


Tata Motors has developed a dedicated team for the manufacturing and

production of cold chain transportation solutions specifically for the shipment of COVID-19 vaccines.

What difference can be observed in the reefer trucks industry before and after the pandemic?

The ongoing COVID-19 pandemic is creating massive challenges in the road transportation sector and refrigerated trucking is no exception, mainly due to the increasing demands from the food and beverage industry throughout India. Until recently, consumers were not ordering many perishable items online, but that has changed in the post-COVID-19 environment. The pandemic will likely accelerate the need for reefer logistics, creating long-term impact for the cold storage and transportation sectors as follows:

What are your export plans and opportunities for refrigerated trucks by Tata Motors?

The SAARC member countries of Bangladesh, Nepal and Sri Lanka and the African markets are some of the largest markets for the Tata Motors commercial vehicles business outside India. The company is anticipating demand of reefer trucks for the inoculation drive in these nations. To bank on this demand, Tata Motors is working shoulder to shoulder with the concerned authorities and the dealers in the respective countries to design and develop the vehicles while adhering to their compliance parameters. 

 **Tata Motors is prepared to develop and manufacture refrigerated trucks up to -70° C, should there be a need. Tata commercial vehicles have the highest uptime and lowest turnaround time, which are the key requirements of vaccine transport** 

Growth is on its way

➔ The segment is expected to grow manifold in the coming years due to the high demand of temperature-controlled transportation of not only the vaccines of COVID-19 to every nook and corner of the country, but also due to rise in consumption of perishable goods and other temperature-sensitive pharmaceutical products



Cargo Service Center (CSC) has launched the 'Turant' app, which provides real-time temperature tracking of pharmaceutical shipments inside the terminal that departs from Mumbai International Airport (MIAL) offering end-to-end visibility.

sKART Express opens its first Depot in collaboration with SpiceJet

sKart Global Express has launched its first Depot in Noida with SpiceJet for first and last-mile logistics solutions. The association would benefit customers by adding more deliverable locations besides increasing the efficiencies by working on their strength which would enable them to enhance their capabilities. The uniqueness of Skart's solution is to provide products as per customers' requirement of speed & cost for each consignment with complete visibility & ease of making payment without any major contractual commitments.



Bengaluru Airport partners with Envirotainer to offer enhanced cold-chain solutions

The temperature-controlled supply chain facility for international cargo at Kempegowda International Airport, Bengaluru (KIAB/ BLR Airport) has received a fillip with the introduction of Envirotainer. This enables pharmaceutical companies and their logistics partners to move temperature-sensitive cargo across the world, while maintaining the integrity and quality of products.



SpiceJet launches dedicated cargo service from Vijayawada Airport

SpiceJet has launched its first dedicated freight service connecting Vijayawada with other parts of the country. The airline operated its first freight flight SpiceXpress from Vijayawada to Kolkata carrying 15 tonnes of cargo. **G Madhusudana Rao**, Director, Vijayawada International Airport said that a domestic cargo facility was launched at the old terminal building in June, 2018 and the services commenced in August. He added, "About 40 tonnes of cargo is handled per day through Airbus-320 and Boeing 707 in



a 200 square metres area. In the last seven months, the terminal has handled a cargo capacity of 400 to 450 tonnes of aqua products like shrimp and fish to other parts of the country. The newly-launched freight service will be operated between Vijayawada and Kolkata thrice a week to transport aqua products."

Kannur Airport kicks off cargo services, gets air cargo complex



Cargo services have begun at Kannur International Airport with the inauguration of the air cargo complex at the airport. Hardeep Singh Puri, Minister of Civil Aviation has inaugurated the air cargo complex at Kannur Airport along with Pinarayi Vijayan, Kerala Chief Minister and E.P. Jayarajan, Minister for Industry, Sports & Youth Affairs, Government of Kerala. The cargo complex at Kannur Airport has been developed in an area of 1,200 sq mts and can handle upto 12,000 metric tonnes of cargo per annum. This is the fourth such airport in Kerala which has been set up in PPP model.

Antonov Airlines transports 54-tonne rotor from Ghana to India



Antonov Airlines and Rhenus Projects Logistics USA completed the urgent transport from Ghana to India of a 54-tonne rotor used to generate power requiring immediate repairs. Fellow members of The Heavy Lift Group (THLG), Rhenus Project Logistics USA, chartered the flight to carry the 10.50 m long, 3.89 m wide, 4.13 m high rotor from Accra, Ghana, to Mumbai, India, and back. Antonov Airlines used loading equipment designed by its in-house engineering team, while the external cranes for loading and unloading at airport were arranged by Rhenus Project Logistics US.

DICT & CMA CGM commence second weekly block train between Mundra and Sonapat

International Cargo Terminals (ICT), through its subsidiary Delhi International Cargo Terminal (DICT) and CMA CGM announced the start of the second weekly block train between Mundra and Sonapat. With this second weekly block train, CMA CGM and DICT assure more efficient dedicated services for their customers based in the region by helping them bring their cargo to locations on time. The two weekly trains will run between Mundra to DICT Sonapat on Tuesday/Wednesday for the first block train and Saturday/Sunday for the second block train. DICT started the first block train for CMA CGM in August 2019 and to date, the two companies have jointly handled 86 block trains. This second weekly block train between Mundra port and Sonapat is one of several initiatives the CMA CGM Group has implemented to boost capacity.



Godrej & Boyce launches temperature freezers to preserve medical supplies below -80°C



Godrej & Boyce has launched state-of-the-art ultra-low temperature freezers to preserve life-saving medical supplies including critical vaccines below -80°C. The ultra-low temperature freezers are particularly suited to mRNA-based vaccines which are being deployed in other countries currently. The mRNA-based COVID-19 vaccines are extremely temperature-sensitive as well and must be stored at very cold temperatures. mRNA is constantly at risk of being destroyed by other molecules in the environment. Although manufacturers of the vaccines have made chemical changes to the synthetic mRNA and wrapped it in a protective layer, they need to be stored at temperatures as low as below -80°C, to prevent wastage.

India joins the World Logistics Passport to increase efficiency of logistics sector



Rizwan Soomar
CEO & MD
Subcontinent, DP World

The World Logistics Passport (WLP), a major policy initiative established to increase trading opportunities between emerging markets, has announced India, Indonesia and South Africa as members. They join Colombia, Senegal, Kazakhstan, Brazil, Uruguay and the UAE in a club of trading nations sharing expertise to smoothen trade flows around the world. The WLP now counts Mumbai International Airport (Chhatrapati Shivaji Maharaj International Airport), Nhava Sheva International Container Terminal (Mumbai), and Emirates SkyCargo in India & Nepal as partners. **Rizwan Soomar**, CEO & MD, Subcontinent, DP World, said, "As more partners join the

World Logistics Passport network in India, the opportunities to reimagine how trade moves from Asia to Africa and Latin America multiply. It is a win-win for business as they join a network of fast-growing mega-hubs around the world which, in turn, will help boost their trade flows."

Mike Bhaskaran, CEO, World Logistics Passport, said, "This announcement shows that governments and businesses are thinking differently about how goods and services move around the world, and we are delighted to welcome India, Indonesia and South Africa to the club."

Parliament approves Major Port Authorities Bill, 2020

Parliament has passed the Major Port Authorities Bill, 2020 focusing on reorienting the governance model in central ports in line with the successful global practices. Mansukh Mandaviya, Minister of State (I/C) for Ports, Shipping & Waterways has moved the Bill in Rajya Sabha and it was passed. Now the Bill will go to the President of India for his assent. With a view to promote the expansion of port infrastructure and facilitate trade and commerce, the Bill aims to decentralise decision-making and infuse professionalism in governance of major ports. It imparts faster and transparent decision-making benefiting the stakeholders and better project execution capability. The Bill is aimed at reorienting the governance model in central ports to landlord port model in line with the successful global practice. This will also help in bringing transparency in operations of Major Ports. This will empower the Major Ports to perform with greater efficiency on account of full autonomy in decision-making and by modernising the institutional framework of Major Ports.



India ranked 2nd in the Agility Index

Agility has released the 12th Agility Emerging Markets Logistics Index. According to the Index compiled by Transport Intelligence (Ti), Asia Pacific nations lead all emerging market regions with China, India and Indonesia being the world's top emerging markets.



In the 12th annual Agility Emerging Markets Logistics Index, a broad gauge of competitiveness based on logistics strength and business fundamentals, Asia Pacific nations lead all emerging market regions with China, India and Indonesia being the world's top emerging markets. The Index ranks 50 countries by factors that make them attractive to logistics providers, freight forwarders, shipping lines, air cargo carriers and distributors.

Asia Pacific experienced great turmoil in the beginning of 2020 due to the COVID-19 crisis, but it has rebounded strongly, led by the powerful performance of China and Vietnam. The region is on track for a full recovery this year

Andy Vargoczky

Among ASEAN countries, Vietnam climbs three spots to No. 8 overall. Indonesia (3), Malaysia (5) and Thailand (11) are strong; the Philippines rises one spot to No. 21. China and Vietnam were virtually alone in the world in 2020, posting positive GDP growth for the year after being hit early by economic fallout from the COVID-19 pandemic. Early 2020 supply disruptions in China prompted some to question whether

it would experience an exodus of manufacturing by multinationals seeking to diversify sourcing and production. But the 1,200 logistics industry executives surveyed for Agility's Index indicate little desire to uproot from China or other markets, preferring by a two-to-one margin to protect their supply chains by accelerating adoption of digital tools and technology (41.3%) as opposed to pursuing multi-shoring, near-shoring or reshoring strategies (21.9%).

Of those who would consider moving out of China, more respondents chose Vietnam as a preferred production hub than any other country (19.6%). Other Asian markets – India (17.4%), Indonesia (12.4%), Thailand (10.3%) and Malaysia – are the next leading choices. Only 7.8% of industry executives say relocating production from China would mean reshoring to their home countries.

Asia Pacific is the region that more respondents believe will recover from the global pandemic by the end of 2021. Of those surveyed, 55.9% predict an Asia Pacific economic recovery in 2021; 53.1% believe Europe will rebound.

"Asia Pacific experienced great turmoil in the beginning of 2020 due to the COVID-19 crisis, but it has rebounded strongly, led by the powerful

performance of China and Vietnam. The region is on track for a full recovery this year," says **Andy Vargoczky**, SVP of Sales & Marketing Asia Pacific, Agility GIL. "India, Indonesia, Malaysia, Thailand and Vietnam continue to improve their supply chain infrastructure and capabilities, showing why they are leaders in domestic and international logistics."

Across 50 countries, China, India and Indonesia rank highest in the Index for domestic logistics. China, India and Mexico are on top for international logistics with Vietnam 4th, Indonesia 5th, and Malaysia 7th. UAE, Malaysia and Saudi Arabia have the best business fundamentals.

The most competitive emerging markets are manufacturing powerhouses in Asia and the business-friendly economies in the Gulf region. From Asia, China (1), India (2), Indonesia (3), Malaysia (5) and Vietnam (8) made the top 10. Gulf nations United Arab Emirates (4), Saudi Arabia (6), Qatar (9) also ranked in the top 10. Mexico came in at 7th; Turkey was No. 10.

In Latin America, Mexico is the strongest emerging market, ranking 7th overall. The region's best business climate is in Chile, which ranks 5th out of 50 countries in that category.





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MAERSK MUMBAI

Maersk has appointed **Vikash Agarwal** as its new Managing Director, Maersk South Asia. In a career spanning more than two decades, he has held responsibilities for managing finance, business advisory, procurement, and general management, leading large teams in the Asia Pacific region, Middle East and Africa, including holding operational responsibility for the Indian subcontinent & Malaysia. His recent employment was with CEVA Logistics - Indian subcontinent as their MD since 2014.



MAERSK DUBAI

Maersk has appointed **Ryan Best** as Regional Head of Logistics & Services for West Central Asia (WCA), effective April 2021. In his new role, Best will play a key part in building end-to-end solutions for customers' supply chains across geographies including but not limited to markets such as India, Sri Lanka, Bangladesh, Pakistan, UAE and Saudi Arabia. His most recent employment was at Agility Global Logistics as Vice President, Integrated Supply Chain Solutions for the APAC region.



SWISS WORLDCARGO ZURICH

Swiss International Air Lines (SWISS) has appointed **Lorenzo Stoll** as the new Head of its Swiss WorldCargo Airfreight Division. He will assume his new position on April 1. Stoll is currently SWISS's Head of Western Switzerland, with responsibility for its Geneva business and operations. Stoll joined SWISS as its Head of Western Switzerland in 2013, and has since achieved the turnaround of the company's Geneva business and operations together with his team.



FAREYE SEATTLE

FarEye has announced the appointment of **Suvrat Joshi** as its Chief Product Officer (CPO). Based in Seattle, Joshi brings with him over 20 years of experience of handling product leadership roles at Yahoo, Amazon, Microsoft, Facebook and most recently Dropbox. He will drive the product vision and accelerate FarEye's global product expansion with key focus on the customer's needs. He has an MBA degree from the University of California, Berkeley and an MS in Engineering from Rensselaer Polytechnic Institute, New York.



CHAPMAN FREEBORN SHANGHAI

Chapman Freeborn has appointed **Allen Liu** as Cargo Director North Asia, to support its growth strategy and increasing demand in the region. Liu, who has 15 years of experience in the aviation sector, returns to Chapman Freeborn after having held the position of Cargo Manager China for five years from 2013. In his new role, based in Shanghai, Liu will develop the North Asian market and will expand Chapman Freeborn's presence in Japan, Korea, Hong Kong and China. He will work closely with Neil Dursley, Chief Commercial Officer.



DACHSER AIR & SEA LOGISTICS EUROPE, MIDDLE EAST & AFRICA (EMEA)

Dachser Air & Sea Logistics (ASL) has announced the appointment of **Dr. Tobias Burger** as Managing Director ASL EMEA. He is already responsible for the strategic development of the business field Air & Sea Logistics as Deputy Director ASL. Before moving to the air and sea freight business, Dr. Burger was Head of Corporate Governance & CEO Office at Dachser.



DACHSER AIR & SEA LOGISTICS (ASL) AMERICAS

With immediate effect, Dachser Air & Sea Logistics has assigned responsibility for the ASL Americas business unit to **Ralph Riehl**. Before joining Dachser, Riehl worked for the logistics group Panalpina, now DSV Panalpina, for over 30 years, holding management positions in France, Singapore, and the United States. Riehl assumes the position of Managing Director, ASL Americas from Guido Gries, who has led Dachser's business in the region since 2012.



Form - IV

Statement about ownership and other particulars about newspaper Cargo Talk to be published in the first issue every year after the last day of February

1. Place of publication	: 72 Todarmal Road, New Delhi - 110001	4. Publisher's Name	: SanJeet
2. Periodicity of its publication	: Monthly	Nationality	: Indian
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		Address	: 72, Todarmal Road, New Delhi - 110001

6. Name and address of individuals who own the newspaper and partners or shareholders holding more than one percent of the total capital: DDP Publications Pvt. Ltd. Shareholders: 1. SanJeet, 72, Todarmal Road, New Delhi-1. 2. Sumati Jeet, 72, Todarmal Road, ND-1. 3. Devika Jeet, 72, Todarmal Road, ND-1.

I, SanJeet, hereby declare that the particulars given above are true to the best of my knowledge and belief.

Date: 01/03/2021

Sd/-
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Signature of the Publisher

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Actual Warehouse Image





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