



# NAVIGATING TOMORROW



Surface  
Transport Solutions

**TCI Freight**

Express Distribution  
Specialist

**TCI EXPRESS**  
LEADER IN EXPRESS

End to End solutions for all  
Logistics and Supply chain needs

**TCI** Supply Chain  
Solutions

Coastal shipping - container  
and bulk cargo movement

**TCI Seaways**

Multimodal  
Logistics Solutions

**TCI CONCOR**  
Multimodal Logistics Solutions

Integrated Cold  
Chain Services

**TCI COLD CHAIN**  
SOLUTIONS

**TCI Developers Ltd.**

Our Real Estate arm, leads the development of our modern Warehouses and Logistics Parks.

**TCI INSTITUTE OF LOGISTICS**

Affiliated to NSDC and LSC, TIOL offers training programs for different entry-level employees in the logistics sector.

**TCI Foundation**

Our social arm, committed to serve the nation with a motto of equality and better life for all citizens.

**Transystem**

A joint venture between TCI and Mitsui & Co Ltd. TCI which is a logistics partner for Toyota Kirloskar Motors Ltd. & other Japanese companies in India.

## KEY FACTS

Group Turnover



\$600 Mn.  
(in 2017-18)

Employee  
Strength



6000+

Vehicles/day  
Managed on Road



12000

Cargo Ships  
(Coastal Waters)



6

Warehouse  
Covered Area



12 (million sq. Ft.)

Own Branch  
Network



1400+

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## GLOSSARY

## EDITORIAL

Dear Readers,

Hope year 2019 is going great for you! KNOWLEDGE INITIATIVE OF TCI GROUP

Over the years, the logistics industry in India has been rising rapidly in terms of numbers, complexities as well as opportunities. The industry is fast emerging as a strategic function that comprises end-to-end solutions thereby improving productivity.

Having said that, the booming range of services also provide scope for the requirement of various skill sets and training in the workforce. However, in India, the unorganized nature of the sector coupled with limited education and training in logistics management acts as a roadblock in overall sectoral growth and development.

This edition of ENROUTE focuses on the key theme **“HR & Skill Development in Logistics”**

DON'T MISS our corporate updates & prestigious awards that TCI has bagged recently.

Please drop your valuable feedback at [enroute@tcil.com](mailto:enroute@tcil.com)

We value your appreciation, time and patience, as always.

Have an Interesting Read!!

## Corporate Governance

Listed Entity



Rated and Certified



Corporate Social Responsibility



Engaged in areas of education, women & child health, disability allevation and rural sports growth

Non-Discrimination Policy



HSE Policy, Code of Conduct, Sexual Harassment Policy, CSR Policy and Risk Management Policy

## Our Digital Presence



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Gourabi Das



Krishna Rao

## PREFACE

The robust industrial growth is supporting the development of economy in India. With this, the Indian logistics sector too is undergoing revolutionary changes in terms of technology and growth. To mark the country's position amongst the global supply chain, the development of this sector holds importance as such advancement would generate employment and boost exports. However, there remains a tremendous scope for the sector to stand out given the quality and efficiency of logistics services are addressed.

The logistics industry of India is currently estimated to be around US\$ 160 billion and expected to touch US\$ 215 billion over the next two years, as per the Economic Survey 2017-18. The sector currently provides employment to more than 22 million people in the country. Moreover, 65% of India's youth falls under the working age group. To make this a demographic advantage, skill development of the youth is the need of the hour. Doing so will add not only to their personal growth, but to the country's economic boost too.

The logistics sector is highly fragmented in nature, thus there exists only a handful of large organized players across various logistics segment. In a developing country like India, the fast improvement of infrastructure, quality and efficiency of logistics services would therefore require skill development in the logistics service providers as a potential.

This cover story of Enroute will take a look at the challenges and need for skill development in the logistics sector along with some recommendations and conclusion.



## CHALLENGES & NEED FOR SKILL DEVELOPMENT IN LOGISTICS SECTOR

### Identifying Industry Challenges in India

Indian logistics sector has today become an area of prime focus, given the years of increased growth in the economy of India has resulted in increase in the volume of freight traffic moved thereby, expanding opportunities in various segments of logistics comprising warehousing, shipping services, transportation, etc.

As per the Economic Survey 2017-18, the Indian logistics sector provides livelihood to 22 million-plus people and improving the sector would facilitate a 10% decrease in indirect logistics cost, leading to a growth of 5-8% in exports. Further, the Survey estimates that the worth of Indian logistics market would be around US\$ 215 billion in next two years compared to about US\$ 160 billion currently. Due to these reasons the sector is seen as one of the most promising around the world. Along with the latest government policies like implementation of Goods and Service Tax (GST), the sector attracts a strong potential of growth area for logistics in the upcoming years.



Despite the mentioned reasons, the Indian logistics sector is entangled in convolutions that possess the capability to withhold it. Some of these involve poor infrastructure and warehousing facilities, lack of integration in transportation networks, availability of manpower, etc. To understand this in more detail, let us identify and segregate them according to their nature and purpose.

### 1. Challenges related to Road transport

Given the diversity and hence heterogeneity of the logistics sector, it is essential to take a segmental view of the sector when it comes to evaluation of manpower, or for that matter, any characteristics. For identification of unique

segments for the purpose of evaluation from a skill gaps perspective, it is essential to segment the sector along the nature of activity / service and for this purpose, a value chain perspective with identification of distinct links in the chain becomes important. The logistics value chain consists of three key links or segments - Transportation, Warehousing and Value Added Services. While the skill requirements for transportation differ significantly by the mode of transport, they differ to a lesser extent for warehousing meant for pure storage.

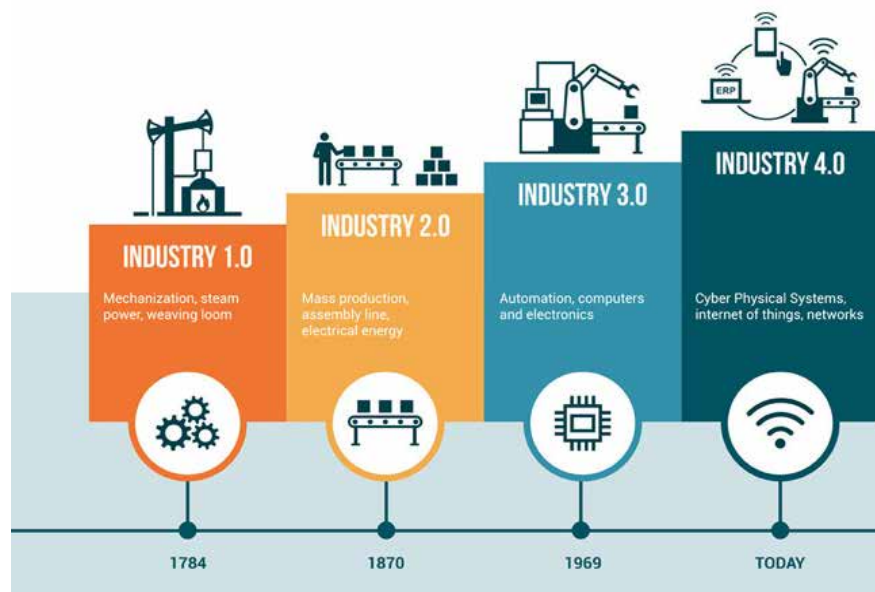
However, skills required for transportation related warehousing such as CFS/ICD/transshipment centers may differ to some degree by the mode of transport they are associated with. Value added services arise from leveraging core transportation and warehousing assets and hence may differ significantly by the mode of logistics. Representing the modal versus value chain perspective together reveals the unique segments that need to be analyzed from a skill gaps perspective.

While skill issues exist in varying degrees in all segments of logistics, in this paper, we will focus on those segments where the gaps are not only wide but also widening at a relatively fast pace. Thus, we use a combination of the size and growth of various logistics business vis-à-vis the severity of skills gaps in each to filter to those specific segments where these gaps have the greatest potential of acting as a roadblock to development of the segment.

## Analyzing Causes of Skill Gap

Skills gaps in any industry could arise from a combination of 3 factors:

Addition of manpower is less than that required: A key reason for the insufficient addition of manpower to the sector is its poor image and consequent lack of attractiveness for a new career seeker. The small scale and unorganized nature of the industry in the road segment for example, has led to a situation where small entrepreneurs neither have the capacity nor the inclination to invest in human resource development. The working conditions in the segment which are by their very nature relatively less comfortable than alternative careers, are worsened by a lack of investment in basic safety and hygiene factors; for example, for a loading supervisor or a truck



driver, the working hours typically end up being 10-12 a day which may be in conditions of extreme heat, dirt and / or noise. Pay scales in the segment have also not been very attractive resulting in a situation where the segment has almost come to assume the image of one which is the last resort for a serious career seeker. Similarly, at the middle and senior management levels, the small scale and strongly centrally (family) controlled nature of businesses has led to a situation where professionals prefer not to join the segment fearing a lack of independence and flexibility with almost no chance of reaching the top position.

Another reason for the gap in skills is the rapid evolution in the profile of logistics end users and hence their requirements / demands which are rising much faster than the pace of skill creation. While godowns in the name of warehouses and 35 kpmh trucking speeds were acceptable hitherto, with increasing competition and level of maturity in the end user industries, the pressure on driving down logistics costs while at the same time increasing effectiveness and quality is more than ever. Achievement of anything close to international benchmark levels in logistics costs would necessarily require far reaching changes in the way things are done in the sector.

For example, multiple level stacking in warehouses would require development of skills around best stocking practices for such warehouses, operating warehousing equipment like reach stackers, pallet trucks etc., efficient and responsive supply chains would require usage of handhelds, understanding of RFID technology or at the least basic IT skills and usage of warehouse management systems, cost reduction would require minimization of handling losses and hence better stocking, picking and packing practices, emergence of organized retail of perishables would require understanding of cold chain systems and technology which can differ significantly by the nature of each perishable.

- Exit of manpower (attrition) is greater than replacement
- Recruitment is not in alignment with requirement

## **Need for Skill Development**

Logistics is the facilitator linking supply and demand, and the most important operations for business development. Other than the core competency of delivering goods on time, logistics companies add value to their clients' businesses by designing and executing complex supply chain cycles, project management and inventory reduction.

India has a demographic advantage but the availability of appropriately skilled manpower remains a challenge. This is particularly so in the logistics sector as it is seen more as a support industry than a mainline one. Lack of skilled manpower is the result of inadequate training and proper leadership and support. The sector needs to specifically build a pool of personnel comprising truck drivers, seafarers, warehousing managers, quality inspection supervisors, among others. There are limited institutes for soft skills, and operational and technical training.



The Central Government targets to increase jobs in logistics sector to 40 million by 2019, from 22 million. NSDC has identified Transport & logistics as one of the significant sector amongst 20 others, to help bridge the supply-demand discrepancy across diverse verticals in the sector. According to the recent Human Resource and Skill Requirement reports by Ministry of Skill Development and Entrepreneurship (MSDE) and NSDC, the sector presently employs over 16.74 million people and is anticipated to employ around 28.4 million people by 2022.



A huge chunk of players in road transportation, contributing predominantly to the transport and logistics sector, have been small entrepreneurs running family-owned businesses. Since their investments are mostly focused on short-term gains (particularly because of their small scale and limited investment capability). As an outcome, investments that pay off in the longer term, for instance, manpower development, have been nominal. Also, due to the sector being largely unorganized in nature, characterized by low pay scale and poor working conditions, it is not a preferred choice among skilled personnel. Semi-skilled or minimally educated workforce constitutes a greater share of employment in this sector. Therefore, in order to bring this industry at par to other existing productive industries, various practices including competitive pay scales, better working conditions, suitable manpower guidelines and exclusion of unscrupulous practices can prove beneficial. Moreover, recruiting skilled workforce will enhance productivity and overall quality of the service. The sector should also encourage on-the-job training and remunerate the skilled workforce.

In the past four years, NSDC has approved 17 training partners who are conducting trainings in logistics. These partners have trained nearly 12,000 candidates, of which nearly 7,000 have been placed in the last couple of years. Also, the Logistics Sector Skill Council (SSC) has further segregated the sector into eight subsectors i.e. Material Handling, Truck Operations, Warehousing, Crane/Heavy equipment, Container Stuffing/Destuffing, Packaging, Technology and Port Operations/Container Freight Station (CFS). The SSC has standardized 19 job roles through 67 National Occupational Standards (NOSs) for the sector.

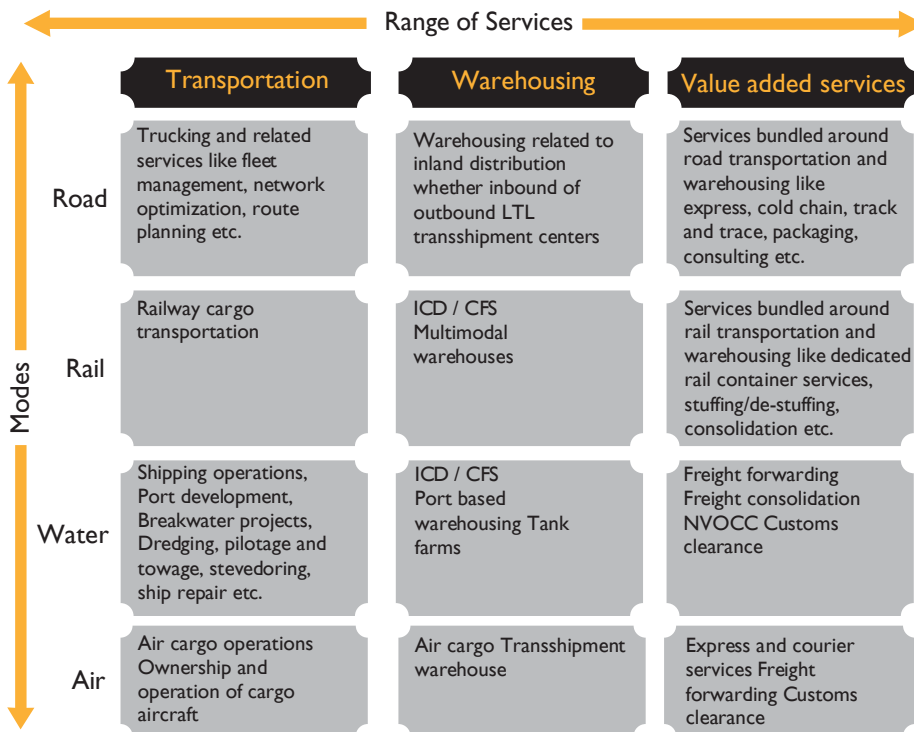
The 'Future of e-Commerce: Uncovering Innovation' study reveals that the digital commerce market in India has grown steadily from \$4 billion in 2010 to \$13.6 billion in 2014 and likely to touch \$16 billion by the end of 2015 on the back of growing internet population and increased online shoppers. We hope that the sector will out-perform its previous year growth with the new initiatives launched by the prime minister such as Make in India and Smart Cities.

## Role of Education and Technology in Training

India's expenditure on logistics activities is equivalent to around 13 percent of its GDP, which is higher than that of the developed nations. The key reason being:

1. The relatively higher level of inefficiencies in the system
2. With lower average trucking speeds
3. Higher turnaround time at ports
4. High cost of administrative delays, etc.

On an average logistics companies in India across sectors reveals that manpower spends comprise 8-10 percent of overall sales of the sector. Only about 13 -14 percent of the overall manpower costs are spent on non-salary, manpower development items (welfare, training etc.), and this share being much less in unorganized sector.



(Source: KPMG report)

In comparison to this leading global logistics companies spend around 20 percent of their employee expenditure on non-salary items. This lack of focus on developing manpower and skills for the logistics sector has resulted in a significant gap in the numbers and quality of manpower in the sector.

### Road freight (Transport):

As a majority number of players are in small scale and limited investment capability, most of the investments have been focused on short term gains, consisting direct and immediate impact on the top line whereas bottom line of the business being the main decision maker. There exist very few formal training institutions for driver training and practically none for operational training on associated areas like loading / unloading supervisory, proper handling practices etc.



The result has been that in the current scenario, there exist gaps in core technical skills of the existing set of personnel. For example, the backbone of the trucking industry truck drivers lack knowledge of good driving practices and areas associated with driving like understanding of GST and permits. Taking a level-wise view of the skill issues, it is seen that in the road sector, skill issues are widespread across the board with the situation being most severe at the operational level:

- **Senior Management / Entrepreneurs:** Small time entrepreneurs with limited vision, intent and capability to scale and build manpower capabilities

- **Middle Management:** Gaps in good basic management practices-not attractive for professionals; basic in house experience-driven skills with no formal infrastructure to impart skills; lack of specialized knowledge of best warehousing practices
- **Operational / front line and Supervisory:** Gaps in core technical skills-good driving practices, knowledge of associated issues- loading supervisory skills, etc. Arising from decades of neglect in turn arising from unorganized and fragmented structure



### Sea Freight (Transport) :

Strong growth in foreign trade both in bulk and containerized cargo has led to a rapid growth in shipping that has been even higher from the railways.

Manpower spends amount to about 8-10 percent whereas the non-salary expenditure varies greatly between companies ranging from 3-20 percent of overall manpower expenditure.

The Government is responsible for creation of the trained manpower required for the country's merchant navy fleet and also facilitation of training and employment of seafarers in foreign flag vessels. This is being met through the Government training institutes and number of other approved training institutes in the private sector. The training institutes established by the Government include Training Ship 'Chanakya' Marine Engineering and Research Institute

(MERI), Kolkata, Marine Engineering & Research Institute (MERI), Mumbai, and LBS College of Advance Maritime Studies & Research, Mumbai. These institutes are presently functioning under the umbrella of Indian Institutes of Maritime Studies, Mumbai which was established in the year 2002 as a Society under the Society Registration Act, 1860. In addition to the above, there are about 124 training institutes in the private sector approved by the Director General of Shipping, imparting pre-sea and post-sea training in various disciplines. The Directorate General of Shipping maintains a system of inspections to ensure the quality of training. India is globally recognized as a very important source of mercantile manpower. Trained maritime personnel from India are much sought after by other nations.

However, if one were to look at the ports side, there is an increasing lack of trained manpower for pilotage functions and equipment operators.

## Air Freight

As in the case of sea freight, the level of formalization and standardization of operations in the air freight segment is greater than in the road sector. The level of investments in assets, relationships and networks required to be a player in this segment, it has traditionally been relatively more organized leading to greater regard for manpower development. The market leaders typically have established internal structured training practices to train the staff employed at this level (which is typically 10th pass or sometimes 10+2). Nevertheless, there exist perceived gaps at the operational / front line level and are primarily to do with soft skills, such as relationship management, interpersonal and managerial, and supervisory skills.





## Warehousing:

Warehousing segment consists of transshipment warehouses or terminal warehouses used for bulking/ de-bulking, cross docking and temporary storage. This segment has also been extremely fragile and small scale industry dominated segment also geographically scattered. Indirect tax structure has led to small warehouses in different locations rather than having a big warehouse, leading to progress of industry and bringing in bigger players for the betterment of the employee structure and manpower development. Unorganized sector in this segment being around 80% has been a resultant of the above characteristic of the industry.

While no organized players have evolved in this segment, several trends are driving the need for a more professional and organized approach to warehousing. The warehouses perform several additional functions today, apart from being physical storage points such as Stockpiling, Product Mixing, Value addition, Distribution and Customer Service. These functions require different skill sets and hence, warehouse service providers today need to develop proficiencies in a diverse set of both core and non-core activities.

Developments in terms of GST has led to the need for specialized warehousing skills like picking and packing, inventory management, proper handling practices including usage of warehousing equipment like stackers, pallet trucks etc. and ability to understand and use warehouse management systems. (WMS)

## Recommendations and Conclusion

Necessary and effective steps, in addition to the human resource capabilities, to overcome the root causes are crucial to lessen the existing skill gaps.

There is a need to develop competency-knowledge and learning, communication, technical skills, personal skills and administrative knowledge at each of the operation level to counter the challenges that they face on a routine basis. Communication and leadership skills are of utmost value for the supervisors and managers to make data-driven strategic decisions and long-term planning.

It is possible to decouple labor requirements from the growth of road freight volumes by increasing productivity. The introduction of modern technologies like AR/VR and ML (Machine Learning) could ease the dependency on labor.

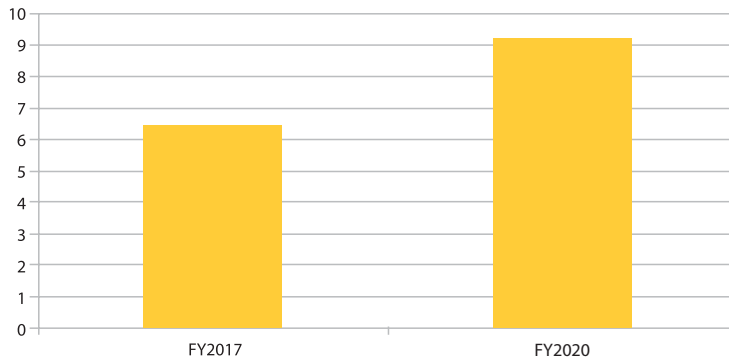
Government, companies, industry associations and academia must come together to identify and share best practices in skill development to develop and promote logistics training capability. It is also recommended that a blended approach should be undertaken, i.e., along with theoretical education, practical application of the same should be demonstrated to make the employees understand the business processes better.

For filling managerial entry-level positions, companies in the logistics industry can establish primary connection and network with the right candidates.



The future of the Indian logistics sector looks promising. According to a report by CRISIL, the logistics industry of India which stood at Rs 6.4 trillion in FY17 will grow at a CAGR of 13 per cent over the next three years and will be at Rs 9.2 trillion by FY20.

### Indian Logistics Sector (in Rs Trillion)



(Source: CRISIL)

As one of the vital components for manufacturing, trade and economy, logistics is indeed a strategic function. The sector would contribute significantly to job creation in the upcoming years. Besides increasing trade, better performance in logistics will augment programmes like Make in India, and also enable India to become an important part of the global supply chain.

## Training by TCI Institute of Logistics

TCI Institute of Logistics is an organization formed to build and raise skill levels of people who engage in frontline operations of the Logistics Sector, a sector highly fragmented in nature. Since Logistics is a manpower intensive industry, therefore, a trained manpower engaged in carrying out operational activities definitely brings improvement in operational efficiency, higher retention, and lesser losses.

### VISION :

“To be a preferred learning & development partner for developing logistics leaders by training, competency development, supervisory & managerial development programme.”

### MISSION

TCI Institute of Logistics will:

- Set up vocational training centers to develop skills among unemployed youth for logistics industry.
- Promote undergraduate and graduate course in logistics and supply chain.
- Professional development logistics & supply chain professionals.
- Contribute in upgradation of logistics & supply chain industry by partnering with industry associations, publication of papers on development in industry, technology deployment, project execution, industry trends, etc.



**New Candidates - Freshers:** Training is imparted to candidates who pass out from schools and colleges. TCI provides them a platform to begin their professional career in the Logistics industry.

- a. Duration of Training : Total duration of the training programme is 18 days, out of which 12 days are for classroom training and remaining 6 days are on-the-job training at the different facilities of TCI.
- b. Scope of Training: Students/participants are imparted knowledge and practical training for entry level jobs such as warehouse pickers, basic transport operation, basic cargo operation, basic warehouse operation, courier delivery operations, etc. for which NOS is developed by Logistics Sector Skill Council. The courses are affiliated to NSDC & LSC.
- c. At the end of the programme, assessment is facilitated by TIOL which is done by a third party assessor as decided by LSC.



**Experienced Employees:** For employees with work experience of minimum 9 months upskilling & reskilling is done by the institute.

- a. Duration of Training: 3 days
- b. Scope of Training: Participants undergo training on NOS; operational efficiency; behavioral, safety & security, and personality development.
- c. Assessment of participants under RPL (Recognition of Prior Learning) is done by LSC at the end of the different in-house programmes of TCI.

**Major milestones so far :** TIOL has established major milestones so far, which are one of its kind in the industry:

1. First to create the curriculum which is aligned to the different National Occupational Standards of the industry.
2. The courses are affiliated to both NSDC & LSC, which implies that the courses have a wider acceptability in the market.
3. Reached the benchmark of training more than 6000 students and placing them successfully.
4. First to get the students assessed on the training conducted through LSC.
5. First to launch the RPL (Recognition of Prior Learning) without any fund from the government.



6. Present at locations like Varanasi, Hisar, Allahabad, Jhunjhunu, Churu, Patna, Muzaffarpur, Behrampur, and Siliguri.
7. Well-renowned as leading Logistics Training partner in NSDC and amongst the Logistics industry.
8. All courses run by TIOL are certified and approved by NSDC & LSC.
9. Manpower to cater the increasing demand of industry.
10. Brought down the attrition of TCI. Retention of skilled manpower over 80% (as per analysis between skilled vs unskilled manpower).
11. Successfully fulfilling the manpower requirement of TCI on monthly basis.



### Benefits of Skill Training :

1. Productive manpower from day 1 for entry level training participants
2. Upskilling of experienced employees for job enrichment
3. Operational efficiency with less damages, shortage, misrouting, etc.
4. Supply vs demand is under control
5. Industry specific trained/skilled employees
6. Lower attrition rate
7. Less damages/losses in operations



TCI Institute of Logistics is a specialized company into training for the Logistics sector. Therefore, its programme curriculum, faculty and delivery methodology is specific to the Logistics Sector.

Since the company delivers training programme in collaboration with the National Skill Development Corporation and Logistics Skill Sector, hence, the courses offered have a wider acceptability and quality.

Due to its presence at multiple locations, TIOL is positioned to provide skilled manpower on regular basis to different logistics organizations.



**AWARDS & RECOGNITION**

# CORPORATE UPDATES

## AWARDS & RECOGNITION



**Award Title:** CEO of the Year  
**Awarded By:** Indian Institute of Materials Management  
**Awarded to:** Mr. Vineet Agarwal, MD TCI  
**Year :** 2018



**Award Title:** Diversified Logistics Company of the Year  
**Awarded By:** Kamikaze B2B Media  
**Awarded to:** TCI Group  
**Year :** 2018



**Award Title:** Supply Chain Company of the Year  
**Awarded By:** Kamikaze B2B Media  
**Awarded to:** TCI SCS  
**Year :** 2018



**Award Title:** Best-in-Class Logistics Security Initiatives  
**Awarded By:** Kamikaze B2B Media  
**Awarded to:** TCI SCS  
**Year :** 2018



**Award Title:** SCALE Award for Exemplary Position - Liquid & Chemical Logistics  
**Awarded By:** CII – Institute of Logistics  
**Awarded to:** TCI Group  
**Year :** 2018



**Award Title:** SCALE Award for Eminent Position under the Road Transportation  
**Awarded By:** CII – Institute of Logistics  
**Awarded to:** TCI Group  
**Year :** 2018



**Award Title:** Marketing Excellence in Supply Chain & Logistics Sector  
**Awarded By:** CMO Asia  
**Awarded to:** TCI SCS  
**Year :** 2018



**EVENTS & SEMINARS**

### TCI & Insurance Institute of India released a joint report on the insurance requirements of India's logistics and warehousing sector



The report, titled **“Insurance Requirements of the Indian Logistics and Warehousing Industry and their Customers”** by Transport Corporation of India Limited (TCI), in collaboration with Insurance Institute of India (III) was launched by the Honorable Minister, Shri Nitin Gadkari at a gala event held at the Transport Bhawan in New Delhi on 17th April, 2018. Overall, 150+ participants were present at the launch ceremony.

## Mr. Vineet Agarwal, MD TCI was a speaker at IMA 28th International Management Conclave



MD TCI, Mr. Vineet Agarwal was a speaker at the prestigious IMA 28th International Management Conclave held on 18th January, 2019 in Indore.

Mr. Agarwal deliberated on the theme “India 4.0: Rethink, Redesign, Rebuild”. He also shared his insights on the technological innovations in the recent times and the value that transportation and logistics sector can add in the upcoming years.

## 40th Controlling Manager’s Conference (CMC)



TCI organized the 40th CMC at Urmila Sports Academy, Churu (Rajasthan) from 11th -14th November, 2018. Churu is the birth place of our Founder Chairman, Late Shri PD Agarwal Ji, and on completing 60 years, it was appropriate to re-visit our roots. Therefore, the theme for the event was “Strong Roots for a Bright Future”.

The four day conference witnessed participants reflecting on key issues impacting the company along with the economy and discussing objectives and target achievement strategies for the upcoming year.

## MD, TCI Express Ltd. & Director, TCI Group, Mr. Chander Agarwal was a key member at the India-Cambodia Business Forum

India-Cambodia Business Forum was held in honour to welcome Mr. Samdech Akka Moha Sena Padei Techo HUN SEN, Prime Minister of Cambodia’s visit to India.

TCI Express Ltd was represented by Mr. Chander Agarwal, MD, TCI Express Ltd. & Director, TCI Group at the conference.



### TCI Participated at the 45th National Management Convention by AIMA



TCI associated as the corporate sponsorer with AIMA for their 45th annual flagship event – the National Management Convention, which was scheduled on 26th-27th September at Hotel Taj Diplomatic Enclave, New Delhi.

MD TCI, Mr. Vineet Agarwal was one of the panelists at the event and shared his valuable insights on “A Country for the Young: Refreshing the Indian Dream”. He also spoke on the importance of youth skill-building and empowering start-ups, NGOs and social societies for nation building.

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### TCI Participated in Airtel Delhi Half Marathon 2018



Airtel Delhi Half Marathon, the annual half marathon foot-race was organized in New Delhi on 21st October, 2018.

The event saw an active participation of 114 TCI Parivar members including Mr. PC Sharma, CEO TCI Express and Mr. IS Sagar, CEO TCI Freight.



## TCI SCS was a speaker at the Smart Logistics Summit



CII-Institute of Logistics conducted Smart Logistics Summit in Mumbai on 28th November, 2018 wherein TCI SCS associated as a sponsor. The theme of the event was “Creating Value from Emerging Technologies and Green Practice”.

Mr. Atul Endlay, Head – Warehousing Services was one of the speakers at the summit.

## TCI Jaipur Foot & Rehabilitation Centre completed 10 years



TCI Foundation partnered with ‘Jaipur Foot’ to establish the ‘TCI Jaipur Foot & Rehabilitation Centre’ at Patna which is modeled on UN’s ‘Break Barriers, Open Doors: For an Inclusive Society and Development for All’ theme.

Having completed its 10 years, the centre provides free clinical examination, prosthesis and physical aids to underprivileged differently able persons.

## TCI Foundation participated in an exclusive event organized by NACO

TCI Foundation in association with National AIDS Control Organization (NACO) India observed the World AIDS Day in New Delhi on 1st December, 2018. The honorable dignitaries like State Ministry of Health & Family Welfare Government of India, Secretary Health Services, Joint Secretary Health Services and senior functionaries visited the stall of TCI Foundation and showed keen interest in the work of TCIF on Bridge Population at national level.





## QUICK FAQs (GLOSSARY : HR & SKILL MANAGEMENT IN LOGISTICS)

**AR:** Augmented reality (AR) is an interactive experience of a real-world environment where the objects that reside in the real-world are “augmented” by computer-generated perceptual information, and through the integration of immersive sensations that are perceived as natural parts of an environment.

**GST:** Goods and Services Tax (GST) is an indirect tax levied in India on the supply of goods and services.

**LSC:** Logistics Sector Skill Council (LSC) is a not-for-profit organization set up by MSDE through NSDC and promoted by Confederation of Indian Industries Institute of Logistics (CII-IL) with the aim to develop skill, train as well as up-skill the workforce in India.

**Make in India:** It is a type of Swadeshi movement covering 25 sectors of the economy, launched by the Government of India on 25 September 2014 to encourage companies to manufacture their products in India and also increase their investment.

**ML:** Machine learning (ML) is the scientific study of algorithms and statistical models that computer systems use to progressively improve their performance on a specific task.

**MSDE:** The Ministry of Skill Development and Entrepreneurship (MSDE) is a Ministry of Government of India set up on 9 November 2014 to coordinate all skill development efforts across the country.

**NOSs:** National Occupational Standards (NOSs) specify the standard of performance, knowledge and understanding when carrying out a particular activity in the workplace. Each NOS defines one key function in a job role.

**NSDC:** National Skill Development Corporation (NSDC) is a not-for-profit public limited company set up by Ministry of Finance to promote skill development by catalyzing creation of large, quality and for-profit vocational institutions.

**Smart City:** A smart city is an urban area that uses different types of electronic data collection sensors to supply information which is used to manage assets and resources efficiently.

**Vocational training:** It is an education that provides job-specific technical training for work in the trades. These programs generally focus on providing students with hands-on instruction, and can lead to certification, a diploma or certificate. Also known as Vocational Education and Training (VET), and Career and Technical Education (CTE).

**VR:** Virtual reality (VR) is an interactive computer-generated experience taking place within a simulated environment. It incorporates mainly auditory and visual feedback, but may also allow other types of sensory feedback.

**WMS:** A warehouse management system (WMS) is a software application, designed to support and optimize warehouse functionality and distribution center management.

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