

Everything **Logistics**<sup>™</sup>



# Table of Contents

## 02-82

### CORPORATE OVERVIEW

Everything Logistics	04
Charting a Course of Success Since 1958	05
Delivering Excellence	06
Words from Chairman	08
Words from Managing Director	10
Integrating Efficiency with Reliability	14
Awards and recognition	16
Technology Adoption	17
Building the Future of Indian Logistics	20
Taking Your Business Forward	22
Supporting Growth with Right Numbers	24
Financial Performance Review	28
Guiding the Team with Strong Governance	30
FY 2022-23: An ode to India	34
Global Economic Overview	35
Indian Economic Overview	36
Logistics Industry Overview	37
Logistics in India	38
Government Impetus	44
Emerging Trends	46
Business Overview	54
Integrated Strengths	55
Business Divisions	56
Case Studies	64
TCI's Commitment Nurturing Sustainable Stewardship	66

## 83-143

### STATUTORY REPORTS

Boards' Report	83
Business Responsibility & Sustainability Report	98
Corporate Governance Report	128

## 144-267

### FINANCIAL STATEMENTS

Standalone	144
Consolidated	205
<b>Notice of 28<sup>th</sup> Annual General Meeting</b>	<b>268</b>

#### Investor information

CIN:	L70109TG1995PLC019116
ISIN:	INE688A01022
BSE Code:	532349
NSE Code:	TCI
Bloomberg Code:	TRPC:IN
Dividend Recommended:	100%
AGM Date:	31 <sup>st</sup> July, 2023
AGM Venue:	Through VC/OAVM



Scan the QR code to view our Annual Report

Please find our online version at <https://www.tcil.com/tcil/financial-reports.html>

**Disclaimer:** This document contains statements about expected future events and financials of Transport Corporation of India Limited, which are forward looking. By their nature, forward-looking statements require the Company to make assumptions and are subject to inherent risks and uncertainties. There is significant risk that the assumptions, predictions and other forward-looking statements may not prove to be accurate. Readers are cautioned not to place undue reliance on forward-looking statements as a number of factors could cause assumptions, actual future results and events to differ materially from those expressed in the forward-looking statements. Accordingly, this document is subject to the disclaimer and qualified in its entirety by the assumptions, qualifications and risk factors referred to in the Management Discussion and Analysis of this Annual Report.

# Everything Logistics

**Leadership. Dependability. End-to-end integrated supply chains solutions. Trusted delivery and fulfilment.**

## A legacy unparalleled

The very first words which come to mind when we say TCI. Naturally. Since we have traversed the remotest corners of India and the Indian subcontinent (quite literally!) with you over six decades and grown to be synonymous with everything logistics.

### But

What if we tell you that despite being front-runners, we are also highly agile?

What if we tell you that we are as rooted in technology as we are in legacy?

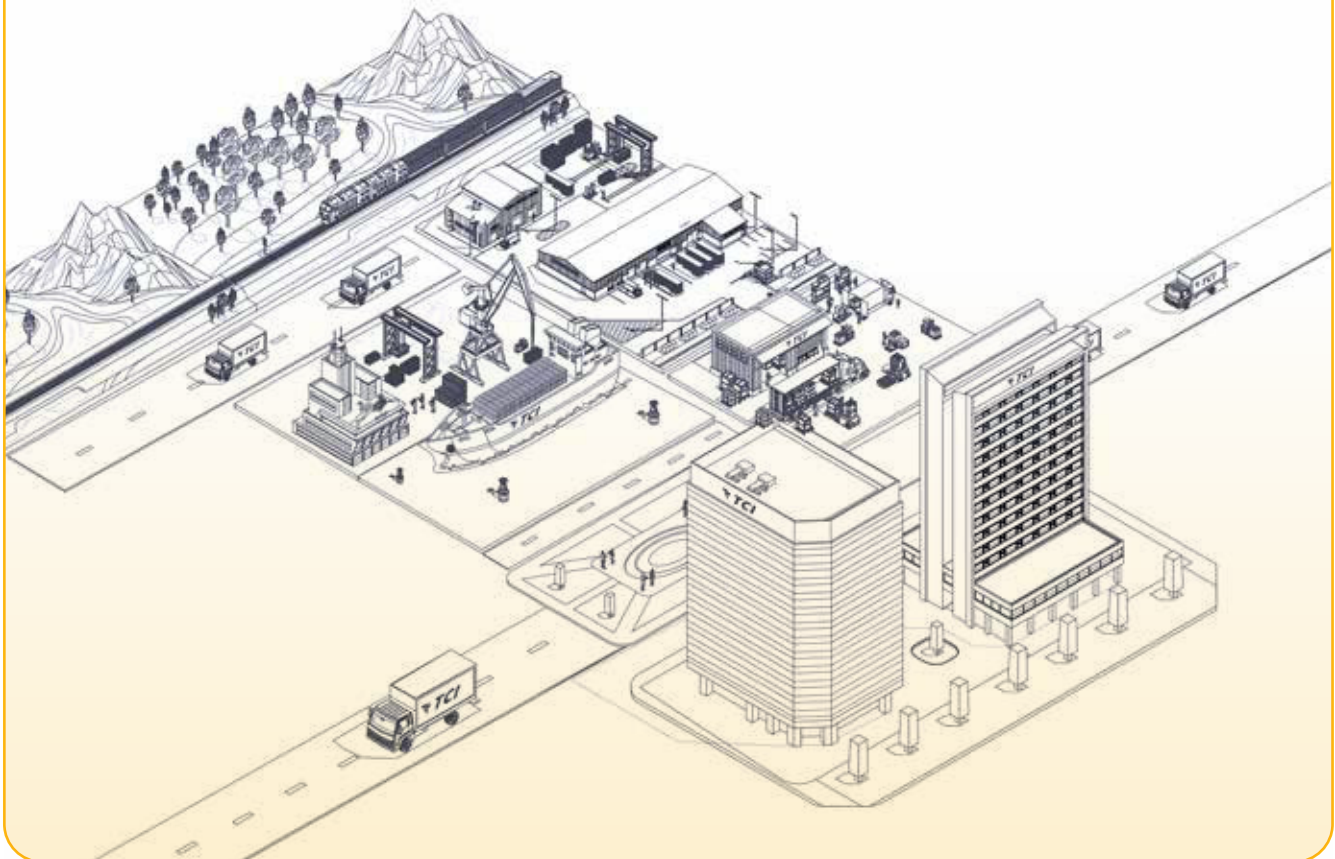
What if we tell you that almost all our processes are digitised and yet our strongest asset is our team?

What if we tell you that despite the presence of strong constants that we pride ourselves on, our solutions to your problem are highly differentiated and customised?

**A big company yesterday, a bigger company today.**

**Come take this journey with us and unlock your business potential with TCI**

**“Everything Logistics”!**



# Charting a Course of Success Since 1958

## Leading Integrated Multimodal Logistics & Supply Chain Solutions Provider

### Awarded with:

First National Logistics Excellence Awards (FY 2021-22)

- Best Warehouse Service Provider
- Best Cold Chain Refrigerated Service Provider

### Financial Performance



₹ 38,128 Mn

Revenue for the FY 2022-23



₹ 3,206 Mn

Net profit

### Inimitable Strength



65 years

Of experience



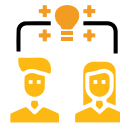
1,000

Company-owned offices



2.5%

Of India's GDP moved, every year



3,700+

Trained employees



# Delivering Excellence Every Mile

## Integrated Logistics at the CORE of TCI's Belief...

With a history spanning over 6+ decades, Transport Corporation of India (referred to as 'TCI' or 'We' or 'Our Company') has gained valuable experience and expertise in providing integrated multimodal logistics and supply chain solutions. We lead with dependability and strive to connect people and goods through sustainable and integrated methods and innovative business solutions. Through the years, we have earned a reputation as a pioneering company in this field.

TCI has been able to traverse to the remotest corners of India and the Indian sub-continent through our rich legacy in integrated multimodal logistics services. We provide a spectrum of end-to-end logistics and supply chain solutions in India and SAARC countries through multiple modes, such as road, rail, and sea. Our operations are supported by an extensive network, a highly experienced management team, rich industry insight, robust infrastructure and a skilled workforce.

### Customer Focus

We are a customer-centric company and our customers are at the center of every thing we do.

### Ownership

We work with the passion of being one with our customers and as self-motivated as we are, we also take pride in belonging to the Company.

### Responsive

We respond effectively and timely to the ever-changing world of business and technology.

### Empathy

We incorporate emotional intelligence into our everyday operations and create an enabling work environment curated by respect for everyone.



## Key Strengths:

- Widest range of Logistics services
- Integrated multimodal network capabilities
- Motivated and skill team of experts
- Technology and automation-driven operations
- 3PL/4PL supply chain management capability
- Bespoke supply chain design capability
- Large-scale modern warehousing
- ICRA A+ Rating for TCI's commercial paper
- CRISIL AA/Stable (Reaffirmed) Bank Credit Facilities
- Capability to offer both LTL & FTL at the national level
- Modern equipment assets
- Deep distribution network



**3 AFTO Trains**

(Automobile Freight Train Operator) trains



**13,000+**

Cold pallet position



**650 ISO**

Liquid tank containers



**10,000**

Trucks under operation



**8,500**

General Purpose containers

## Operational Strength



**1,000+**

IT-enabled offices



**3,700+**

Trained employees



**14 Mn sq ft**

Warehousing space



**6**

Coastal cargo ships



Everything **Logistics**™

## Words from Chairman



In our journey together, TCI has again delivered encouraging results this year. With increased commitment to nurturing the environment, society and nation building, we have also strengthened our roots beyond the Indian borders.

### ***Dear Stakeholders, Namaste!***

In our journey together as we pass yet another year, I continue to wish for your well-being and also that of your loved ones. I am happy to share that with your support and contributions, TCI has again delivered encouraging results. Along with increased commitment to nurturing environment, society and nation building, we have also strengthened our roots beyond the Indian borders. Through this year, we have grown and learned new things about ourselves and the world.

With a sense of deep appreciation, I begin by thanking all our stakeholders, employees, customers, and partners. Your dedication and support has helped us to grow with agility, resilience and adaptability. I also want to express my gratitude and welcome all the new members who have joined us as a part of our big TCI Parivar.

### ***Legacy of Growth & Sustainability***

Our CORE values have been the beacon guiding us in addressing the needs of today's dynamic logistics sector. This year's performance continues to reflect our unwavering commitment and consistency in providing high-quality logistics services.

We strongly believe that our success is closely intertwined with the well-being of our people, customers, vendors and the logistics fraternity at large. Across the board, we prioritize providing a safe, diverse and supportive environment that empowers for learning, growth and stability. Our consistent focus on developing a value based culture, allows us to forge ahead with confidence.

As a responsible corporate citizen, TCI is committed to sustainability with a focus on achieving the triple bottom line



of planet, people and prosperity. In this direction, our sustainable practices of multimodal deliveries, energy conservation, green warehousing, sustainable packaging as well as water & waste management enable us to deliver on our promise of nurturing the environment. We have successfully converted some of our older trucks to CNG and now have a fleet of over 200 CNG vehicles.

On the social side, we focus on giving back to the society through various initiatives on preventive healthcare, education, women empowerment, rural development, and national sports development. We launched 'Anokhee' – sanitary napkins produced in cottage industry run by tribal women for empowering young girls and women by giving them self-respect, confidence and instilling entrepreneurial mindset in them. We continued with the Government's Covid-19 Vaccination mission in the remotest corners of the country – holding camps from Ladakh to Andaman. TCI DAV School also underwent an upgrade in infrastructure, uplifting the delivery of education through smart boards for class rooms, new school furniture, laboratory equipment, sports facilities, computer infrastructure as well as a new school-bus. Our school is also growing with the younger generation's aspirations and dreams of the future. We are enabling them to be empowered, engaged and responsible citizens of this country.

Under TCI Safe Safar, we serve our social commitment of ensuring safety on the road through awareness and encouraging respect for the drivers' community. We have widened our scope to cover further aspects of sustainable development under this initiative with 'Har Safar ESG Safar' campaign. During

FY 2022-23, we have reached a milestone of 1 million participants taking a pledge for ensuring road safety.

Trust, dependability, integrity, empathy and the heartfelt warmth of human touch have been the building blocks of Brand TCI over 6+ decades. These values have been our lighthouse as we navigate through balancing the interests of our internal and external stakeholders. Our business processes support accountability and responsibility towards the social, regulatory & market dynamics. We believe of transparent and impeccable corporate governance has been the corner stone of our stability, profitability and desired growth outcomes.

#### **Acknowledgement**

The future for logistics sector is bright. I take this opportunity to express my gratitude and appreciate the undaunted spirit of our TCI family. I thank all the stakeholders for their constant belief in our leadership team and for the continuous guidance at every step. Our ambitious growth-seeking plans are led not just by the prudent management at TCI but also by the wide base of customers and businesses that we cater to. We are excited about the upcoming decade of progress and fully committed to achieving our mutual goals.

Heartfelt wishes,

**D. P. Agarwal**

Chairman & Managing Director



## Words from Managing Director



India is well poised to fulfil its mission of becoming a \$5 trillion economy and TCI is committed to playing a key role in this journey by providing logistics across India and the neighbouring countries. With our dedication to provide seamless supply chain solutions, we are proudly contributing to India's Amritkaal mission for achieving our 'India@2047' goals.

### **Dear Stakeholders,**

#### **Greetings to you all!**

As we reflect on the past year, I would like to thank all our internal and external stakeholders who have made an everlasting contribution during this transformative year for Indian logistics industry.

I am happy to share that, once again TCI has delivered consistent performance with a strong set of results. Our revenues and margins have shown decent momentum across all divisions, testifying our commitment to excellence in business performance.

I am also proud to share that TCI has been recognized with

various awards and recognitions including 1st National Logistics Excellence Awards. TCI was recognized for 2 categories of Best Warehousing Service Provider and Best Cold-chain Service Provider. These awards are prestigious badges of honor that reflect our dedication to provide top-quality logistics services to our customers. These achievements are a fructification of the committed hard work of all our employees and partners. I express heartfelt gratitude for their myriad contributions.

In FY 2023, bolstered strongly by growth of Indian economy, the global economy has also shown resilience to challenges such as supply chain disruptions, inflation, and rising fuel and commodity prices. The past few years have taught us valuable lessons in building self-reliance and resilience. We are now