



SEMINAR ON E-COMMERCE LOGISTICS 2026

Leveraging AI & Automation for Next-Gen Supply Chains

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SCAN ME



FOR REGISTRATION



BACKGROUND & CONTEXT

India's e-commerce sector is witnessing rapid growth, driven by rising digital adoption, expanding internet penetration, and evolving consumer expectations for faster, cheaper, and more reliable deliveries. As this growth accelerates, logistics has emerged as the critical backbone enabling scalability, efficiency, and trust in the e-commerce ecosystem.

Despite progress, the sector continues to face structural challenges including high logistics costs, last-mile inefficiencies, fragmented supply chains, limited visibility, and increasing return volumes. To remain globally competitive and future-ready, India's e-commerce logistics ecosystem must rapidly adopt Artificial Intelligence (AI), automation, and data-driven decision-making. AI-enabled demand forecasting, warehouse automation, route optimization, predictive maintenance, fraud detection, and intelligent returns management are redefining logistics globally. In the Indian context, these technologies offer significant opportunities to reduce costs, improve service levels, enhance sustainability, and integrate MSMEs into digital commerce.

With rising order volumes, increasing customer expectations, and growing sustainability imperatives, 2025 is expected to be a defining year for technology-led transformation in e-commerce logistics. The convergence of AI, automation, and policy reforms presents a unique opportunity to build resilient, scalable, and future-ready supply chains. The initiative is also aligned with key national priorities such as Digital India, PM Gati Shakti, the National Logistics Policy, and Make in India, which emphasize efficiency, multimodal integration, and technology adoption across logistics and supply chains.

Against this backdrop, this initiative aims to facilitate a focused dialogue among policymakers, industry leaders, logistics providers, technology firms, startups, and academia to deliberate on the future of e-commerce logistics in India.



OBJECTIVES

- ✎ Examine the role of AI and automation in strengthening e-commerce logistics and supply chains
- ✎ Identify key operational and structural challenges in current logistics models
- ✎ Showcase best practices and emerging innovations across warehousing, transportation, last-mile, and reverse logistics
- ✎ Deliberate on policy, regulatory, and infrastructure enablers for technology-led transformation
- ✎ Develop actionable recommendations for building resilient, efficient, and sustainable supply chains

Panel Discussion I

From Algorithms to Action: AI-Driven Efficiency in E-Commerce Logistics

Focus:

As order volumes surge and customer expectations rise, AI and automation are becoming the backbone of scalable e-commerce logistics. This session will examine how data intelligence, smart infrastructure, and technology-enabled talent are transforming forecasting, warehousing, transportation, and fulfilment operations.

Key Discussion Points:

- ✍ AI-powered demand forecasting and dynamic inventory optimization
- ✍ Smart warehousing, robotics, and automation at scale
- ✍ Control towers, digital twins, and real-time end-to-end visibility
- ✍ Predictive maintenance and fleet intelligence systems
- ✍ Data governance, interoperability, and cyber security in logistics networks
- ✍ Overcoming integration and adoption challenges in AI deployment

Panel Discussion II

Last-Mile, Returns & Trust: Building Intelligent and Customer-Centric Logistics

Focus:

Last-mile delivery and reverse logistics remain the most complex and cost-intensive segments of e-commerce. This session will explore how AI, digital connectivity, and inclusive network expansion can enhance speed, reliability, and customer trust while improving operational efficiency.

Key Discussion Points:

- ✍ Hyperlocal and same-day delivery optimization models
- ✍ AI-led route planning, geo-mapping, and address standardization
- ✍ Intelligent reverse logistics and returns management strategies
- ✍ Fraud detection, delivery authentication, and trust-building mechanisms
- ✍ Integrating MSMEs and Tier-II/Tier-III markets into tech-enabled networks
- ✍ Gig workforce enablement, formalization, and digital inclusion

Panel Discussion III

Sustainable, Resilient & Integrated Supply Chains: The Road to 2030

Focus:

With sustainability and resilience emerging as strategic imperatives, this session will deliberate on building green, integrated, and disruption-ready supply chains aligned with the National Logistics Policy and PM Gati Shakti.

Key Discussion Points:

- ✍ EV adoption, alternative fuels, and energy-efficient warehousing
- ✍ Carbon footprint reduction through AI-driven route and load optimization
- ✍ Inventory pooling, distributed warehousing, and micro-fulfilment centres
- ✍ Risk modelling, disruption preparedness, and business continuity planning
- ✍ Reducing logistics cost as a percentage of GDP through multimodal integration
- ✍ Policy, regulatory, and infrastructure enablers for sustainable growth

Fireside Chat:

Future-Ready Workforce: Skilling for AI-Driven E-Commerce Logistics

Focus:

As AI, automation, and digital platforms redefine logistics operations, building a skilled, adaptive, and technology-ready workforce is critical. Aligned with the National Logistics Policy, Digital India, and PM Gati Shakti, this session will explore strategies to transition from a traditional labour-intensive model to a digitally empowered logistics talent ecosystem.

Key Discussion Points:

- ✍ Up skilling warehouse, fulfilment, and fleet workforce for automation-led operations
- ✍ Human-robot collaboration in smart warehouses and fulfilment centres
- ✍ Emerging tech-enabled roles: data analysts, robotics operators, control tower managers, AI planners
- ✍ Strengthening digital literacy across Tier-II and Tier-III logistics networks
- ✍ Formalization and social security frameworks for gig and last-mile workforce
- ✍ Skill certification standards and competency mapping for logistics professionals
- ✍ Industry-academia partnerships and vocational training alignment
- ✍ Public-private collaboration to scale logistics skilling initiatives
- ✍ Enhancing productivity while ensuring workforce inclusion, safety, and long-term employability





KEY DISCUSSION TPOIC

- ◆ Sustainability and green logistics practices in e-commerce supply chains
- ◆ Adoption of EVs, alternative fuels, and energy-efficient logistics infrastructure
- ◆ Route efficiency, load optimization, and carbon footprint reduction through AI
- ◆ Sustainable packaging, returns minimization, and waste reduction strategies
- ◆ Balancing speed, cost, and sustainability in next-generation supply chains
- ◆ Policy support and industry collaboration for scaling green logistics solutions

TARGET PARTICIPANTS

- ◆ Industry Leaders: E-commerce platforms, 3PL/4PL service providers, fulfilment centres, and last-mile logistics operators
- ◆ Technology Providers: AI, robotics, IoT, warehouse automation, and supply chain technology solution providers
- ◆ Academia & Research: Supply chain and logistics experts, business schools, research institutions, and think tanks
- ◆ Policymakers & Regulators: Representatives from the Ministry of Commerce, DPIIT, urban transport authorities, and allied government bodies.

ABOUT PHDCCI

PHDCCI has been working as a catalyst for the promotion of Indian industry, trade and entrepreneurship for the past 121 years. It is a forward looking, proactive and dynamic PAN-India apex organization. As a partner in progress with industry and government, PHDCCI works at the grass roots level with strong national and international linkages for propelling progress, harmony and integrated development of the Indian economy.

PHDCCI, acting as the “Voice of Industry & Trade” reaching out to more than 1,50,000 large, medium and small industries, has forged ahead leveraging its legacy with the industry knowledge across multiple sectors to take Indian Economy to the next level.

At the global level, we have been working with the Embassies and High Commissions in India and overseas to bring in the International Best Practices and Business Opportunities.

For more information contact us:

Ms. Kanika Kumar Goswami
✉ kanika.goswami@phdcci.in
Mob:- 99910725933

Ms. Yogita Chawla
✉ Yogita.chawla@phdcci.in
Mob:- 8287485983

Ms. Vanshika Sharma
✉ Vanshika.sharma@phdcci.in
Mob:- 7838443637

