

NOT THE



CASTE.

**STORIES OF THE MEN AND THEIR FAMILIES
WHO DRIVE OUR COUNTRY**



▶ **Left to right:** Pilot Satpal Sharma, Pilot Ajit Singh, Pilot Suresh Yadav, Pilot Yadinder Singh and Pilot Maman Singh at Rivigo pitstop, Pataudi, Haryana

IN THE INDIAN VILLAGE, THEY ARE CALLED THE '37TH CASTE' – THE OUTCAST. NOBODY WANTS TO BE CALLED THAT.

▶ A truck driver is central to a nation's economy and progress. Long haul truck driving is as necessary and fundamental as the things it moves - from the cereal we consume every day to the industrial goods we export. How fast and efficiently the economic produce of a nation reaches its end consumer is what determines its growth. For instance, the abundant apples grown in Kashmir would be a surplus waste if they don't reach fresh to the consumer sitting thousands of miles away in Kerala. Truck drivers drive tirelessly for long hours and traverse tough terrains day and night. They do not just drive the truck. They drive the country and its growth. They are cornerstones, the foundation of long-term scalable national progress.

It is for this reason that developed countries are characterized by robust and efficient supply chain networks. Truck driving is usually among the highest contributors to jobs in such countries. For example, in the US, transportation and material

moving jobs form 7% of all occupations; the number of truck drivers is 1.7 million. Even then, there is an increasing dearth of truck drivers globally and more so in emerging economies.

The reason is that a truck driver's standard of life lacks in many aspects. On an average, a long haul truck driver spends 25 days in a month on the highways, away from his family. He leads a lonely life, eats his irregular meals at roadside places and often sleeps in the truck. Many are affected by HIV or start substance abuse as a result of such a way of life. A large percentage of them don't get married. Those who do, fail to have a balanced and meaningful family life.

For those even willing to overlook this, the profession presents some unimaginable safety hazards. A truck driver drives for 14-16 hours a day and sleeps in the truck. Driving in stressful fatigued conditions puts his life at risk. In India, lack of sleep has been a prime reason for accidents and fatalities among truck drivers. An estimated 24,000 people died because of drowsiness in 2013.

Given the stigma and risks associated with truck driving, long haul truck drivers are subject to unimaginable social disrespect. In the Indian village, they are called the '37th caste' – the outcast. Nobody wants to be called that. Nobody wants their son, husband or father to be treated like an outcast. It is estimated that by 2022, there will be only 480 truck drivers per 1,000 trucks in India. This poses a significant threat especially because it is looming when India is at its most promising juncture staring into an unparalleled opportunity.

Our GDP is poised to grow to 2.2X over the next ten years in real terms, growing at above 7% annually. While the global economy is predicted to witness a paucity of young population of around 56 million by 2020, India will be the sole country in the world with a youth population surplus of 47 million.

India will need 10 million truck drivers over the next decade to build the logistics infrastructure necessary for its economic growth. This amounts to 10% of the new workforce for whom jobs must be created. And yet dearth of truck drivers is a challenge – one that can affect our chances of success on both employment and supply chain efficiencies.



RIVIGO PILOTS ARE RESPECTED IN THEIR COMMUNITIES AND ARE LEADING MEANINGFUL LIVES WITH THEIR FAMILIES EVERY DAY.

There is a breakthrough opportunity to revolutionize the growth engines of our economy through our unique demographic dividend, a large domestic market and pro-reform legislations like the Goods and Services Tax (GST).

But our economic success is dependent on how we become increasingly efficient in all that we do across industries. A key lever of that would be to strengthen our logistics infrastructure. It is also dependent on our ability to create meaningful jobs and access to opportunities for the 100 million Indians who will enter the workforce over the next decade.

India will need 10 million truck drivers over the next decade to build the logistics infrastructure necessary for its economic growth. This amounts to 10% of the new workforce for whom jobs must be created. And yet dearth of truck drivers



is a challenge – one that can affect our chances of success on both employment and supply chain efficiencies. Since the challenge is deep-rooted in the kind of lives truck drivers are forced to lead, only a solution that is fundamental enough to solve for the core issue will work.

Truck driver relay is India's solution for the world. Rivigo pioneered this unique operating model in 2014 with a vision to make logistics in India human, faster and safer. Through the relay model, we have fundamentally changed the driver's job from an "away from home" job to a "day" job. Drivers change over after every few hundred kilometres and get rostered on a trip in the opposite direction back to their point of origin. 92% of our 4,000 truck drivers come back home every day, while the others are able to return every other day. This means they spend less time away from their families and lead meaningful and balanced lives. The relay model also cuts down any down-time on the road since the driver change happens within a few minutes. It helps connect India faster by guaranteeing reduction in turnaround time by 50-70% when compared to other road transport means.

Our endeavour has gone beyond providing a sustainable life to the truck drivers. We have built infrastructure for driver training and resting across 70+ locations in the

country. Our dedicated driver engagement team works relentlessly with the drivers and their families towards their upliftment. From launching financial inclusion schemes to connecting them with technology, and from providing family health cover to children education scholarships, we are humbled by the change we are making - one driver and one family at a time.

Once considered the 37th caste, Rivigo pilots are respected in their communities and are leading meaningful lives with their families every day. They are able to be around their old parents without having to uproot themselves from their village homes. Their wives are no longer worried about their safety and health. Their children do not miss seeing their father and having a normal childhood. Their new lifestyle allows them to save more and invest in their children's education and security. Their families proudly call them 'relay pilots'. Most importantly, they feel empowered and believe they are the real heroes who are steadily and quietly ushering India into its promising future.

Through this book, we endeavour to share with you stories of some of our pilots and their families. We familiarize you with their trials and their triumphs, their setbacks and their comebacks. We introduce to you the nation's new army - an army of Rivigo pilots, the lion of the highways, who are building the new India.

RAJPAL CHAUHAN

A PROMISE TO THE FAMILY

Rajpal lost his father at a very early age. Raised alone by his mother, he looked up to her as his pillar of strength. He was doing fine as a truck driver with a local transporter. But his life shook forever when he lost his mother and could not even make it to her last rites.

RIVIGO



**IT WAS
THEN
THAT HE
MADE A
PROMISE TO
HIMSELF.
NEVER
AGAIN
WILL HE BE
AWAY FROM
HIS FAMILY.**

Rajpal always followed a ritual when he left home for a trip. He touched his mother's feet to seek her blessings. On 10th April 2014, Rajpal touched his mother's feet like always but very reluctantly. This time he was not ready for his usual 20-25 day Delhi-Bangalore round trip driving for the transporter he was working for.

Rajpal's mother was looking too frail and had just recovered from high fever. But like all mothers do, she assured him that she was doing fine and convinced him to go to work. Little did he know that it was the last time he was going to see her.

Ten days into the trip, Rajpal's supervisor informed him that his mother had passed away. He was 1,500 kilometres away from home. He knew he would not be able to attend her last rites. He recalls that he just stopped and sobbed. It was then that he made a promise to himself. Never again will he be away from his family.

Rajpal reached home seven days after his mother's death.

He quit his job immediately. He took odd jobs in the village and was severely under-employed for six months.

He joined Rivigo in September 2015. Since then, Pilot Rajpal goes back home every day to his wife, Sonu, daughter, Reshma, and son, Mohit. While he remembers his mother in his prayers every day, he is happy that he will never be away from his family now in times of need or happiness.



► **Pilot Rajpal** dropping his son, Mohit and daughter, Reshma to the private school they are enrolled in. His wife, Sonu, sees them off in the background.



► Reshma, **Pilot Rajpal's** daughter aspires to be a doctor when she grows up



► Pilot Bhagwandas

BHAGWANDAS

HIS FATHER'S SON

Back in 1999 in the Rewari district of Haryana, when other kids in the school were dreaming of getting data entry jobs in cities, Bhagwandas was envisioning himself behind the wheel on the Indian highways.

► Pilot Bhagwandas

BEING A TRUCK DRIVER HIMSELF, HIS FATHER HAD LED A TERRIBLE LIFE LIVING AWAY FROM FAMILY IN DISTRESSED CONDITIONS FOR MONTHS TOGETHER.

Bhagwandas' dream was sparked by his father's profession, who was a truck driver too. The grandeur of a truck, the expanse of the highway, and the opportunity to discover new places, excited Bhagwandas more than anything else.

However, Bhagwandas' father did not want this for him.

Being a truck driver himself, his father had led a terrible life living away from family in distressed conditions for months together. Truck drivers in his village were called the 37th caste. They were associated with several social vices. Because of this, he was disrespected in the society. He could have never wanted his only son to lead the same life. He wanted a respectable profession and a normal family life for him.

Giving into his father's wishes, Bhagwandas did an ITI skills training course, and a series of computer

courses to find a job that his father would approve of. He took up an electrician's job, interviewed with several companies for admin and data entry jobs and even drove city vans in Chennai, but could not find a decent job even with these skills. Besides he always only dreamt of driving a truck.

He joined Rivigo in October 2015. Today, Pilot Bhagwandas is living his dream, and his father's.

He's a truck driver but without the life his father had to lead. He wears a uniform to work every morning and returns home to his six-month old son, wife, mother and father after completing his day's duty. His father often humorously remarks that it seems like Bhagwandas does not work anywhere at all given the amount of time he spends at home.

Computer literate Bhagwandas has made his father proud, by being a 'pilot', not just a 'truck driver'.



► Pilot Bhagwandas showing the Rivigo pilot app to his father.



► Pilot Bhagwandas with his six-month old son, Priyanshu. He laughs that he won't be surprised if Priyanshu grows up enamoured by the highways as well.

NAGARAJ C

THE SECOND INNINGS

When the oil mill that Nagaraj worked at shut down making him jobless overnight, he did not lose hope. Being an optimistic person, he mortgaged all his assets and bought his own 17 feet truck with the hope of making a good living. But when his trucking business ran into huge losses, the family was in severe debt and at the verge of committing suicide.

**DEEPIKA
WANTED TO
COMMIT
SUICIDE WITH
HER TWO
CHILDREN.
BUT NAGARAJ,
STILL HOPEFUL,
ASKED HER
TO HAVE FAITH
AND WAIT.**



Deepika, **Pilot Nagaraj's** wife, studying

It was a hot afternoon in the summer of 2014, when Nagaraj came back home to his wife, Deepika, to tell her that the oil mill he was working with for five years was shutting down. Nagaraj always wanted to own a truck. Deepika encouraged him to see this as an opportunity. With a lot of nervous excitement, the couple mortgaged all their assets, including all of Deepika's gold jewellery, to secure a loan and bought a 17 feet truck.

But fate was not on their side. Nagaraj soon ran into huge losses.

He defaulted on his monthly loan instalments. He defaulted on personal loans he took for working capital. He defaulted on his kids', Sharath and Sampath's, school fees. There were days when the family slept without a meal at night. Things were only getting worse. Depressed and

dejected, unable to make ends meet, Deepika wanted to commit suicide with her two children. But Nagaraj was still hopeful. He asked her to have faith and wait.

Nagaraj joined Rivigo in August 2016. Since the time he has joined, Pilot Nagaraj has been able to clear more than 70% of his debt, without having to relocate. Deepika, who was a class 10th dropout, has enrolled in an adult school to pursue her aspiration of becoming an Anganwadi teacher. Sharath and Sampath, who are now 8 and 5 respectively, have moved to Don Bosco, the best private English medium school in the district.

For Pilot Nagaraj and Deepika, this is their second innings. Life is back on track. The couple is confident and is seeing new dreams for themselves again.



Pilot Nagaraj with his wife, Deepika and children, Sharath & Sampath

SANDEEP

KUMAR

**WHAT'S A MEAL WITHOUT
HOME-MADE CHOORMA**

A truck driver since 2005, Sandeep recollects having not more than 5-6 meals a month at home. Being on long trips, he would eat his meals at road-side dhabas. But hailing from Madhya Pradesh, he would find his meals incomplete without the **choorma** made by his wife.



**SANDEEP'S
HEALTH HAD
BEGUN
TO TAKE
A TOLL
OVER THE
YEARS.
SUNITA WAS
WORRIED ABOUT
THIS
AND COMPELLED
HIM TO CHANGE
HIS PROFESSION.**

—
Pilot Sandeep leaves home every day after having breakfast and carries a three-storeyed tiffin box that his wife, Sunita, prepares for him. Having missed home-made food for ten years now, Sandeep never takes the tiffin without 'choorma', an Indian dessert made with ground wheat, butter and jaggery.

Prior to joining Rivigo, Sandeep worked with several other transporters. Since the trips would run into several days, Sandeep would eat all his meals at road-side dhabas. The food was spicy and often made with adulterated produce. Sometimes he would skip a meal and often eat at irregular times depending on the route. Not only this, the driving hours were too long thereby causing fatigue and putting him at risk. Sandeep's health had begun to take a toll over the years.

Sunita was worried about this and compelled him to change his profession.

After Sandeep joined Rivigo in August 2014, Sunita said she would let him continue because he is now a relay driver. She is happy and assured of his health and safety. He eats home-made food and drives for a mandated number of hours only. He is not allowed to drive without having completed all safety checks.

She says, '*ab chinta nahi hai*' (I am not worried now).



► Pilot Sandeep's wife handing over the tiffin to him as he leaves for work



RAM KISHAN

**THE RESPONSIBLE
YOUNGER BROTHER**



A jovial and carefree Ram Kishan did not know how his life was going to change when his elder brother and sister-in-law passed away in a road accident in the summer of 2014.



REALISING HIS RESPONSIBILITIES, HE KNEW HE HAD TO FIND SOMETHING THAT WOULD ALLOW HIM TO RUN THE HOUSE AND BE WITH FAMILY, AT THE SAME TIME.

Ram Kishan's brother and sister-in-law had three daughters, Disha, Ekta and Deepika. Deepika, the youngest one was just 12 when they passed away. Ram Kishan was now the only earning member in a family of two old parents, three nieces, his wife and his own two children.

When the incident happened, Ram Kishan was working with a local transporter. He would be away on a driving trip for several days at a stretch. His elder brother would take responsibility of the house on days Ram Kishan was away. But circumstances had changed now. Realising his responsibilities, he knew he had to find something that would allow him to run the house and be with family, at the same time.

He joined Rivigo in October 2015. Today, Pilot Ram Kishan lives happily in his own village home in Gogod, Haryana. He completes his trip every day, and returns home to enjoy dinner with his entire family, feed the family cattle, and check on all the five children's progress at the district's private school that they are enrolled in.

Deepika smiles and says, '*pehle chacha drivery pe jaate the, par ab duty pe jaate hain to roz ghar aate hain*' (Earlier uncle used to go driving, but now he goes for duty and hence comes back home every day)



Pilot Ram Kishan's family: Top left to right: Suraj Bhan (father), Pilot Ram Kishan, Champa Devi (mother), Sachin (nephew), Savita (sister).
Bottom left to right: Rekha Devi (wife), Bhavish (son), Sneha Lata (sister), Tushar (son), Disha (niece), Ekta (niece), Deepika (niece).



▶ Pilot Kaleemullah

KALEEMULLAH

THE BEST DECISION OF HIS LIFE

When the mining business in the Chitradurga district of Karnataka shut down in 2014, thousands like Kaleem lost their livelihood. The land in the area is arid which means there were limited employment opportunities. Kaleem decided to take up a driving job in Dubai, but who would take care of his mother and three daughters while he was away?



▶ Pilot Kaleemullah

**HE SPENT
MOST
SLEEPLESS
NIGHTS
LEADING UP
TO HIS
DEPARTURE
QUESTIONING
HIS DECISION.**



► **Pilot Kaleemullah** with his mother

Kaleem was faced by a tough choice in late 2015. The choice was between moving to the Middle East to provide for his family and staying back in his village. With an ageing mother and three daughters, Shafia, 6, Zoya, 4 and Noor, 2 years of age to take care of and limited employment opportunities in the area, it was becoming difficult to make ends meet.

He took the decision to move to Dubai to take up a driving job there. But just days before he was to leave, he started to feel a strange sense of apprehension. He spent most sleepless nights leading up to his departure questioning his decision. It did not seem wise to leave behind his family.

Kaleem's mother, then 68, got a severe paralysis attack which left her lower body immobile and impaired her speech. Sometimes gut can strangely predict what's to come. Kaleem could now see why he was feeling apprehensive. He decided against going since his mother required

intensive care and routine trips to the hospital.

Kaleem heard about Rivigo through a friend in April 2016 and joined in the same month. Pilot Kaleem returns home to take care of his mother every day. He takes her for her routine check-ups. She is doing much better now and can walk with support. Her speech has significantly improved as well.

Determined to build a good life for his children, Kaleem moved his daughters from Kannada-medium to English-medium schools in the 2017 academic session. If he wasn't around them every day, not only would he have missed out on their childhood but would have also been unable to focus on their education. All his three girls are merit holders in the school.

Pilot Kaleem looks back and feels that staying back for his family was the best way to truly take care of them.



► **Pilot Kaleemullah** with his three daughters, Shafia (left), Zoya (centre) & Noor (right)



▶ Pilot Attar Singh

ATTAR SINGH

WHEN DREAMS COME TRUE



Every traditional Indian family has two aspirations. One is to build a house and the other is to marry and settle their children well. Attar was no exception. However, the aspiration had always seemed far-fetched.



ATTAR'S CHILDREN, NIKITA AND RAHUL, WERE GROWING UP FAST. GETTING THEM MARRIED WAS PLAYING ON ATTAR'S MIND.

Attar has been a truck driver since 1993 with several transporters. In the last twenty-five years, he had not stayed at home for more than a couple of days at a stretch. It was a tough life, but he could not leave as he aspired to fulfill his dreams for the family.

Attar's family had some ancestral farming land. But he could never spend enough time supervising the cultivation. Often the crop would be damaged because of agricultural pests and the harvest would never be enough. Being away from home also meant more out-of-pocket expenses like eating meals at dhabas. This was sub optimal as it resulted in reduced savings.

Attar's children, Nikita and Rahul, were growing up fast. Getting them married was playing on Attar's mind. He wanted to marry them off from his own house. But due to lack of job security and steady income, he had not been able to save up enough for this.

He joined Rivigo in February 2015. Since Pilot Attar now returns home every day after completing his daily trip, he has been able to devote time to farming his land along with his job. This has significantly increased yield. Not staying away from home at a stretch also increases savings as there are no out-of-pocket expenses. He recalls that in the last two years he has been able to save a larger part of his income than he could do previously in years together.

In February 2017, Pilot Attar completed the construction of his house in district Alwar, Rajasthan and got Nikita married at the age of 26 and Rahul at 24. He plans to work for some more years and save for his restful retirement.

He says, "**saaf niyat zyada barkat**" (If your intentions are good, you save more).

MUSTASIN

MUSTASIN JI

Whenever Mustasin was referred to as a 'truck driver', it was derogatory. He felt truck driving was never referred to as a profession but more as a social stigma that nobody wanted to be associated with. He did not want his children to be embarrassed about being called a truck driver's children.

**WHEN
MUSTASIN
GOT MARRIED
IN 2013,
HIS WIFE'S
PARENTS
WERE
HESITANT.
THEY DID
NOT WANT TO
MARRY THEIR
DAUGHTER
OFF TO A
TRUCK
DRIVER.**

—
Mustasin has been a truck driver since 2010. There were many things he didn't like about his profession. But the one that affected him the most was lack of respect in the society.

When Mustasin got married in 2013, his wife's parents were hesitant. They did not want to marry their daughter off to a truck driver. They were concerned about what society would say. There are many taboos associated with truck drivers like substance abuse and HIV AIDS. Mustasin says their concern was understandable. He feels they would not have been worried if he was doing any other day job. Mustasin was concerned if his children too would be embarrassed of their father's profession.

Mustasin was considering quitting truck driving when he heard about Rivigo through a close friend in September 2014. He refused to know more. But his friend insisted that he joins since the job was radically different from conventional truck driving.

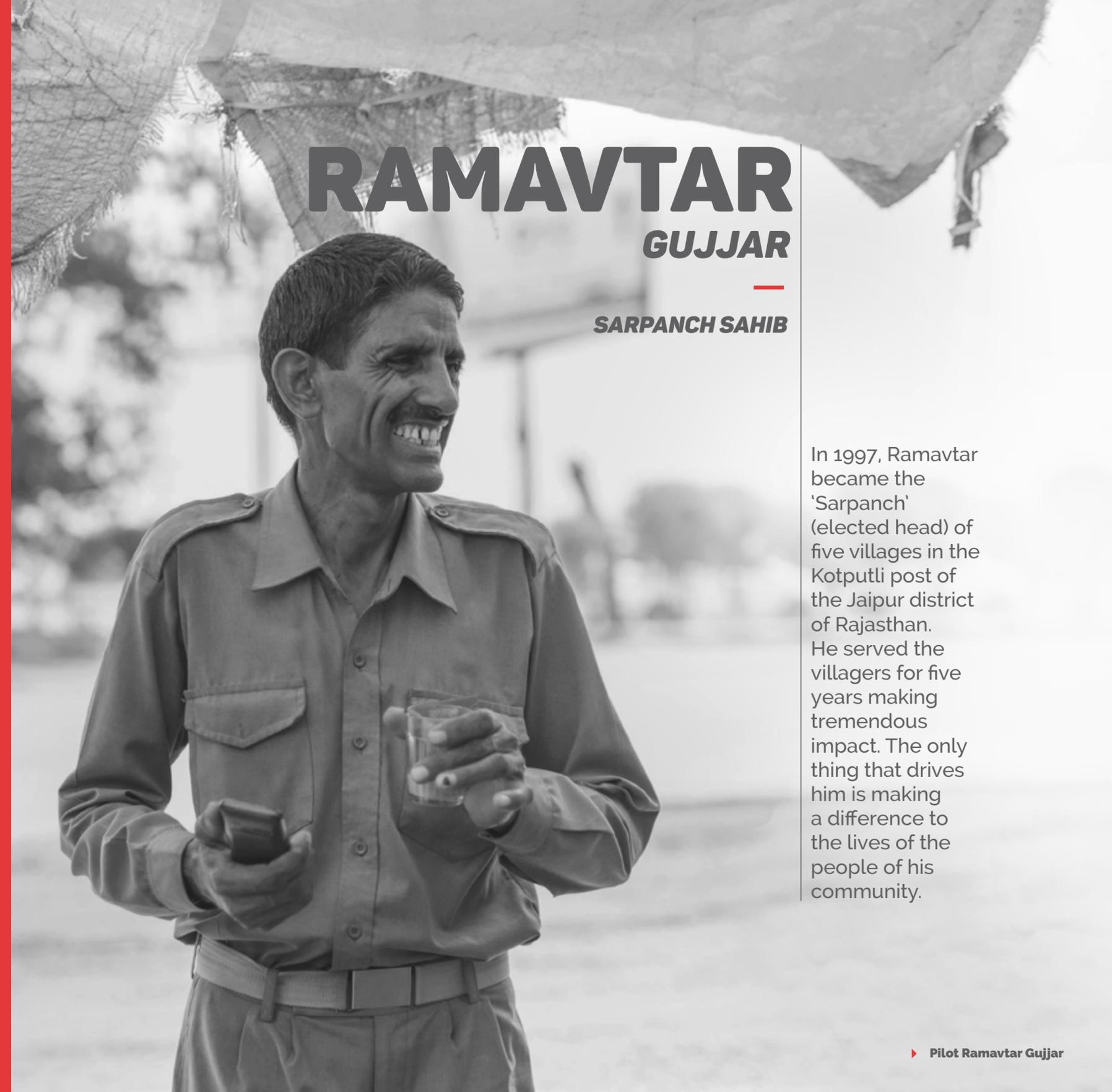
Pilot Mustasin has been with Rivigo since October 2014 and never since has he wanted to quit truck driving.

He wears a uniform and goes on duty every day. People in his community no longer look down upon him. They greet him with respect and affection. The executives at Rivigo pitstops refer to him as 'Mustasin Ji'. But most importantly, his wife and her parents are proud. Without any hesitation, they confidently tell their friends and family that he is a relay pilot with a company.

Mustasin gets his driving duty on Rivigo's pilot app that he uses on his smartphone. He gets live feedback on his trip performance on the same app. It empowers him to do better. Never in his life had he experienced technology in this way.

Mustasin says '*aisa lagta hai hum naukri karte hain, kisi ki driverie nahi*' (It feels like I am in a real job, and not just someone's driver).





RAMAVTAR

GUJJAR

SARPANCH SAHIB

In 1997, Ramavtar became the 'Sarpanch' (elected head) of five villages in the Kotputli post of the Jaipur district of Rajasthan. He served the villagers for five years making tremendous impact. The only thing that drives him is making a difference to the lives of the people of his community.

**HE WAS
CURIOUS
TO FIND OUT
HOW A TRUCK
DRIVER COULD
RETURN
TO HIS FAMILY
EVERY DAY.
IT SOUNDED
IMPOSSIBLE
TO HIM.**

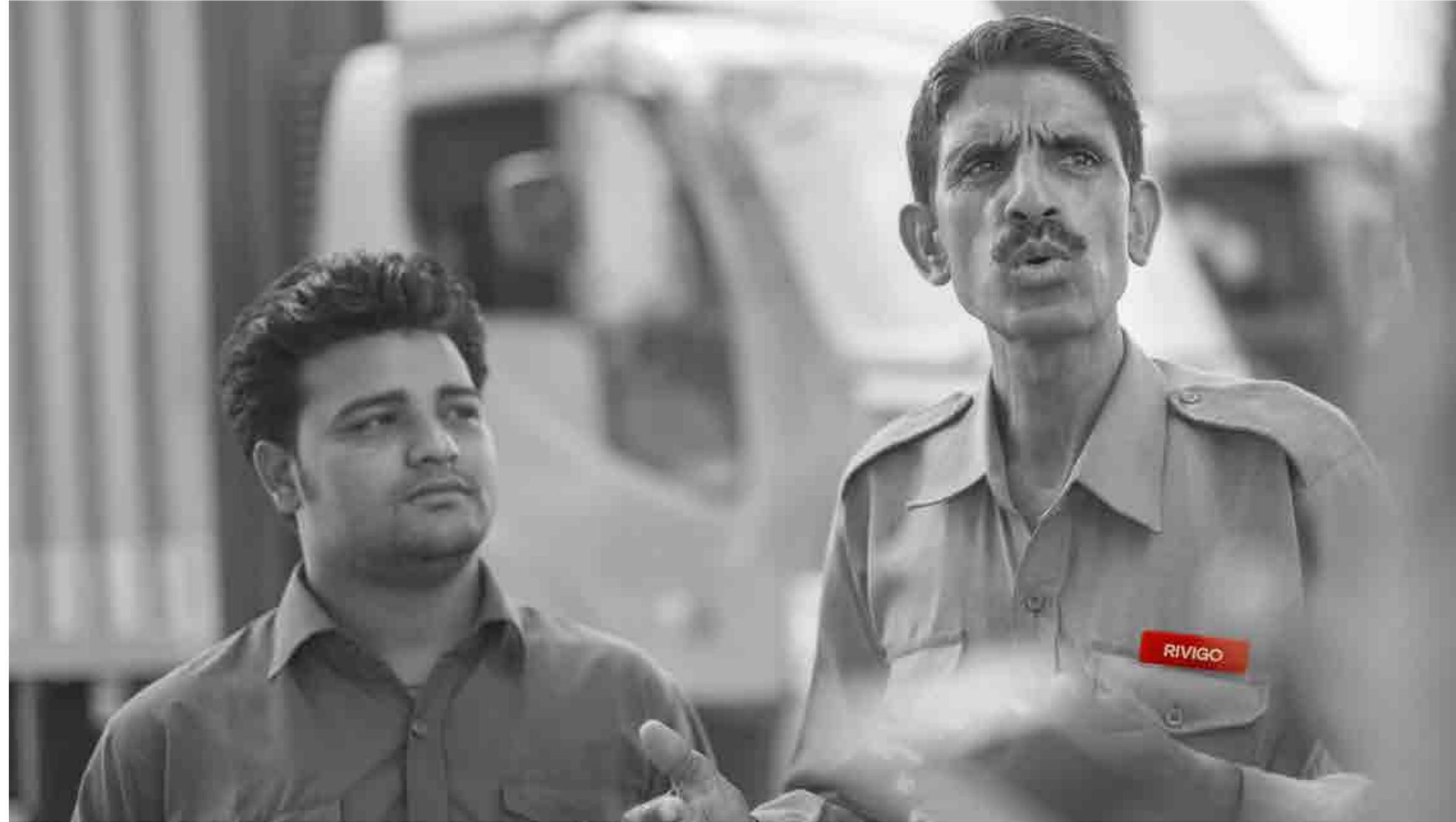
Ramavtar won the sarpanch elections in 1997 by a whopping 7,500 votes. In his five-year tenure as the head of five villages, Ramavtar kept the development of his people at the forefront of his work. He got roads built and upgraded the district's primary school to a senior secondary school. He also did a lot of work on employment of the youth.

After his tenure expired, he spent some time farming. But it did not excite him. He was not able to make significant difference to people's lives. It's when Ramavtar heard about Rivigo. He had seen too many people looking down upon truck drivers in the past. He knew that nobody in his village wanted to be one.

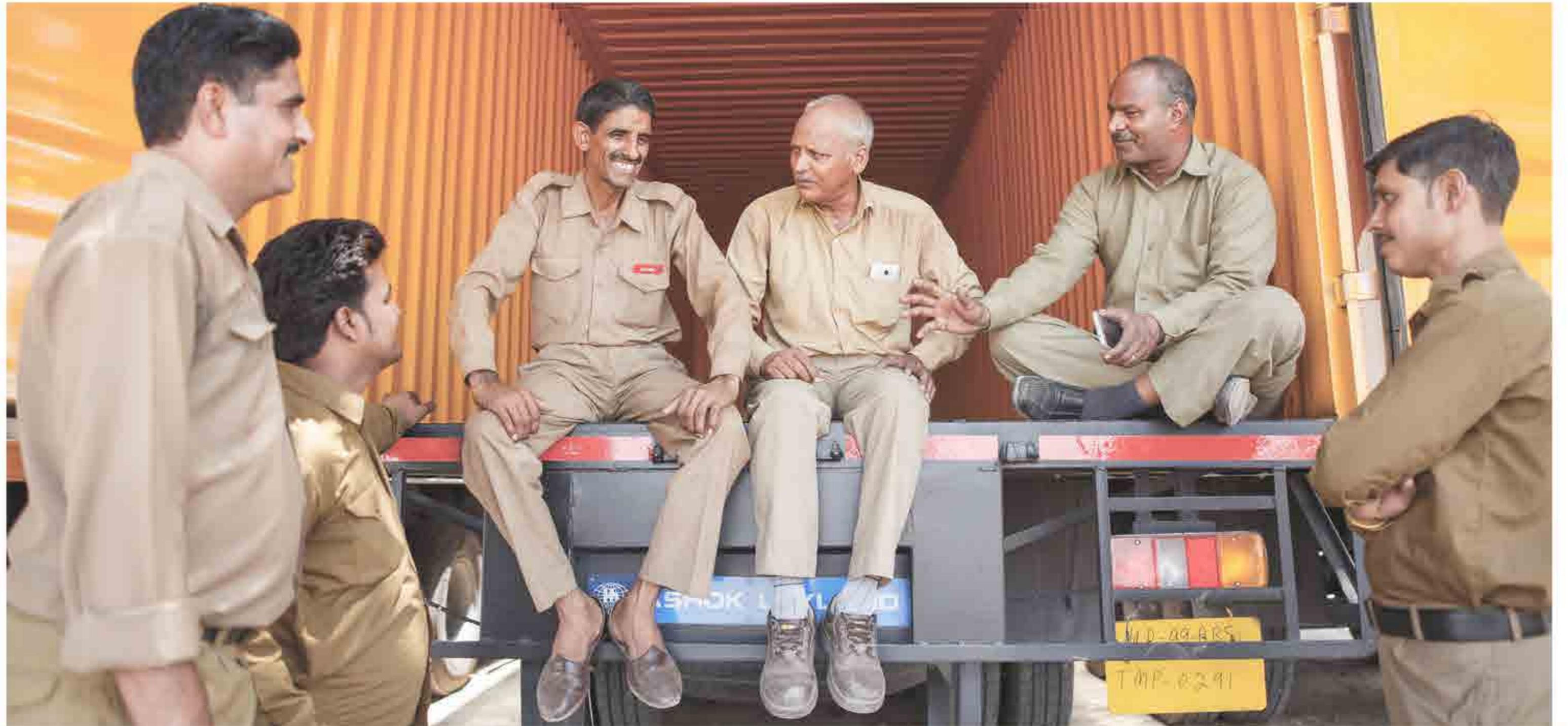
With a sense of disbelief, Ramavtar visited Rivigo's pitstop in March 2014. He was curious to find out how a truck driver could return to his family every day. It sounded impossible to him. But when he found out, he was pleasantly surprised and decided to join himself.

Pilot Ramavtar has referred over 180 people from his district to join Rivigo as pilots. The people he has referred were previously either driving trucks in hazardous conditions or were severely under-employed.

Through Rivigo, Pilot Ramavtar feels he has been able to contribute significantly to the society. He is making a difference by introducing hundreds like him to Rivigo's relay driving, helping them have a meaningful job and a life of dignity and respect.



► Pilot Ramavtar guiding and sharing experiences with fellow Rivigo pilots



► Pilot Ramavtar having a chat with his fellow Rivigo pilots at the Rivigo pitstop, Bhilwara, Rajasthan



SAMIULLAH

ASSURANCE IS KEY

Samiullah exhausted all his savings and took personal loans for his first child's birth. But things were different when his wife gave birth to Nagma, their second child.



**IT WAS
NOT THE
INSURANCE
OR THE MONEY
THAT WAS
IMPORTANT.
INSTEAD,
IT WAS THE
INTENT
AND THE
ASSURANCE
THAT
MATTERED.**

—

Samiullah had his first child, Shoalb, in 2014. He was working with a transporter in the Vishakhapatnam district of Andhra Pradesh then. He had put aside his savings from all these years for the delivery. But there were some unforeseen complications. The hospital bill was thrice as much as he was prepared for. His employer did not provide him any cover or loan. He did not expect it either. Friends and family had to pitch in.

Samiullah joined Rivigo in August 2016. He joined Rivigo because it allowed him to return home to Shoalb and his wife every day. But he has been surprised by how much more he has received.

When he had his second child in 2016, he did not have to worry. Rivigo offers Aarogya, a family health insurance benefit, to all its pilots. Samiullah also got his wife registered under Aarogya. She was admitted to a good hospital. The delivery bill was INR 40,000 and all of it was cashless. Samiullah did not have to pay anything.

He recalls that it was not the insurance or the money that was important. Instead, it was the intent and the assurance that mattered. He had never imagined that a truck driver's family could get insurance.

He says, ***"apno ka khayal sirf parivar wale rakhte hain, Rivigo parivar jaisa hi hai"*** (Only family takes care of each other, Rivigo is like family to us).



ANWAR HASSAN

THE TURNAROUND

Both Anwar and his father were truck drivers. They would be away from home for days on driving trips. Yet making ends meet was tough. Anwar and his wife, Mamuda, were worried about how they would be able to bring up the second child they were expecting.



HE COULD NOT HAVE UPROOTED HIS PREGNANT WIFE AND OLD PARENTS FROM THE VILLAGE.

Anwar grew up in Abhayapuri, a village in the Bongaigaon district of Assam. He dropped out of school and started driving with his father from an early age.

Lack of job security is a norm in the trucking industry. In February 2015, the transporter that Anwar and his father were working for downsized. Their wages were cut significantly. Abhayapuri is 200 kilometres away from Guwahati with no urbanization. Anwar tried to look for other opportunities but there were no jobs to pick up in the village.

Owing to such financial hardship, Anwar had not paid his son, Masum's school fee for two months. Mamuda and he were also expecting their second child. Expenses were only increasing. To make ends meet, Anwar had to ask his old father to also look for extra part-time jobs. It hurt to ask his old father to work more for money, but he had no option. Their situation led to constant fights between Anwar and Mamuda. She was worried about the kind of life they will be

able to provide to their children. Anwar was contemplating moving to Guwahati. But he could not have uprooted his pregnant wife and old parents from the village.

He had to be around them. This is when he heard about Rivigo and joined in March 2016.

Masum, now 7, goes to a private school and his daughter, Elmina, is 5 months old. Pilot Anwar returns home every day to play with Elmina, learn about Masum's day at school and take care of his parents. He has asked his father to quit working since he is a relay pilot now and can take care of the family better.

Not only this, Anwar also secured a personal loan. It is something he would not have been able to do before given the lack of job security. Anwar has bought a humble piece of land in his village with the money where he hopes to build his own house in the coming years to secure Mamuda and his children's future.



► Pilot Anwar and his wife, Mamuda



► Pilot Anwar with his son, Masum



▶ **Pilot Anwar** having a conversation with his father



The stories shared in this book are only a peek into the 4,000 lives we've touched so far. While we have only just started, we are truly and wholly committed to transforming a million such lives in India – the lives of the men who are driving our country.

It is a mission that will remove the unimaginable stigma associated with the most critical profession for our country. It is a mission that will define the pace and scalability of India's economic growth and make this growth truly inclusive. But most importantly, it is a mission that will take more than just one Rivigo.

It will take an entire ecosystem that works harmoniously towards making logistics in India faster and safer, while creating meaningful livelihoods.

**THIS MISSION NEEDS ALL OF US TOGETHER.
LET'S BUILD THE NEW INDIA.**

RIVIGO

MAKING LOGISTICS HUMAN

- ▶ Rivigo is a technology-enabled logistics company that aims to deliver reliability through a well-established network and provide transparency and par excellence service to clients. Founded in 2014 with a mission to make logistics human, it has been transforming the sector with its unique driver relay model and cutting-edge technology to consistently provide unparalleled delivery times to clients and improving the quality of life of delivery people.