

## **India Domestic Courier, Express, and Parcel (Cep) Market - Growth, Trends, Covid-19 Impact, and Forecasts (2023 - 2028)**

Market Report | 2023-01-23 | 150 pages | Mordor Intelligence

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### **Report description:**

The Indian domestic courier, express, and parcel (CEP) market is estimated to register a CAGR of 7% during the forecast period. The increasing consumer preference for shopping online through various e-commerce portals is also providing a boost to market growth.

The COVID-19 pandemic has impacted every sector. However, the pandemic has accelerated online purchasing, which directly impacts the growth of the domestic CEP industry in a positive way and has increased its market share. E-commerce stores in India are collaborating with courier service providers to deliver their products across domestic locations. Additionally, technological advancements, including the utilization of digital technologies with crowdsourced delivery models, are also creating a positive outlook for the market in India. The growing e-commerce sector, along with the growing cross-border trade, is one of the key factors driving the growth of the domestic CEP market. The domestic CEP market is likely to witness growth and hold the major share during the forecast period, driven by the B2C e-commerce boom.

India has been turning into a significant market for domestic shipments, with significant companies entering and expanding networks in the market. Innovation has become a key influencing factor for organizations to be seriously lined up with market trends and dynamics. Digitizing the economy and providing cheap internet to the people are a few of the many reasons that boosted the growth of digital sales in India.

India Domestic Courier Express & Parcel Market Trends

New Innovations and Technology Driving the Market

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Consumer preferences are changing all the time, so they demand a more personalized e-commerce and logistics experience, one that pampers them and provides the greatest ease from beginning to end. To meet this increased demand, logistics platforms are employing technologies like AI, IoT, and Big Data to gain insights into consumer preferences and adapt their experiences.

With over 800 Direct-to-Consumer (D2C) brands in the country now, the sector is expected to grow to USD 100 billion by 2025. Due to its broad consumer reach and greater engagement, the D2C business model was adopted by various brands and merchants in 2021. As the D2C industry grows, more D2C brands are looking for platforms that provide end-to-end logistics and fulfillment services, and this trend is expected to continue in the years ahead.

One of the elements of a successful logistics ecosystem is robust warehousing. To ensure flawless warehouse management, logistics players have begun to automate practically every component to ensure that human resources are committed to the more critical, challenging jobs. Despite the fact that pre-pandemic years saw digital integration in warehouses as well, 2021 has proven to be the year of progress. To reduce time and money, logistics systems have incorporated robotic order picking and even packaging, and today, warehouses.

Because of the pandemic, consumers increasingly prefer contactless services for nearly every purchase they make. To that end, the logistics industry is offering contactless deliveries that customers can verify with an OTP sent to their phones. Such contactless services have gained so much traction that they are likely to become industry standards.

#### Rise in the E-commerce Sector to Boost the Domestic CEP Market in India

India's e-commerce expansion will also help the country become a key player in the e-business arena, with a projected growth potential of just under USD 100 billion by 2024. Fashion and apparel, as well as groceries, are the top-performing categories in India's e-commerce business, in terms of market share. Consumer electronics, which is projected to increase at an annual rate of up to 8% by 2025, is closely following these sectors.

These remarkable numbers are attributed partly to the global pandemic, which has caused many people to prefer to shop online rather than leave their homes. One explanation for India's phenomenal rise in the online shopping sector is the increasing penetration of IT infrastructure, as well as mobile phone and internet connectivity, into the country's rural areas. Aside from that, new government laws now encourage 100% foreign direct investment in B2B e-commerce enterprises, which has aided the Indian internet market's growth.

According to forecasts, the online grocery industry, which was valued at roughly USD 2 billion in 2021, will grow to USD 29 billion by 2024. This is because, as a result of reputable companies joining the market, more individuals are deciding to purchase groceries online.

Experts predict that the number of online shoppers in India would exceed 350 million in the next five years. This alone will help India's e-commerce business grow, as more customers equal more money made through e-commerce transactions.

#### India Domestic Courier Express & Parcel Market Competitor Analysis

The report covers the major players operating in the Indian domestic CEP Industry. The market is fragmented, with a large number of local and international players. The market is expected to grow during the forecast period. The major players such as Instakart Services Private Limited, Blue Dart Express Limited, DHL Express (India) Private Limited, Delhivery Private Limited, and FedEx Express are contributing significantly to the growth of the market.

Additional Benefits:

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The market estimate (ME) sheet in Excel format  
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