

From MD's Desk



Vivek Juneja,
Managing Director

// The effects of the pandemic continue to be felt across business practices and market dynamics. While the conditions remain challenging and demanding, I am proud to announce that Varuna Group has not only successfully weathered the obstacles posed by COVID-19 but has also thrived in it. In the past few weeks itself, we have covered two important milestones that I would want to share with you:- It gives me immense pleasure to announce the operationalization of our MUF at Shambhu Naka within the scheduled timeframe.

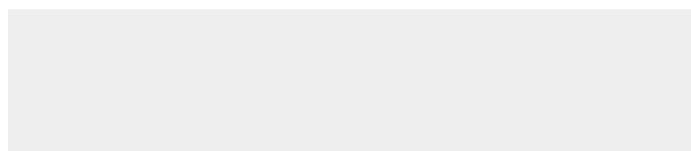
The facility is spread across an area of 4.3 lakh sq ft and is equipped with advanced technology and state-of-the-art infrastructure. With its strategic location catering to the major transport nodes, it is one of its kind in the entire Northern region.

We have expanded our network and have started our services to Srinagar. This extension has come out of a dire need expressed by businesses for an efficient and predictable service for this conflicted region. The service imbibes the Varuna Group's operational excellence DNA which will act as growth accelerator for companies looking to serve this location.

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We have resumed working at the pre-pandemic levels and have collaborated with new and old customers alike to solve some of the most pressing problems in logistics today. Any of our achievements could not be possible without the cross-functional effort, resilience and determination of the Varuna team. Our people continue to inspire us by pushing the envelope in our pursuit of customer centricity and service excellence.

The pandemic is far from over, I urge everyone to follow all precautions and government mandated rules and regulations. Safety and health remains the biggest priority. I also urge people to be kind, just and empathetic to those whose livelihood are deeply impacted by these times. It's the time for all of us to come together and fight collectively in order to emerge stronger and resilient.



Varuna Group News

Stay updated with our latest happenings



Expansion of logistics services to Nepal, Bhutan and Bangladesh

The challenges posed by Covid-19 could not hinder our expansion initiatives - it gives us immense pleasure to announce the start of our transport services to neighboring countries - Nepal, Bhutan and Bangladesh. This expansion was born as businesses continuously faced a dearth of efficient, hassle free and predictable services to these locations. Imbibing Varuna Group's DNA of operational excellence, we are enabling businesses to realize their potential by providing safe and reliable services with complete paperwork and detention management, 100% in transit visibility and industry's lowest transit times.

Pioneering digital LR for safe and efficient transportation: the first step towards contactless logistics

We became the first to initiate the Digital Lorry Receipts in FTL business to cater to the customers hit hard during the COVID-19 pandemic. Working 24x7 in tandem with customers, the multi-talented cross functional team successfully managed to develop and implement this solution in record two weeks. This will ensure improved productivity, greater transparency & visibility, better lead time, and most importantly a healthier working environment with reduced carbon footprint. The journey, has only just begun, plans are underway towards the next step of e-POD (electronic Proof of Delivery) and e-billing for a complete contactless journey.

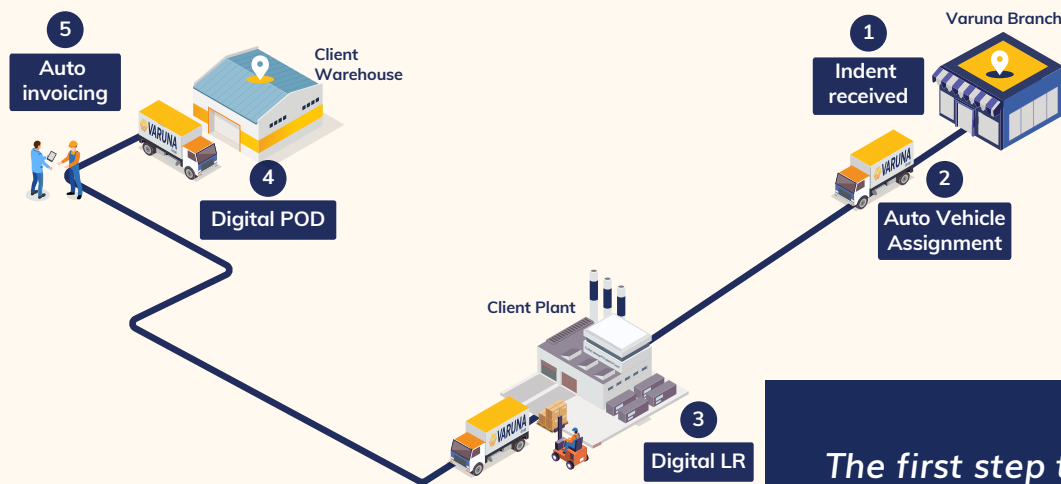


Our flagship Multi user facility at Shambhu Naka is operational now

The world-class facility spread across 21 acres offers a 4.3 lac sq ft of built up area with state-of-the-art infrastructure. Strategically located at NH-44, the facility caters to the major transport nodes, which is one of its kind in the entire Northern region.



Pioneering digital LR in India for safe and efficient transport



The first step towards contactless logistics

Varuna Group paved way for a new era in Indian Logistics sector by being the first to initiate the Digital Lorry Receipts to cater to its customers hit hard during the COVID-19 pandemic.

Working 24x7 in tandem with customers, the multi-talented cross functional team from Operations, Technology and Key Account Management (KAM) successfully managed to develop and implement this solution in record two weeks and have already created 15000 Digital LR's to date.

This step towards contactless logistics will ensure error-free operations, improved productivity levels, greater transparency & visibility, reduced lead time, and most importantly a healthier working environment for all due to reduced touch, along with reduction in our overall carbon footprint.

Our contactless initiatives journey, has only just begun, plans are underway to extend these services to new clients and our teams are already working on taking the next step forward with e-POD (electronic Proof of Delivery) and e-billing for a complete contactless journey.

Lorry Receipt (LR), an undertaking by the transporter to deliver the goods to the destination, is an indispensable part of the transportation process. Three physical copies (driver, consignee and consignor) of the consignment note are passed on by the customer to the driver. Varuna Group fast tracked the development of its roadmap to bring in greater safety and efficiency into the system.

Pivoting towards contactless logistics

The conventional transportation system includes a multitude of paper-based business processes – from handling of the lorry receipt (consignment note) to collection of a paper document as proof of delivery – which is time-consuming, leads to data quality problems and eventually impedes operational efficiency. Contactless Logistics aims to largely eliminate all forms of time-consuming human interventions and automate the entire process to the maximum extent. While digital Lorry Receipt (digital LR) as a concept has existed for many years, there was no actionable solution in sight due to several reasons –

Benefits of contactless logistics

- Error-free operation
- Ensures safety and sanitation
- Greater transparency and visibility
- Reduced transit lead time
- Improvement in productivity levels
- A healthy & safer work environment
- A sustainable practice - reduces carbon footprint

Features of Varuna's digital LR



Easy integration with the customer's existing softwares while uploading data confidentiality & integrity



Industry agnostic service which does not require any specialised technical capabilities at the client-side



Offering training to the relevant teams on the client-side and working closely for the initial period of implementation

Fear of novel technology – Many fear that digital LR will cut down jobs at the ground level.

Apprehensions of redundancy – With well-established manual processes, clients sense that avoiding duplication in the paper trail system is a challenge.

Platform development constraints – It's strenuous to develop a platform that's accurate, time-saving and can be readily integrated into different client platforms while upholding their data privacy.

Varuna Group: Pioneering digital LR in India

Understanding these challenges, we collaborated with our clients in a streamlined and systematic manner and pioneered the right solution in a short span of two weeks during the lockdown period. Here's how we did it

A cross-functional team – We assembled a dedicated 'Contactless Project Team' by selecting key people from Operations, Technology, and Key Account Management (KAM) that worked 24X7 to develop and implement the solution in tandem with the customers. We also deployed a dedicated POC at the customer site for the same.

Using government databases – Earlier attempts at digital LR focused on using a custom API to create lorry receipts. We found a more efficient way by utilising government databases and fetching details from e-way bills to generate digital LR.

Optimising side-by-side with the customer – We worked closely with one of our flagship clients to develop and test the pilot. As a gesture of their immense trust in us, they allowed us to conduct the trials despite the surmounting fear & uncertainty. We took feedback at every step and optimized the solution at every turn.

Scaling the final product – Post the success of our pilot,

we developed a comprehensive 3-day training programme that aided the implementation of digital LR with new customers and at different sites.

Since implementation, we have successfully created 15000 digital LR's so far and this is just the beginning. We are extending our service to new clients and driving the transformation through education, pilots and training.

What is the way forward?

Implementing digital LR is just the first step towards contactless logistics and our team is already working on the next step – an electronic proof of delivery or e-POD, e-signatures and e-billing.

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By automating the routine tasks that run the risks of human errors and delays, these services can result in better customer service and satisfaction. Their adoption not only helps counter the health risks but also addresses the need for a quicker delivery system. They contribute towards making the logistics service virtually contactless and enable end-to-end visibility.

Hear From Our People

The inspiring stories of our people & their life at Varuna Group



SUDHIR KUMAR
HR Manager - Fleet

“The best thing about Varuna is that it takes consistent effort to make every employee feel valued & respected. No policies are made in a closed room.”

A simple man with a kind heart and lofty aspirations, Sudhir Kumar has been managing Varuna's HR operations at the fleet level in Dharuhera, Haryana since 2011. Born and brought up in the same state, he completed his graduation from Rohtak and MBA from Hisar before accepting a role in the HR department of a textile manufacturing firm in 2008. Later, Sudhir decided to make the shift to Varuna and hasn't looked back since.

“I handle the HR operations for 5 fleets and am directly responsible for a 400+ strong team”, he adds. A remarkable planner and a people's person, he is exceptional in his ability to form connections with people from different backgrounds, experiences and capabilities. Taking his vocation to the next level Sudhir has been instrumental in the success of several projects during his tenure. “When I joined Varuna, onboarding formalities used to take 8 days.

We've brought it down to just one day,” he comments. Sudhir has implemented HRMS across all levels - be it a mechanic or a supervisor. He has inspired the adoption of automation & digital systems in the HR department while bringing down the total paperwork to a mere 20%.

“My team members are my greatest motivation. I want to help them hone their potential and grow into inspiring leaders.”

Thoughtful, thankful and thriving:

When one of his team members fell severely ill and had to be hospitalised, Sudhir received a call from the Chairman himself, asking him to ensure that he gets the best treatment and that nothing else matters. He mentions that moments like these come naturally to the people at Varuna because much like a family, they value each other and are closely connected.

We often hear stories of stellar women with influential and driven personalities. One such inspiring employee in Varuna is Rita Joshi. Hailing from Kotdwar, Uttarakhand, and with a Bachelor's degree in arts, she joined Varuna as an auditor in 2013.

Rita's corporate life wasn't a planned choice. Before she joined, she was a committed homemaker and wife to one of Varuna's dedicated branch managers, Pramod Joshi. Her life suddenly took a turn in 2013, she was hit with her husband's untimely demise.

She was then only a housewife, unaware of the corporate industry. Nonetheless, her adamantness on wanting

to provide for her daughter, who was just a few months old, pushed her to stand up on her own feet. Rita started as an executive in credit control and etched her way to become a responsible auditor in billing. Her job involves checking bills, assigning attendance to queries and rectifying document errors. She proved her mettle when she participated in a E-mailing competition held internally and stood 3rd pan-india.

Rita has always stood her ground and has politely fought for herself at work. On the other hand, when at fault, she has bravely admitted her errors and gone out on a limb to rectify them.



RITA JOSHI
Credit Control

“Working with Varuna helped me become self-reliant.”