



**Chander Agarwal**

Managing Director  
TCI Express Limited



**What are the key factors that have contributed to TCI Express' success in recent years? Please highlight key milestones and achievements.**

TCI Express's remarkable success is driven by its strategic combination of an efficient hub-and-spoke cum asset-light model, continuous branch expansion, and innovative services like Rail, Pharma Cold Chain, and C2C Express. The company's financial strength is evident in its impressive CAGR of 23.7% in EBITDA and 28.0% in net profit over five years.

With 2022-23 revenue surging to INR 1,241 crore and EBITDA reaching INR 202 crore, indicating a significant 14.8% growth, key indicators highlight its standing among the Top 500 Companies by Market Capitalization. Coupled with a 10% market share, this solidifies its leadership in the express delivery segment.

**What major initiatives has the company taken to enhance operational efficiency and overall productivity amid economic challenges and inflationary headwinds?**

TCI Express drives operational efficiency through transformative initiatives like "GIGA" Sorting Centre, India's first and largest fully-automated B2B sorting facility, with 8 more such centres in development. This futuristic hub boasts a cutting-edge 600m automated loop system, slashing throughput time by 40%, enabling it to process 15,000 packages per/hour and efficiently manage operations of over 200 vehicles daily.

The company has established a sprawling network comprising 50,000 pick-up and 60,000 delivery locations, supported by 950 branches and 28 sorting centres. This expansion, encompassing 500 express, 2,500 feeder, and 125 rail routes, is complemented by a 5,500 containerized fleet and 73 air gateways, enabling deliveries to 200 countries and enhancing operational efficiency significantly.

**What specific data-driven and technology-enabled initiatives has the company implemented to improve its business resilience?**

TCI Express has embraced data-driven and technology-enabled initiatives to transform operational efficiency. GIGA Sorting Centre utilises cutting-edge automation and AI, seamlessly integrated with the ERP system for real-time data insights. A comprehensive digitalization strategy encompassing e-DWBs, auto-MIS, e-PODs, API-based back-end technology, barcoding, e-invoicing, and handheld terminals drives efficiency.

Leveraging the power of IoT, AI-enabled trucks, GPS tracking and real-time data analytics enables transparent shipment monitoring and seamless deliveries, enhancing the customer experience. Data-driven route optimisation ensures efficient delivery schedules, reduces transportation costs and improves operational efficiency. The firm also integrates AI for streamlined services, including chatbot customer support, automated shipment updates, and proactive issue resolution.

**How has the company integrated ESG principles into its business strategy, and what role does sustainability play in value creation for the company?**

TCI Express integrates ESG principles, fostering sustainability across operations. LEED-certified GIGA Sorting Centre, rainwater harvesting, energy savings, carbon reduction, and employee-driven sustainability practices exemplify our commitment. Rooftop solar panels at Gurugram and Pune sorting centres, with capacities of 600 kWh and 280 kWh, respectively, underscore our dedication to sustainability.

Committed to societal welfare, TCI Express Foundation directs its focus on diverse sectors through strategic CSR initiatives such as Kavach (health), Saksham (skill development), Shiksha (education), Shorya (sports) and Safar (driver training), aligning corporate objectives with a lasting positive impact on society. The company has made significant contributions, exceeding INR 2.70 crore, across these specified areas in FY23.