



Amazon India Strengthens Its Partnership with Indian Railways for the ease of Freight Movement amid Lockdown

April 27, 2020

The continued partnership with Indian Railways will enable faster and reliable deliveries of essentials to customers

27 April 2020: Amazon India today announced that it has strengthened its partnership with the Indian Railways to transport consignments via rail across the country. The company is leveraging the 'COVID-19 Parcel Special Trains' introduced by the Indian Railways to ramp up its operations to 55 lanes during the lockdown period.

This is yet another step towards a long-term partnership between Amazon India and Indian Railways which is focused on developing the rail network to supplement the road and air networks for transportation of customer packages with improved speed and reliability. Indian Railways with the support of the Railway Board and the zones across Western, Central, Northern, Eastern, South Central, Southern, South Eastern, North East Frontier, North Western and South Western have created a proactive solution to provide support for transportation during lockdown. This enhanced network will enable sellers in Amazon India's network to ship their products across the country and keep their businesses running, thereby, allowing people to access a more diverse selection of essential products.

"In these unprecedented times, we understand the importance of ensuring that critical supplies reach our customers across the country. With the support of COVID-19 Parcel Special trains introduced by the Indian Railways, we are confident that we can further fulfil customer orders with enhanced speed and capacity. We are grateful for this timely decision by the Indian Railways to offer freight movement solutions during these challenging times." **said Abhinav Singh, Director – Amazon Transportation Services, Amazon India.**

"We are pleased to extend our partnership with Amazon India and offer services of COVID-19 Parcel Special Trains' to ensure that essential needs of the public across the country are met and fulfilled by Amazon. We will continue to build on this partnership to help the industry service customers during this critical period." **said sources at the Indian Railways.**

To serve the communities while also ensuring the safety of its associates, Amazon has always innovated processes to prioritize the delivery of items that are of high priority for customers. In 2019, Amazon India had partnered with Indian Railways for inter-city transportation of e-commerce packages on 13 lanes. Previously, the company had also partnered with the Indian Railways to set up pickup kiosks for customers in Kolkata and Mumbai.

About Amazon

Amazon is guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence, and long-term thinking. Customer reviews, 1-Click shopping, personalized recommendations, Prime, Fulfillment by Amazon, AWS, Kindle Direct Publishing, Kindle, Fire tablets, Fire TV, Amazon Echo, and Alexa are some of the products and services pioneered by Amazon. For more information, visit amazon.com/about and follow @AmazonNews.

For more information contact:

Suruchi Jajoo
Amazon India
surucj@amazon.com

Malavika Nair
20:20 MSL
malavika.nair@2020msl.com