Ministry of Science and Technology
Department of Scientific and Industrial Research
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Reliance RETAIL

SEMINAR ON
E-COMMERCE
LOGISTICS 2026

Leveraging AI & Automation for Next-Gen Supply Chains

27th March 2026 | PHD House, New Delhi
9:00 AM to 5:00 PM

OLL SIRING LINE

SCAN ME

FOR REGISTRATION

ASSOCIATE PARTNER

CWC
Logistics Driving Progress

BACKGROUND & CONTEXT

India's e-commerce market is on track to become the world's third-largest by 2030. With 900 million internet users, rising smartphone penetration, and Tier 2 and 3 cities driving the next wave of growth, digital commerce is transforming how a billion-plus consumers shop.

But powering this scale demands world-class logistics. Today, high costs, last-mile gaps, fragmented supply chains, and mounting return volumes remain stubborn challenges. AI, automation, and data-driven tools are emerging as game-changers — enabling smarter forecasting, faster deliveries, and leaner operations.

With 2026 poised as a defining year for technology-led transformation, this initiative convenes policymakers, industry leaders, startups, and academia to shape the future of India's e-commerce logistics ecosystem — and is firmly aligned with national priorities including Digital India, PM Gati Shakti, the National Logistics Policy, and Make in India.

OBJECTIVES

- Examine AI and automation's role in strengthening e-commerce logistics
- Identify operational and structural challenges in current logistics models
- Deliberate on policy and infrastructure enablers for technology-led transformation
- Develop actionable recommendations for resilient, efficient, and sustainable supply chains

Panel Discussion I
AI-Driven Efficiency in E-Commerce Logistics

Focus:

AI, automation, and smart technologies reshaping e-commerce logistics — from forecasting and warehousing to fulfillment and transportation.

Key Discussion Points:

- AI-powered demand forecasting and inventory planning
- Smart warehousing, fulfillment automation, and robotics
- Route optimization, fleet intelligence, and predictive maintenance
- Challenges in AI adoption: data quality, integration, and workforce readiness

Panel Discussion II
Last-Mile, Returns & Trust: Building Customer-Centric E-Commerce Logistics

Focus:

Last-mile delivery, reverse logistics, and trust-driven fulfillment — the most complex and cost-intensive frontiers of e-commerce logistics.

Key Discussion Points:

- Hyperlocal and same-day delivery optimization using AI and analytics
- Predictive analytics for managing high return volumes and reverse logistics
- Fraud detection, address validation, and delivery authentication
- Integrating MSMEs and Tier-II/III markets into tech-enabled logistics networks

Panel Discussion III
Green & Sustainable Supply Chains

Focus:

How sustainability and innovation can build resilient, environmentally responsible e-commerce supply chains.

Key Discussion Points:

- EV adoption, alternative fuels, and energy-efficient logistics infrastructure
- AI-driven route efficiency, load optimization, and carbon footprint reduction
- Sustainable packaging, returns minimization, and waste reduction
- Policy support and industry collaboration for scaling green logistics

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

Focus:

As AI, automation, and digital platforms reshape logistics, building a tech-ready workforce is critical. Aligned with the National Logistics Policy, Digital India, and PM Gati Shakti, this session will explore transitioning from a labour-intensive model to a digitally empowered talent ecosystem.

Key Discussion Points:

- Upskilling warehouse, fulfilment, and fleet workforce for automation-led operations
- Human–robot collaboration in smart warehouses and fulfilment centres
- Emerging 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 for gig and last-mile workers
- Skill certification and competency mapping for logistics professionals

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:

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