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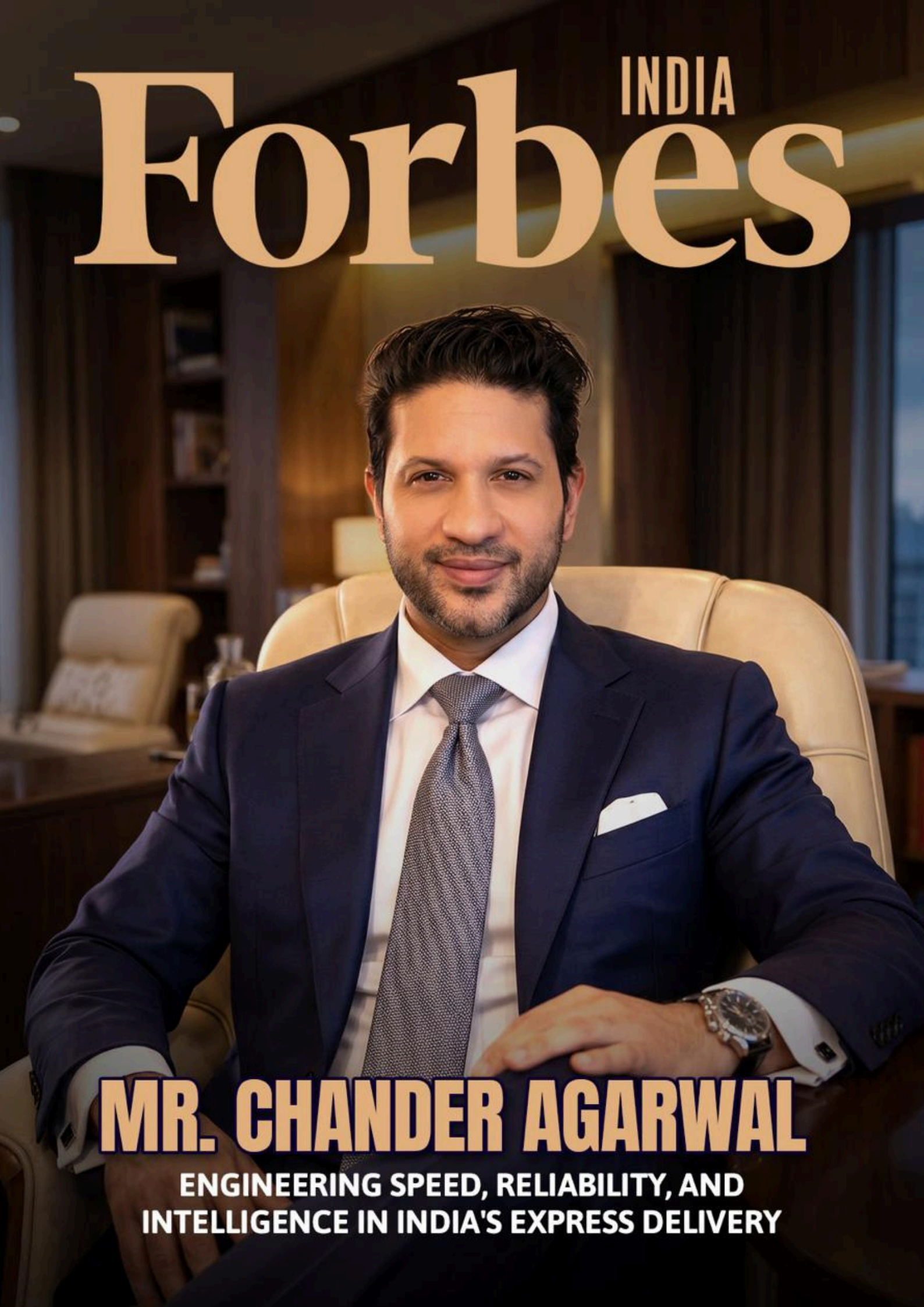

MR. CHANDER AGARWAL

ENGINEERING SPEED, RELIABILITY, AND INTELLIGENCE IN INDIA'S EXPRESS DELIVERY

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REDEFINING DELIVERY FOR A NEW INDIA

In an economy where speed, precision, and reliability increasingly determine business success, delivery is no longer merely a backend support function-it has become a strategic growth driver. At the forefront of this transformation stands Mr. Chander Agarwal, Managing Director of TCI Express Limited, a visionary leader who has redefined express delivery through technology, customer-centricity, and operational excellence.

Under Mr. Agarwal's leadership, TCI Express has become a globally connected, innovation-driven company setting benchmarks in reliability, agility, and service excellence. Blending legacy with global vision, he built one of India's most trusted brands. The 2016 demerger transformed it into a focused, asset-light, technology-led enterprise.

VISION BEYOND MOVEMENT: BUILDING A GLOBAL STANDARD

At the core of Mr. Agarwal's leadership is a vision to build a customer-focused global delivery company known for speed and reliability. Connecting India with 200+ countries, TCI Express has transformed through automation, real-time tracking, analytics, and digital solutions that enhance visibility, predictability, and customer experience.

LEADERSHIP DEFINED BY ADAPTABILITY

Mr. Agarwal's leadership style is rooted in adaptability and continuous evolution. From operational oversight to building a self-sustaining, innovation-led organization, he has consistently led by example. His philosophy emphasizes discipline, accountability, and an unwavering commitment to customer satisfaction.

This approach has nurtured a high-performance culture within TCI Express. The company's recognition as a Great Place to Work for six consecutive years, along with accolades such as ET Iconic Brand of India 2025, reflects both its people-centric values and growing market leadership.

By balancing data-driven decision-making with a human-centric management style, Mr. Agarwal empowers teams to innovate, remain agile, and drive sustainable long-term growth.

DRIVING IMPACT THROUGH SCALE AND PRECISION

Under Mr. Agarwal's stewardship, TCI Express has built one of India's most formidable express delivery networks-combining scale with unmatched efficiency. The company operates with 5,500+ GPS-enabled vehicles, 150+ air gateways, nearly 1,000 branches, 50,000+ pickup points, 60,000+ delivery locations, and services across 29,000+ pin codes.

One of the most notable innovations under his leadership has been the automation of advanced sorting centres in Gurugram and Pune, significantly improving speed, accuracy, and throughput capacity. These world-class facilities represent TCI Express's commitment to operational excellence and future readiness.

Another key achievement has been the company's strategic network expansion, strengthening its reach across India while building robust global connectivity. Additionally, the introduction of the Money Back Guarantee marked a bold milestone in the delivery industry. By linking service performance directly to customer assurance, Mr. Agarwal transformed reliability from a promise into a measurable commitment.

Beyond scale, TCI Express's true impact lies in its transition toward intelligence-led systems, proving that disciplined execution and smart infrastructure can transform a traditionally fragmented sector into a world-class express delivery powerhouse.

NAVIGATING UNCERTAINTY WITH STRATEGIC AGILITY

In a rapidly changing business environment, Mr. Agarwal balances agility, resilience, and foresight through an asset-light, technology-driven model. Using real-time data, just-in-time systems, and capital-efficient strategies, he ensures continuity and stability. His long-term focus on sustainability and trust positions TCI Express as a dependable global delivery partner.

PEOPLE AT THE CORE OF PERFORMANCE

For Mr. Agarwal, success begins with people. He fosters ownership, curiosity, and continuous learning, encouraging employees to build expertise and responsibility. This people-first culture creates a cohesive workforce aligned to customer focus, driven by urgency, precision, and accountability.

FUTURE-READY THROUGH INNOVATION AND SUSTAINABILITY

As the delivery sector moves toward a digital and environmentally conscious future, Mr. Agarwal is ensuring that TCI Express remains ahead of the curve. Investments in automation, artificial intelligence, and IoT-enabled shipment visibility are creating a smarter, faster, and more efficient delivery network.

The company's solar-powered, LEED Gold-certified sorting centres in Gurugram and Pune stand as strong examples of sustainable infrastructure. With a growing focus on EV adoption and ESG integration, TCI Express continues to align profitability with environmental responsibility.

Its recognition as a Sustainable Organisation 2025 reinforces the company's commitment to balancing innovation with ecological stewardship in a modern global economy.

RESILIENCE FORGED THROUGH CHALLENGES

Mr. Agarwal's leadership was tested during global disruptions and the COVID-19 pandemic, when TCI Express ensured uninterrupted movement of vaccines, medical equipment, and essentials. These challenges proved that agility, backed by discipline and technology, creates opportunity, strengthening customer trust and reinforcing the company's competitive edge and reliability.

A LEGACY OF RELIABILITY AND INTEGRITY

Looking ahead, Mr. Chander Agarwal aims to build an institution defined by reliability, sustainability, and integrity. He advises future leaders to stay curious, resilient, and customer-focused. His leadership presents a strong blueprint where innovation meets discipline, accountability drives ambition, and growth is guided by long-term purpose and excellence.

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