

During Pandemic Dunzo active user numbers got double up

As pandemic made everything app-based online services a part of daily lives, Dunzo, the huge player in the segment, performed gross margin profitability for the first time last year, and also doubled its annual active customers base from 2.7 to 5.1 million from the year 2019 to 2020.

In 2020, Dunzo also came in the new B2B business line wherein the firm now offers its delivery capabilities and resources to local merchants for their logistics requirements. The firm is also getting ready for a new category starting next month that can attract mass and regular usage by customers.