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**Automotive, Road Transport & Commercial  
Mobility Industry Towards 2030**

# NORTHERN CARGO SERVICE CHAMPIONS

## PEOPLE-CENTRIC LOGISTICS TRANSFORMATION

*Technology, sustainability and people will together define the next era of India's logistics industry.*

By Rajesh Rajgor

India's road transport and logistics sector is undergoing a significant transformation, where operational excellence will increasingly be driven by digital technologies, sustainable practices and a strong focus on people. As the industry moves towards 2030, organisations that successfully combine innovation with human expertise will be best positioned to lead the future.

"Technology should empower our Sarathis, enhance their safety and help them perform at their very best while recognising the experience and commitment they bring to every journey."

Ms. Harinder Pal Kaur, Vice President - Logistics, Northern Cargo Service, believes the industry is entering one of its most transformative phases. She pointed out that initiatives such as PM Gati Shakti, expanding multimodal connectivity and digitalisation are fundamentally changing customer expectations around speed, visibility and operational reliability. Instead, success will depend on how intelligently, sustainably and responsibly organisations operate. She believes India's

rapidly expanding infrastructure under PM Gati Shakti, coupled with multimodal connectivity, automation and digital transformation, is reshaping the logistics landscape and raising customer expectations for speed, transparency and reliability.

Ms. Kaur highlighted that technologies such as Artificial Intelligence (AI), telematics, IoT-enabled fleet management, predictive maintenance and real-time operational visibility are becoming the foundation of efficient logistics operations. While these digital tools improve decision-making and optimise fleet performance, she emphasised that people will continue to remain the industry's greatest strength.

Northern Cargo Service has embraced this balanced approach by integrating advanced fleet management systems, GPS tracking, digital monitoring and operational analytics across its operations. These initiatives are helping improve safety, maximise asset utilisation, increase operational efficiency and deliver greater value to customers while enabling informed, data-driven decisions.



Harinder Pal Kaur, VP - Logistics

"Technology delivers its greatest value when it works alongside human expertise. Innovation and operational excellence must always go hand in hand," shared Ms. Kaur.

Looking ahead, the company's vision is to build a smarter, safer and greener logistics organisation. This includes continued investments in fleet modernisation, intelligent technologies, predictive maintenance, fuel efficiency and environmentally responsible operations. Equally important is its commitment to continuous learning and skill development, ensuring that technology empowers its Sarathis and operational teams to perform with confidence, safety and pride.

Ms. Kaur also stressed that collaboration will play a defining role in shaping the future of logistics. Strong partnerships between transporters, OEMs, customers, technology providers, policymakers and infrastructure developers will help build resilient, agile and sustainable supply chains.

Reaffirming Northern Cargo Service's long-term vision, she said the company remains committed to "Driving Trust on Wheels" by creating a logistics ecosystem that is intelligent, sustainable and people-centric while supporting India's journey towards becoming a global economic powerhouse.

“Technology delivers its greatest value when it works alongside human expertise. Innovation and operational excellence must always go hand in hand.”