

# 1 IN CIRCULATION & READERSHIP SOUTH ASIA'S LEADING CARGO MONTHLY

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# A 'single point' for customs

With an objective to remove unnecessary hurdles for trouble-free customs clearance, the government implemented Single Window clearance for imports last year. The industry now should pull up their socks and adopt the changes. **CARGO TALK** sought the take of some industry veterans on this issue.

 KALPANA LOHUMI

With the ease of doing customs clearance, the role of custom house agents and freight forwarders has undergone a significant change. In the today's competition, they need to be an excellent custom broker in the form of Authorised Economic Operator (AEO). Entities that receive an AEO status are considered a 'secure' trader and a reliable trading partner. And, the objective of AEO programme is to provide businesses with an internationally recognised 'quality mark' indicating their commitment to security in the international supply chain. Laying emphasis on easy and secure trade flow, Federation of Freight Forwarders Association in India (FFFAI)



organised an exclusive session on 'Future of Customs Clearance in India' in the 23rd biennial convention. Explaining how Single

Window Interface for Facilitating Trade (SWIFT) aims to facilitate EXIM trade and enable hassle-free and smooth operations of trade transactions across borders, **Rajendra Kumar Meena**, IRS, Additional Commissioner, Single Window, says, "With the strong base of SWIFT, the industry can reduce interface with government agencies, dwell time and cost of doing business. It is a natural step

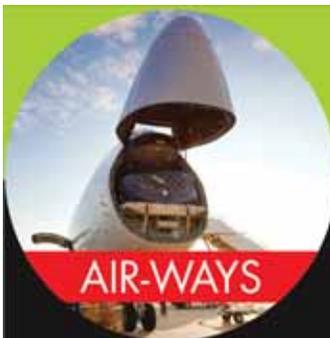
for helping achieve the objective of 'Digital India' initiative."

According to Meena, customs brokers should be prepared in terms of technology, work practices and human resource. Further explaining how the entire process works, Meena says, "The project has enabled the importers to electronically file their regulatory clearance information

at a single point only with the customs. The system then identifies consignments and respective regulatory agency from which it requires clearance. It facilitates all regulatory agencies to convey their decision about the release of import goods to customs and to the importer electronically. After the rollout of single window system, the required import permissions from other regulatory agencies are obtained online without the importer having to separately approach these agencies. This has become possible through a common, seamlessly integrated IT system utilised by all regulatory agencies and importers. Under the Single Window Project, 'Integrated Declaration' has been introduced wherein the Customs Bill of Entry format has been modified to include all clearance related data which was hitherto required in separate application forms by the agencies. Thereby nine different and separate documents have been replaced by a single electronic declaration.

Contd. on page 6 ▶

**The objective of AEO programme is to provide businesses with an internationally recognised 'quality mark'**



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# ACCS to improve air cargo competence

The report outlines how it believes the country's airfreight industry should be improved and necessary steps are being taken by the government to take the air cargo industry to the next level.



CT BUREAU

Realising the importance of electronic platform to digitise key stakeholder interactions and to facilitate ease of doing business,



Dr. Renu Singh Parmar  
Senior Advisor  
Ministry of Civil Aviation

cost and improve the efficiency of processing air-freight shipments. A report by a Ministry of Civil Aviation committee said that it backed having a single window system for the air cargo community to interface with the Indian Customs systems to facilitate the 'seamless movement of goods and information'.

Dr. Renu Singh Parmar, Senior Advisor, Ministry of Civil Aviation, said, "Each air cargo

**“To facilitate the ease of doing business, it is recognised that an electronic platform be put in place to digitise key stakeholder interactions”**

shipment on average carries around 30 types of documents and well over 100 copies, thus resulting in significant documentation overheads, increased dwell times and supply chain opaqueness. This electronic platform can allow the reusability of data thereby eliminating duplicate data entry, reducing unnecessary paperwork by giving authorised access to data to the relevant supply chain stakeholder and bringing in supply chain visibility thereby reducing inventory and other transaction costs related to air cargo movement.”

“MoCA understands this need for having a single window for air cargo community which will interface with Indian Customs single window and facilitate seamless movement of goods and information. To study this need further and identify the way forward, MoCA constituted an ACS committee drawing representation from all stakeholder groups. The committee has



compiled this report on the basis of consultations with these groups across several meetings. This draft has been finalised after a series of revisions,” she informed.

“To facilitate the ease of doing business, it is recognised that an electronic platform be put in place to digitise key stakeholder interactions. The move links in with the country's 'Make in India' campaign that aims to develop the manufacturing.”

The report said that India is the fastest growing economy in the

world but transactions costs are also some of the highest.

At the moment airports and cargo agents have developed their own cargo community systems for stakeholders with varying capabilities to facilitate information exchange between parties in the air cargo supply chain. However, the current systems lack efficiency, transparency and consistency.

“Further there is a lack of uniformity for message interface, a lack of data harmonisation, and a lack of end-to-end tracking.”

the Indian government will develop an Air Cargo Community System (ACCS) through a public private partnership to try and reduce the

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## Leaping into the future

It's time to look forward to a new Union Budget, one that will hopefully set the tone for the growth of the country. Some of the essential demands from the cargo and logistics sector have been awarding the industry status to the sector, implementation of GST, simplification of process and dwell time and guidelines to bring down the transportation costs. The sector has high hopes from the upcoming Budget.

With the aim to create one single platform, the Ministry of Civil Aviation has also released a report to develop an Air Cargo Community System (ACCS) to digitise the stakeholders' interactions. Such steps go a long way to infuse confidence in industry players as well as convince stakeholders about the government's commitment on removing bottlenecks.

On the maritime front, ports are coming up with latest technology to make the cargo clearance effortless, swift and efficient.

The Federation of Freight Forwarders Association in India (FFFAI) took up impending issues in its latest biennial convention; be it skill, technology and gender equalisation, and more, to bring in productivity in the trade.

On the technology front, this is also a time to build a proper system and increase the use of Information Technology (IT) in managing businesses. The accurate and complete application of IT can transform the existing challenges of the cargo industry to the advantages of the Indian trade. Adoption of IT will aid the movement of cargo in the Indian supply chain.

This is also a time to look at the intricacies of the sector. In this issue, we have focused on the significance of packaging while transporting dangerous goods from one point to another. CARGOTALK explores the results of inappropriate packaging and how it could affect health, safety, property and the environment.

# Indian exports boost by US\$ 5.5 bn

In a study by Confederation of Indian Industry (CII) and Maersk, it has been revealed that reducing the costs of trade can boost exports by five to eight per cent.



CT BUREAU

The study called "Stimulating India's EXIM Growth" reports that indirect/hidden costs of trade in textiles, pharmaceuticals, electronics and auto components accrued from unreliable transport services and regulatory/bureaucratic delays are as high as 38-47 per cent of the total logistics cost. A 10 per cent reduction can boost India's competitiveness and contribute additional revenues of up to US \$ 5.5 billion annually. The findings were released at a cross-industry seminar where Rajive Kumar, Secretary Shipping and A K Bhalla, Director General of Foreign Trade were present.

"Expansion of trade is a key driver of economic growth. While we need timely and cost-effective transportation to support this expansion along with a robust policy, it is also critical to address challenges like inadequate inland infrastructure and indirect and hidden costs", said **Rajeeva Sinha**, Co-Chair,

between one and two per cent. India can improve its share of global trade, especially in exports, through increased competitiveness and be probably the only country to deliver nearly double-digit growth in container trade this

since. We believe terminals can collectively contribute better to lowering costs of trade with certain interventions such as market driven tariff regime, better rail connectivity from ports and reducing middle men

## The study also identified specific challenges, problem areas and proposed relevant solutions on the basis of inputs received through the survey

year. Reducing costs by a fourth can substantially boost exports in just these sectors. But the solutions identified have the potential to benefit all export sectors and create a multiplier effect," said **Franck Dedenis**, Managing Director – India, Bangladesh & Sri Lanka Cluster, Maersk Line.

The study also identified specific challenges, problem areas and proposed relevant solutions on the basis of inputs received through the survey conducted

or increasing transparency in inland movement of cargo among others."

The solutions identified through survey and at the seminar at length were:

- **Regulatory Documentation:** Development of digital tools for reducing time and red tape around documentation; Faster clearance of



CII National Committee on Ports & Shipping, in adding, "Our study analyses just how much socio-economic value could potentially be generated if India improves trade efficiency. Going a step further, we have identified segments where companies experience the most delays and collaborated with business leaders to identify specific solutions to address these challenges most effectively."

"The outlook for global trade in 2017 remains weak. Real growth is expected

across the four sectors and with other relevant experts.

Added **Julian Bevis**, Senior Director South Asia, Maersk, "Indian ports and terminals are well placed to deliver efficiencies and higher productivity. APM Terminals in NhavaSheva has consistently increased its container throughput and productivity since 2006 and thus has improved India's liner shipping connectivity delivering an additional nine per cent in trade for the country

### Trivia:

- ◆ Indirect costs as high as 38-47 per cent of total transportation and logistics costs across key export sectors - textiles, pharmaceuticals, electronics and auto components.

- ◆ Digitisation, investment in road infrastructure, faster regulatory clearance and developmental training key to reducing indirect/hidden costs.

goods; Training to upgrade technical skills in compliance handling functions.

- **Inland transportation and costs:** Investment in road and rail infrastructure to improve inland transportation from Ports to ICDs, Transparency in costs across the value chain; Regulation of middlemen across value chain; Unified RFID tags for pan-India toll payment; Inland road infrastructure; Improve rail cargo transport conditions; Investment in training truck drivers, cargo & material handlers.

- **Terminal Handling:** Digital tools for information regarding delays at Port or at ICD/CFS; mechanism for reducing work stoppages at terminals; improving efficiency of ports/terminals. ↘



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# MoU signed for cold storage at AP

Snowman Logistics plans to build a 10,000-pallet position multi-temperature cold storage in phased manner, starting with 5,000 pallet positions in phase-I. It will be financed mostly from internal accruals.



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Snowman Logistics has signed a Memorandum of Understanding (MoU) with the Government of Andhra Pradesh to set up temperature controlled warehouse at Sri City, a special economic zone located in Chittoor District, Andhra Pradesh. Snowman will invest approximately `30 crore in this project which will mainly cater to existing and upcoming food processing units in Sri City.

Sri City - an integrated business city, has become one of the most attractive manufacturing



locations for the food brands. With well laid out industrial park, most of the multinational and national food brands have already occupied land portions to setup manufacturing plants. The city is well connected with road, rail and sea network. With just 55 km distance from Chennai, it is also an attractive location to cater to EXIM volume. With the focus on food and import/export, Sri City emerges as an upcoming location for FMCG and agri- based

volume for Snowman. Availability of water and power is another attraction to this location. With GST, around the corner, Sri City can become a major point of consolidation.

"We are excited about this project. This aligns with our strategy to provide pan India network to our clients from source to stores," said Sunil Nair, Chief Executive Officer, Snowman Logistics.



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## Holisol unveils multi user facility

Holisol Logistics has shifted the warehousing operations in the fulfilment centre at Mundka, Delhi. The facility will be fully operational effective February 1, 2017. The new facility is a multi-user fulfilment centre and will be equipped with modern PEB Structure, epoxy flooring and storage racks with elevation of 24 ft. height optimising the storage space. The facility has been fitted out with the advance safety and security features. "Holisol will continue to invest in best-in-class technology and infrastructure to create better value," said Naveen Rawat, Director - Business Development.

# Providing the technological ambit

▶ Contd. from page 1

Single window will soon be extended to exports also.”

Clarifying the typical characteristics of an effective cargo clearance, Meena says, “The targeted outcome i.e. fast and secure supply chain, high level compliance and cost effective

for customs and other border agencies, technology companies, international organisations and relevant stakeholders to exchange experiences and information on technologies related to border management.”

“As the main user of this system, customs can access TeN to search for information on the latest



Rajendra Kumar Meena  
IRS, Additional Commissioner  
Single Window



J Krishnan  
Partner  
S. Natesa Iyer & Company



Pramod Sant  
Vice President  
Siemens



Parvinder Singh  
ICA 2016 Winner & Managing Director  
Hans Infomatic

“  
The global trends in customs include govt demands improvements in performance, efficiency, increase in risk and increase in trade volume, among more  
”

“  
The developments led by technology are feature rich and user friendly interface, SWIFT clearances, and no printing of final copies of SB/BE and TR6 challan  
”

- 1998 – Use of EDI for approval of bill of entry, duty payment
- 2003 – Submission of Bill entry on ICE - GATE
- 2004 – Filing of advance (IGM) electronically ICE – GATE
- 2005 – Risk Management System Accredited Client Program.
- 2006 – Payment of Warehouse charges by EDI
- 2010 – Withdrawal of End User Bonds-Healthcare

- 2009 – Free Trade Warehouse Zone (FTWZ) Policy released
- 2010 – 11-New Server Software Ver 1.5
- 2012 – 13 – Self Assessment Onsite Audit
- 2013 – 24x7 Customs working at select places
- 2016 – Introduction of Digital Signature/SVB Simplification/DPD
- 2016 – Single Window implementation/AEO/Differed Duty Payment

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With the strong base of SWIFT, the industry can reduce interface with government agencies, dwell time and cost of doing business  
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The online forum will also give companies the opportunity to interact with users, answering questions or helping them with any technical aspects  
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operations, can be achieved with a dependency relationship between short and predictable release times, reliable and orderly cargo delivery and efficient information interchange.”

Further highlighting the stark reality, J Krishnan, Partner, S. Natesa Iyer & Company, asks, “Are institutions we have created working or working for the business community, the consumers or themselves?”

Stressing on WCO technology network, he says, “The TeN is the only communication platform

technology solutions and products available on the market. Companies can promote their products to customs and border agencies and inform them of the latest applications and innovations. The online forum will also give companies the opportunity to interact with users, answering questions or helping them with any technical aspects,” he continues.

Pramod Sant, Vice President, Siemens, listed following global trends in customs:

- ◆ Government demands improvements in performance and efficiency

- ◆ Regional economic collaboration will take on increased importance
- ◆ Increase in risk
- ◆ Increase in trade volume
- ◆ Reorganisation and restructured, roles and responsibilities of government agencies
- ◆ A new wave of approaches and technology will be available to customs
- ◆ Reduction in cost of transactions

How has e-Governance gained momentum?

Sant highlighted the changes in custom clearances, that is automated, faster, efficient and transparent process, reduced cost, predictable and reliable timeliness, higher compliance, more skilled manpower, digitisation and IT integration, to name a few. With all the digitisation and ease in business, countering on logistics

and customs clearance exists, Sant comes back with ‘teleportation’; the theoretical transfer of matter or energy from one point to another without traversing the physical space between them.

### The tech way

From the technology perspective, Parvinder Singh, ICA 2016 winner and Managing Director, Hans Infomatic shares the complexity of trade in terms of authority, compliance, regulation, standard, law, procedure, conduct etc. “If we go the traditional method, there were lengthy and complex forms to fill, multiple copies, manual paperwork, physical submission, manual calculations and longer processing times. This results in slow growth, inefficiency, bottlenecks and confusion. Technology involvement made it to simple and common forms, EDI and user friendly data input and form uploading,” he says.

Commenting on how technology has changed the process, he points, “The developments led by technology are feature rich and user friendly interface, faster roll out of custom changes, SWIFT clearances, digital signatures and no printing of final copies of SB/BE and TR6 challan,” in adding, “Policies are clear but it does not happen in ground reality. Gap exists in the implementation due to paper trail, human intervention in many process and lack of integration with various government agencies and other logistics and supply chain trade partners.”

“The idea is to bring the bunch of papers in finger tips. There is a need to consider technology as an enabler and investment not cost. Now is a time to make a change by shifting from fixed infrastructure to cloud technology; office boundaries will get blurred with introduction of convergence of data and its accessibility from anywhere. Intelligent system and smarter solutions will bring less dependency on specialists,” he continues. ↴



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# Growth and talent go together

Locus.sh is focussed on hiring the right talent which supports its other main interest area - innovation. Nishith Rastogi, Co- Founder and CEO, Locus.sh, tells us more.

HAZEL JAIN



Nishith Rastogi  
Co- Founder and CEO, Locus.sh

## What are the new products that Locus has introduced?

We are very excited about our newly launched product called 3D Packing. This engine works through algorithms which give the best packing solution as an output. The inputs required are the measurements of the arbitrary 3D packages and the quantity and measurements of the container that is to carry the packages. With the above inputs the proprietary engine churns out the most effective loading plan and the summary of the packing performance. The engine shows how to load one container, and/or how many containers would be needed to load a number of items. The engine also takes into consideration the fragility of the products being packed, giving the best suited loading plan with LIFO arrangements or the strongest or the heaviest products at the bottom and the lighter objects on top.

## How has the Indian logistics sector evolved?

The paradigm shift caused by the age of empowered consumers has forced supply chains to reinvent themselves. To appeal to new customer expectations, the supply chains will become more consumer-driven with efficient future demand prediction, to ensure supply meets the predicted demand. Predictive Analytics will not only highlight the expected outliers in the current scenario, but

“  
The paradigm shift caused by the age of empowered consumers has forced supply chains to reinvent themselves  
”

will also help model, simulate, and predict future situations to aid in key-decisions. Making sense out of Big Data and implementing the learnings would result in a tremendous scope for optimisation in the existing supply chain processes of manufacturing, warehousing, and last-mile delivery. Also, with the advent of the gaming sensation, Pokémon GO, Augmented Reality has caught the fancy of everyone, and it is interesting to note the prominent role it can play in logistics.

## Are there any areas where Locus is increasing its investment?

We are committing a significant amount of our time and resources in hiring the right talent. We want to deepen our engineering and data science team that will further help us build great products. An important factor which facilitates our growth is our team. We are a team first company and have made a genuine attempt to bridge the gap between the industry and academia in India. About 25 per cent of our team is PhDs, and this helps us create ground-breaking innovation, and at

the same time let them apply what they have learned in classrooms for 30 years to real world innovation.

## How do you plan to expand your client base in India in 2017?

Now that we have acquired marquee clients in various industries like Urban Ladder, Lenskart, 1mg, etc, we plan to tap those industries further.

## Any plan of action for 2017 that you can share with us?

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- Sufficient office area on ground and mezzanine
- Computerized weigh bridge
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- Battery charging area for MHE's
- DG for 24 X 7 power back up
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# Trucks move on towards growth

R. Jayakumar, Chairman, City Link and Puneet Prakash, Founder & Director, City Link on growth in 2017-18 despite demonetisation in the trucking industry.



CT BUREAU

## Is demonetisation a boon or bane for logistics industry?

**R. Jayakumar:** The instant demonetisation policy is speculated to be a boon to the logistics industry as it is highly reliant on



(L-R): R. Jayakumar and Puneet Prakash

e-retail and online ordering. Cashless transactions and a digital India-push will consequently drive growth in hyperlocal logistics, which will necessitate

innovation and disruption in the last mile logistics space.

## What if the bank doesn't facilitate the loan process?

**Puneet Prakash:** It's just a temporary phase. If banks don't facilitate the loan process, then the

financial intuitions will come to the truckers' rescue. Yes, we need to eliminate the toll booths and grow. City Link isn't affected because of its initial online payment setup. To beat demonetisation, one must deal with monthly recharges at toll booths. That'll automatically reduce delays and losses.

In demonetisation lies the essence of growth, as today's generation hates cash and not really call a truck to pay a meagre amount for every order placed. Thus, it'll help, inspire and enhance the revenue figure for all tech-savvy as well as online consumer demand aggregation firms.

## How about recuperation?

**R. Jayakumar:** The Centre's announcement to scrap the high-value notes has had an undeniable impact on across various segments of logistics industry including freights, customs and clearance industry. The freight industry uses hard cash for undertaking most of its payments-related activities, including making payments for

## DID YOU Know?

City Link is certain about 30-40 per cent growth in (In-City trucking business) 2017-18.

the daily expenses of drivers and workers, diesel, local taxes, and tolls. The scarcity of high-value notes, however, have slowed down the movements of goods across the country, leading to an indefinite delay in the delivery of exports consignments.

Some industry analysts said the demonetisation decision has resulted in the lack of money flowing into the market, leading to a 75 per cent decline in their transport business. Following the currency blackout, around 60 per cent of freight movement came to a standstill.

**Puneet Prakash:** To deal with the cash crunch and minimise its impact, several logistics companies have already initiated bank transfers for the reimbursement of their staff for their conveyance, incidental expenses, while making transactions through RTGS/cheques for covering day-to-day expenses including monthly rental, utilities, and other service charges.

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# KPCL installs first baggage scanner

With the aim to strengthen technology, Krishnapatnam Port has installed its first baggage scanner at the port for smooth and efficient cargo clearance.



**CT BUREAU**  
The scanner aims to ensure safety and security at the port. The scanner along with the metal detector was installed at the port with the special focus being laid on encouraging and increasing

volumes of containerised trade through the port in future.

**Anil Yendluri**, CEO, KPCL, said, "With the scanner and metal detector, it would make us possible for direct delivery of services to the traders and we are set for

the new facility, the containers could be delivered more quickly." The scanner was inaugurated by Rahman in the presence of Yendluri, M Rama Mohana Rao, I.R.S., Joint Commissioner of

Customs, Krishnapatnam Custom House (KPCH), K Ramarao, Assistant Commissioner of Customs (Preventive), KPCH, V Venkateswara Rao, Assistant Commissioner of Customs (Docks),

KPCH, Jithendra Nimmagadda, Chief Operating Officer, Krishnapatnam Port Container Terminal and VVSN Murthy, Chief Advisor, Customs, CVR Group of Companies.



## MV Combi Dock I on maiden voyage

'Motor Vessel Combi Dock I' of Gamesa Renewable arrived at Krishnapatnam Port with a huge size wind mill project cargo. The Port has a dedicated berth to handle Over Dimensional Project Cargo (ODC) and can bear capacity of

12 MT per sq. meters. According to Yendluri, "This will substantially reduce transit time in these areas and will also minimise the cost, which will be of a huge benefit to our customers."

ready to handle the wind mill consignments. The wind mill exports through Krishnapatnam Port will help take advantage of the logistics and supply chain benefits eventually reducing the overall cost of every MW windmill installation. This would help in terms of connectivity, huge storage space and massive infrastructure available at the port.

Krishnapatnam Port has made its entire infrastructure



### DID YOU Know?

The port has the country's largest waterfront area. Its current draft of 18.5m can accommodate full-sized cape vessel of 200,000-tonne capacity.

achieving 2.5 lakh of containers per year through Krishnapatnam Port Container Terminal."

**S. Khader Rahman**, Commissioner, Central Excise, said, "We have invested a revenue of `1,650 crore and are expecting `2,000 crore this year end through this baggage scanner at Krishnapatnam Port. With

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# Providing an umbrella

When transporting dangerous goods, it is essential that the transport is conducted safely; and packaging, handling and labelling play a unique role in the logistics of dangerous goods. CARGOTALK throws light on the consequences of inappropriate packaging and handling during transportation.



KALPANA LOHUMI



**Abhijeet Verma**  
MD & CEO, Abhijeet Logistics

Transporting dangerous goods by any mode of transportation (air, sea or surface) requires a lot of technical know-how and must be done in a responsible manner. It is the not only shippers' responsibility but everyone is involved in the logistics chain. Lack of expertise and non-compliance with the rules and regulations in the carriage of dangerous goods can cause serious injury and death and can seriously damage property and the environment.

Packaging is a very essential component in the safe transport of dangerous goods by air or sea. IATA and IMDG regulations must be referred to for the safe transportation of dangerous goods by air and sea. The regulations limit the quantity of dangerous goods permitted within the packaging to minimise the risk. Even though the packing done follows the regulations, proper handling should be done to avoid an incident occurring at any point during carriage. It is the responsibility of the operator to ensure proper acceptance, loading and handling of dangerous goods. Inadequate packaging and handling may pose a risk to health, safety, property or the environment. The accidents or incidents occurring due to non-compliance with the regulations can be fatal at times. Such incidents, if occur, must be reported so that an investigation by the relevant authorities can establish the cause and take corrective action.

## RG Panicker

DDP Game Changer 2015 &  
Managing Director, DGM India

Aircraft flies generally at the altitude of 30,000 to 35,000 ft. where the outside pressure is 3.5 psi and temperature at -55 C while the normal pressure and temperature at sea level is 14.69 psi and 20 to 30 C. Therefore the aircraft when flying passengers maintain the cabin pressure and temperature at 11 psi and 20 C respectively. Moreover, when they take off and land, huge vibration is created due to sudden acceleration and also de-acceleration when landing. These difference in temperature and pressure and vibration, creates immense amount of pressure and stress on any packages loaded inside the aircraft.

Thus inappropriate packages can burst during the flight due to effects of temperature and pressure changes and vibrations and turbulence. The key to safe transport is to ensure that the substance doesn't leak from its packaging. The consequences of this leakage can be dangerous the aircraft and passenger. Similar situation can arise in sea transport as well due to sheer huge volume that is carried in containers.

Packaging packs a vital role in ensuring dangerous goods don't leak outside the containment risking life, property, health and environment. Appropriate packaging in context of dangerous goods means that every package used for packing such substances or articles for purpose of transporting it, must be made as per specification provided in the UN Manual of criteria and test. Once manufactured, they must be tested rigorously and certified for use, before being used for packing dangerous goods. Such packages are called UN Specification package usually identified by the UN symbol (H).

To ensure that the trade is not burdened with high cost of packaging while sending samples for testing or very small quantity, there is provision called 'excepted package' and 'limited quantity package' which can be used. Such provision can be used only by having combination packaging (which consist of one inner package into which the contents are packed and one outer packaging). Restriction on weight per package also applies.



Pressure Temperature

Vibration Overloads

## HIGHLIGHTS :

- Transporting dangerous goods by any mode of transportation (air, sea or surface) requires a lot of technical know-how and must be done in a responsible manner.
- It is the not only shippers' responsibility but everyone is involved in the logistics chain.
- Dangerous goods should be in suitable containers with sufficient cushioning, absorbent materials, and secure closures which will keep hazmat where it belongs inside the package.
- Dangerous goods must be packed in accordance with the modal regulation as they could differ in quantity limitation per package.
- To ensure that the trade is not burdened with high cost of packaging while sending samples for testing or very small quantity, there is provision called 'excepted package' and 'limited quantity package'.
- The main priority of packaging of dangerous goods is to ensure that the packaged good is stable and sealed in such a way that ensures no spillage or emission of the material.
- Improper labelling and marking greatly reduces the effectiveness of dangerous goods packaging.
- Awareness is one thing which needs to be there and secondly dangerous goods should be handled by the people who are trained under the different categories of dangerous goods.

## Harpreet Singh Malhotra

Managing Director, Tiger Logistics

The 'Dangerous Goods', also known as hazmat/hazardous shipments and requires more attention to detail than transporting regular goods. As far as 'Dangerous Goods' are concerned, proper packaging is a key to the safe transport, no matter it is via sea or air.

Dangerous goods should be in suitable containers with sufficient cushioning, absorbent materials, and secure closures which will keep hazmat where it belongs inside the package.

Tiger Logistics pay special attention to the complex requirements which govern each transportation mode, and the rules may vary in different locations. As the compliance is critical; getting it wrong can translate into heavy fines, undelivered products, or lost market share opportunities. We serve the chemical, petrochemical, polymer, biofuels, life science and food ingredient sectors, across commodity, intermediate, and specialty chemical supply chains.

Exporter/importer must understand the distribution environment; first it is necessary to identify which transport modes will deliver hazardous products to desired destination and then the required regulatory steps. The fixed rule is to document everything; detailed paperwork describing the contents of hazardous shipment helps ensure proper handling and movement throughout its journey. Team of expert marks and labels all shipments prior to handling the package, that the contents carry inherent risks if involved in a fire or accident. However, remove all unrelated markings and labelling so that handlers only see relevant information.



# for 'dangerous goods'

**Ramesh Mamidala**

*DDP Game Changer ICA 2016 & CEO  
Celebi Delhi Cargo Terminal Management India*



Appropriate handling and packaging plays a pivotal role in safe transportation of dangerous goods. Dangerous goods packaging refers to the materials and procedures employed to pack hazardous materials for safe transit and storage. The main priority of packaging of dangerous goods is to ensure that the packaged good is stable and sealed in such a way that ensures no spillage or emission of the material that may cause danger to the person handling it and the environment. Correct labelling and marking is another important pre-requisite in dangerous goods packaging, as this indicates the correct manner in which the dangerous material is required to be handled, stored and transported.

Improper labelling and marking greatly reduces the effectiveness of dangerous goods packaging. Similarly, proper handling and storage of dangerous goods is of utmost importance. There are clear cut classifications of different forms of dangerous goods which have their respective laid down procedures of handling. Different types of dangerous goods should be stored separately to prevent a chemical reaction. It should be understood that dangerous goods are substances that are substantially harmful to people and the environment and can burn or poison people. They should be handled, stored and transported with great care. Inappropriate and unsafe packaging and handling of dangerous goods can cause serious risks to human life, health and harm to the environment. Therefore, unnecessary risks and hazards can be avoided if dangerous goods are packaged and handled with proper care.

**Anand Yedery**

*Regional Cargo Manager – South Asia, Middle East & Africa, Cathay Pacific Airways*



A shipment could qualify as dangerous, based on its content. For example, paints while is an everyday consumer product but basis its chemical properties it may qualify as a dangerous good and hence may demand certain packaging requirements. If these requirements are not met or the labelling guidelines are not followed, the ground handling staff wouldn't be aware of the special supervision required by that particular cargo shipment. This could lead to loss in time, damage to infrastructure and human life. As an airline, we put the safety as a priority and do not go ahead with any shipment if the packaging guidelines are not met.

Dangerous goods have been classified into nine types. Cathay Pacific Cargo is one of the few airlines which move shipments in all categories, but not without a special emphasis on the packaging and labelling requirement for each. There exists a strong communication flow between our agents, sales team, operation and ground handling staff to ensure that specific packaging and labelling guidelines are adhered to and the shipment is warehoused and handled correctly.

Since every shipment of dangerous nature requires unique handling, over the years Cathay Pacific Cargo has formed a well-trained pool of experts. All our staffs, not only at the origin but also the transit ports are certified experts of handling of dangerous goods. Along with a robust communication plan, detailed guidelines, and certified expertise to handle dangerous goods – we aim to provide seamless movement of cargo of this nature.



**S. Hari**

*ICA 2016 Winner &  
General Manager – Sales and Operations  
CSC India*



Dangerous goods vary from radioactive to different types of dangerous goods classified under Different Classes. The major area a shipper, CHA or a transporter should consider before the shipment is handed over to airline or shipping line is to ensure that packaging, labelling and handling information are adequate as per the requirements under of the different classes. Even dangerous goods regulation guided by IATA talks about its importance in detail. If the cargo which is being transported doesn't have the adequate packing based on the packing instruction, the terminal operator or the airline before its being taken for carriage rejects it as per the requirements. These rejections need to be avoided as it adds time to the complete process. Awareness is one thing which needs to be there and secondly dangerous goods should be handled by the people who are trained under dangerous goods regulations. Shipper, airline, terminal operator, ground handler and everyone who is involved in the dangerous goods handling need to know the sensitivity of the subject.

The problem today is the packaging which are not adequate, breaks or leaks at the time of multiple handling. So, it must be handled & packed properly and should be carried as per the regulations. It is as good as any other product; the only issue is we have a process or a regulation which regulates the entire process be it acceptance, handling or buildup. If it is being handled as per the regulation, I do not foresee any problem. Presently, all the terminal and airlines across the world are trained to handle dangerous goods and they do it the way it should be handled.

**Shailender Anand**

*ICA 2016 Winner &  
Managing Director - India & Director –  
Dubai, Pronk Multiservice*



The packaging used for their transport and handling plays a key role in greatly minimising such risks. Packing will help ensure the effectiveness with adequate physical safeguards for the given dangerous products. Pronk can customise the packaging with inner fittings and accessories to achieve the best product protection according to DG norms. Following

factors need to be considered while packaging of dangerous goods:

- ❖ **Knowledge about DG Norms** - If one want to transport dangerous goods, then it's important to have a dangerous goods safety adviser (DGSA).
- ❖ **Protection** - One of the reasons that containers and pallets have become so standard is that they combine efficiency with excellent cargo protection.
- ❖ **Security** – Containerisation helps with this, and using container seals makes tampering even less likely. Shrink-wrapping and secure straps also act as deterrents.
- ❖ **Mode of transport** - For DG products, optimised packaging solutions and cost factors that contribute to the total cost of logistics depend heavily upon the mode of transportation used.
- ❖ **Waste legislation** - One must comply with the packaging regulations that aim to minimise the amount of waste.



# Dialling it up with logistics

Considering the essence of mobile phones in everyone's lives, the logistics involving technological handsets is anticipated to be smooth. CARGOTALK explores the challenges in supply chain of mobile phones, filling those gaps, and how demonetisation has affected the vertical.



KALPANA LOHUMI

Mobile phones have become an indispensable part of our daily lives. Due to the convenience and varied functions, people feel handicapped without their mobile phones. There is barely a single person in the developed world who does not carry a mobile phone. With the rapid influx of mobile phones in our lives, the procurement of mobile phones is always increasing. Hence, the question comes who bring the latest mobile tool on shelves on time? The mobile handsets are not easy to handle when it comes to its logistics from one point to another. On the other side, it is an industry where time plays a crucial role. Hence, supply chain need to be flexible and responsive to adapt to the fluctuations in demand. Lead times, accuracy, reliability and availability are all of significant importance. CARGOTALK hears from the logistics service providers on the challenges faced presently and what is required to keep up with the rapidly evolving market place.

Agreeing with the fact that mobile phone is an industry with short product lifecycles, rapidly evolving technology, to name a few, Mohit Goyal, Executive Director, TKW Management Solutions, says, "There are two ways of looking at it. Because of shorter product lifecycles and new products coming out often, we have a sea of opportunity and so we are not complaining. Although it's fickle nature does make it gruelling in terms of on-time deliveries."

Talking about the challenges, Manuraj Gupta, COO, All-Ways Logistics, shares, "Time is very important element for mobile phone industry. Sometime there has been space constraint with airline which put pressure on logistics forwarders. Also, mobile battery comes under hazardous commodity and there have been various restrictions been imposed by carrier in carrying batteries in passenger flight. Nowadays, a charter flight is only alternative to carry such kind of commodity and this increases the cost of transportation."

Echoing similar concern, Goyal explains, "Also, feature-phones made way for smartphones and now 4-G phones are the next wave. Whenever a new technology hits the market, certain restrictions in terms of cargo handling do crop up. For instance – battery handling

became a pain area for the industry since mid-2015."

"We need to be updated with changes from regulation from airlines, authorities and customs," emphasises, Pushendra Pratap Singh, National Manager- Strategic Sales, eusu Logistics. "Being a consignee & forwarder, one tend to receive the changes from reliable sources," he adds.

"Across the mobile vertical the time to respond to market demands and changes is dwindling swiftly. The mobile industry is amongst the most dynamic today and products have undergone rapid changes and created endless chain of innovations and new products. Customers are demanding cheaper but superior products which are further shrinking product life cycles and leading to



"Every year there is growth of 20-30 per cent in mobile demand/ replacement. Digitisation will increase the demand. That itself is the growth opportunity as compared to any other industry. The only need is to be informed on new

S7 devices busting. However, no airline was willing to take the risk of handling batteries anymore on their passenger or cargo freighters, due to added security-measures enforced by HACTL. TKWs became the first company in India and

"From picking up cargo from shipper premises in China, custom clearance in Hong Kong, air cargo movement from Hong Kong to Indian airports, custom clearance at destination and local transportation to customer warehouses, we are



Mohit Goyal  
Executive Director  
TKW Management Solutions



Manuraj Gupta  
COO  
All-Ways Logistics



Pushendra Pratap Singh  
National Manager- Strategic Sales  
eusu Logistics



Ajay Khosla  
ICA 2016 Winner & DGM  
Jaipur Golden Transport Co

“Because of shorter product lifecycles and new products coming out often, we have a sea of opportunity and so we are not complaining”

speedy obsolescence. To influence the opportunities generated by customer's volatile demand, the industry need to tighten their demand anticipations, sourcing, and inventory management. To succeed in these highly competitive manufactures, we need to have more refined supply chain management," shares Ajay Khosla, ICA 2016 winner & DGM, Jaipur Golden Transport Co.

“Mobile battery comes under hazardous commodity and there have been various restrictions been imposed in carrying batteries in passenger flight”

technology and innovations. That will be the basic challenge in this industry due to tough competition plus new entrants coming in the market," says Singh.

Sharing what tailor-made solutions he is providing to the trade, Goyal informs, "Battery handling due to its DG nature and some unfortunate accidents made their conduct difficult such as Samsung

“We need to be updated with changes from regulation from airlines, authorities and customs. The digitalisation will prompt more demand in the future”

in Hong Kong to counter it, by flying its own charter planes for mobile phone industry. Amply supported by some of the large players like Micromax, Intex, Karbonn, Lava to name a few, we applied for special DG-handling license in Hong Kong and run charter-program weekly. Till date, we hold the largest charter inventory for handling international logistics for mobile phones."

“The mobile industry is dynamic today and products have undergone rapid changes and created endless chain of innovations and new products”

providing end to end logistics solution to mobile industry," Gupta says.

### Aggressive supply chain crucial

Considering the nature of business and the challenges logistics service providers face to maintain the availability and reliability of mobile phone market,



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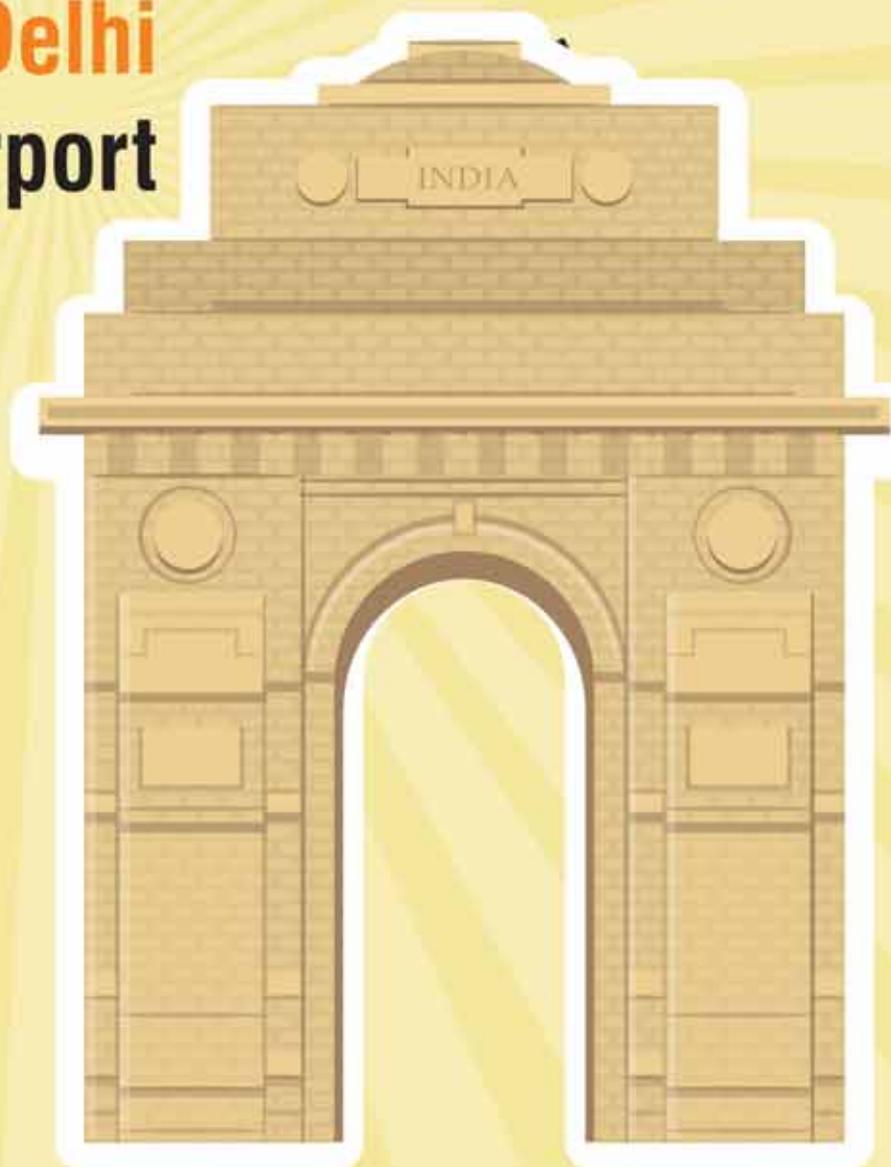
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# Mobile logistics adapting with trend

►Contd. from page 14

the supply chain need to meet the important subtleties. Khosla says, "In recent years' supply chain management become more critical as many of the big mobile brands outsource their core activities like manufacturing and logistics activities and implement deferment strategies. They focus their utmost attention on sales strategies and leveraging technology to accurately forecast demand and share that data with suppliers and other intermediaries. Outsourcing

chain management of mobile phones. Once cargo reaches to main port like Delhi/Mumbai, local warehousing and distribution with in total time bound schedule is critical."

"Now increasingly industry is moving on assembling and manufacturing in India. Instead of air, mobiles parts are getting imported through ocean container, which is more economical because of bulk movement and

lower freight. However, since in ocean movement, time involves is more, better planning of schedule of vessel and movement of rail and road," he adds.

"Now a day's mobile companies are developing their product lines and adapting their inimitable supply chains strategies to meet the ever-high needs of consumers. Cell phone manufacturers challenged to shape their supply chain strategies around the growing needs of their consumers, which often mean outsourcing logistics activities to 3PL service provider. Mobile's supply chain required efficiency and scalability so it could avoid needless capital investments in infrastructure and avoidable inventories. Outsourcing allowed it to control variable cost model to tackle needs of an impulsive market," stresses Khosla.

Hence to keep up with rapidly evolving world of the mobile phones marketplace, Goyal notes, "Once one get a hang of things, how the industry works, what are its challenges, how suppliers never deliver on time and how consignees expectations are



never-ending; one start making sense of it. Then it is important to anticipate. Read about trends, follow how trade matured in developed economies and try and pick-up how things will unfold in our scenario."

## Demonetisation was harsh

Since the government has discontinued the currency notes of ₹500 and ₹100 last year, it is imperative to understand and take mobile phones logistics service providers perspective on affects within the industry.

"Since mobile phone is a retail product; their sales dropped by more than 50 per cent immediately post- November 8, 2016. And due to the food-chain-effect, our trade has been in bad

shape. Also with government pushing for e-transactions and in smaller centres; thrust of mobile phones is bound to increase and with it, the overall logistics trade," points Goyal.

"Demonetisation has severally affected the industry. Demand has considerable slowed down during November and December. Because majority of mobile purchases is on cash. There has been pile of stock and new purchases has been put on hold. But now the industry is recovering fast and hopefully get streamlined by end of March 2017," shares Gupta.

"Yes, it has effected for a short time. But the digitalisation will prompt more demand in the future too," shares Singh. ↴



SCM activities reduces turn and dwell times, which are important considerations given the short shelf life of most mobile devices. These rescheduling strategies have speed-up the blurring of the lines between cell manufacturers and 3PL service providers. A slight shift in consumer purchasing habits can have ripple effects throughout the supply chain management."

Goyal emphasises, "Due to the huge competition among mobile phone players right from top-of-the-line players like Samsung and Apple, down to homegrown companies or Chinese companies, logistics requirements remain vacillating. Because the production is still in China (assembly lines have moved to India but we are dependent on them for parts), it is vital to understand their work culture and dynamics too. For instance, they have CNY twice every year and supply shoots up immediately before but drops to almost zero levels post-CNY. One must match up capacities and supply-chain-cycle to meet their dynamics."

Commenting on the same note, Gupta points, "Timely movement, airline space availability and custom clearance of mobiles are the critical component of supply

## Placing the 'right' bait

Sharing the shipper's perspective, **Jatinder Panjwani**, AVP – Logistics, Micromax talks about the challenges and opportunities of the mobile logistics sector.

### Can you enumerate the logistical challenges of the sector?

Commitment and safety are the priorities of today's logistics world. Gone those days where



Jatinder Panjwani  
AVP – Logistics  
Micromax

logistics team members use to talk only about the cost effectiveness. Today, people from various part of world are concern about safely delivery with committed TAT (turnaround time). There are lots of commitments over cost and everyone today talks about cost to get the business. However, the pain area today is to get the cost mapped up with safely delivery of stocks from one point to another.

We've faced issues related to cost match up, but, partner can't deliver material without getting damaged or pilferage. Ideally, few vendors have started taking help from technology like really time tracking, GPS installation, MIS from complete movement. This really helps to take care customer problem at different stages.

### Where is the Indian mobile phone logistics heading?

The complete world of mobile phones is getting

changed be it from trading to manufacturing into India. This is a good sign of growth not only from industry prospective but also from employment and other arenas of growth in the country. Considering the material movement earlier, this was restricted only to complete built units and this has change to open phones like SKD form of it.

There are various ways to handle such type of material, however, the basic understanding would remain same on cost, effective TAT and less pilferage of stocks.

### What is necessary to lessen the pilferages and damages during the movement?

Technology plays a vital role in all areas of material movement. There is a huge difference between known issues and unknown issues and tangible controls versus intangible controls. Therefore, if someone

knows that material is fragile and with help of GPS tracking can reroute the complete movement would really support the less damage stocks movement to a great extent.

Similarly, when a driver gets pre-alerts during riots in some area which he is not aware and keep on driving the vehicle would lead to pilferage and other chaos to the material safety.

### How can a logistics service provider help?

Clarity on certain information and timely updates would lead logistics industry to a different tangent. More importantly, we have to focus on certain issues commitment to customer or in case if there are some changes, the same information without any hindrance must inform customer on time. This would lead to a different level of understanding between vendor and customer.

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# 100% placement in certificate course

The Joint Certificate Course, started in September 2016 at the JBS Academy to train students in Customs Clearance and International Freight Forwarding, is providing quality placements to its students.



CT BUREAU

The Certificate Curriculum Course initiated for graduate students by JBS Academy has successfully placed all students in reputed companies at the end of the course. The course that delved into

the functions of the industry such as foreign trade policy, documentation processes, insurance and banking process, ship or air cargo movement, payment terms, soft skillsetc, consisted of 120 hours of training. "The highlight of our achievement is not just the quality

of placement, but also the pace with which we have conducted them. Majority of the placements have been completed within 10 days of completion of the course. Majority of the students have been placed in Ahmedabad while some have been placed in Gandhidham. In

addition, many of the candidates who undertook the course have been given high profile jobs with a pay hike of 25 per cent or more along with higher designations, be it Office Executive, Documentation In-charge, Customs Executive, Customer Support Executive,



Samir J. Shah  
ICA 2015 &16 Winner  
Chief Mentor & Director  
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Business Development Executive among others," said **Samir J. Shah**, ICA 2015 &16 winner and Chief Mentor & Director, JBS Academy. Reputed companies, largely from Ahmedabad and Gandhidham, have been part of the recruitment process such as EXIM Expertise, EPT Logistics, H. D. Trading Co., J P Clearing, Star Freight, JB Shah Consultants, Rishabh Integrated Logistics, GSEC Ltd. etc. ↴

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## Stellar Value Chain acquires majority stake

Stellar Value Chain Solutions, a third-party supply chain and logistics company serving consumption driven sectors in India has announced the acquisition of a majority stake in Kelvin Cold Chain (Kelvin). Ambit Pragma will retain a minority stake in Kelvin.

Commenting on the deal, **Anshuman Singh**, Founder, Managing Director and CEO, Stellar Value Chain said, "We will significantly augment Kelvin's management, implement new technology tools and raise the quality of product handling. Following this investment, Stellar will seek to make further acquisitions in the third-party logistics sector in India."

# Service users triple at APM Terminals Mumbai

To enhance India's access to global logistics chain, APM Terminals Mumbai has embraced 'Direct Port Delivery (DPD)' service initiated by the Indian government as part of its 'ease of doing business programme'.



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The streamlined DPD protocol can result in substantial savings of time and money for importers by reducing container dwell times after vessel discharge. In the past, import containers were sent to Container Freight Stations (CFS) one to 1.5 days after arriving by vessel. Depending on the completion of import procedures and clearances with shipping lines, custom house agents, customs, consignees and CFS operators, the cargo is then delivered to the end user after an average dwell time of nine to 10 days. With DPD, importers can bypass these through a streamlined procedure, allowing import containers to be delivered to the end user directly from the port with an average dwell time of only 1.5 days.

"We were among the first terminal operators in India to offer DPD service in 2006 and since then have continued to support the reforms and initiatives of the Indian Ministry of Shipping and Jawaharlal Nehru Port (JNP), as well as the Jawaharlal Nehru Customs House," stated **Kamal Jain**, CEO, APM Terminals Mumbai.

"We have introduced several trade-friendly services ourselves as well to improve ease of doing business. This includes initiatives such as paperless transaction, delivery of import cargo within six hours of vessel discharge, RFID tracking, inter-terminal transfer through virtual gates, integrated

into extension of the DPD service to small and medium scale importers, who account for a significant portion of India's world-leading GDP growth of 7.6 per cent in 2016. Containerised trade has expanded at a CAGR of approximately 10 per cent. ↘



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### Trivia

- ◆ APM Terminals Mumbai currently handles the highest DPD volumes at the JNP and among the top 30 worldwide with a 2015 throughput of 4.48 million TEUs.
- ◆ APM Terminals Mumbai's 2015 container throughput was 1.9 million TEUs.

rail sidings and improved gate turnaround times. We are working closely with customers to introduce other new services as well," added, **Ravi Gaitonde**, COO, APM Terminals Mumbai.

To enable greater efficiencies in the overall transportation and logistics supply chain, the Indian Central Board of Excise and Customs, merged the 'Accredited Client Programme' with the recently introduced 'Authorised Economic Operator' programme. This resulted

## Airports Authority of India, Traffic Statistics

### Domestic Freight

Freight (in tonnes)							
S.N	Airport	For the Month			For the period April to October		
		October 2016	October 2015	%Change	2016-17	2015-16	%Change
<b>(A) 18 INTERNATIONAL AIRPORTS</b>							
1	Chennai	9038	7825	15.5	53673	50077	7.2
2	Kolkata	8447	8126	4.0	57947	54085	7.1
3	Ahmedabad	4411	4036	9.3	26706	26999	-1.1
4	Goa	237	323	-26.6	1695	2131	-20.5
5	Trivandrum	103	85	21.2	905	489	85.1
6	Lucknow	221	211	4.7	1298	1584	-18.1
7	Jaipur	1311	442	196.6	8242	2568	221.0
8	Guwahati	1699	1434	18.5	9963	9165	8.7
9	Srinagar	378	525	-28.0	2831	2951	-4.1
10	Calicut	47	31	51.6	248	255	-2.7
11	Bhubaneswar	811	568	42.8	4644	3895	19.2
12	Coimbatore	1777	635	179.8	5899	4033	46.3
13	Mangalore	45	48	-6.3	270	210	28.6
14	Varanasi	113	184	-38.6	678	546	24.2
15	Trichy	1	0	-	10	0	-
16	Amritsar	57	28	103.6	174	115	51.3
17	Port Blair	423	379	11.6	2534	2081	21.8
18	Imphal	290	443	-34.5	2329	2685	-13.3
<b>Total</b>		<b>29409</b>	<b>25323</b>	<b>16.1</b>	<b>180046</b>	<b>163869</b>	<b>9.9</b>
<b>(B) 6 JV INTERNATIONAL AIRPORTS</b>							
19	Delhi (DIAL)	30035	28360	5.9	175546	173485	1.2
20	Mumbai (MIAL)	20336	19265	5.6	132692	122464	8.4
21	Bangalore (BIAL)	11783	10787	9.2	73277	68577	6.9
22	Hyderabad (GHIAL)	5174	4682	10.5	30709	29882	2.8
23	Cochin (CIAL)	1268	1068	18.7	8608	7066	21.8
24	Nagpur (MIPL)	811	563	44.0	4085	3537	15.5
<b>Total</b>		<b>69407</b>	<b>64725</b>	<b>7.2</b>	<b>424917</b>	<b>405011</b>	<b>4.9</b>
<b>(C) 7 CUSTOM AIRPORTS</b>							
25	Chandigarh	380	360	5.6	3649	2868	27.2
26	Pune	3651	2955	23.6	20837	17663	18.0
27	Visakhapatnam	424	221	91.9	2849	859	231.7

Freight (in tonnes)							
S.N	Airport	For the Month			For the period April to October		
		October 2016	October 2015	%Change	2016-17	2015-16	%Change
28	Patna	706	446	58.3	3605	2664	35.3
29	Bagdogra	471	337	39.8	2517	1908	31.9
30	Madurai	136	189	-28.0	532	611	-12.9
31	Aurangabad	113	167	-32.3	922	814	13.3
<b>Total</b>		<b>5881</b>	<b>4675</b>	<b>25.8</b>	<b>34911</b>	<b>27387</b>	<b>27.5</b>
<b>(D) 24 DOMESTIC AIRPORTS</b>							
32	Indore	468	638	-26.6	4156	3933	5.7
33	Raipur	519	436	19.0	2716	2631	3.2
34	Jammu	211	95	122.1	1243	972	27.9
35	Vadodara	254	164	54.9	1859	1130	64.5
36	Agartala	500	526	-4.9	3655	3194	14.4
37	Ranchi	490	401	22.2	2617	2358	11.0
38	Udaipur	1	5	-80.0	10	30	-66.7
39	Bhopal	71	113	-37.2	525	707	-25.7
40	Dehradun	21	3	600.0	155	63	146.0
41	Rajkot	20	16	25.0	134	95	41.1
42	Leh	78	74	5.4	944	734	28.6
43	Dibrugarh	57	19	200.0	330	182	81.3
44	Jodhpur	1	1	0.0	6	9	-33.3
45	Rajahmundry	0	1	-100.0	0	3	-100.0
46	Silchar	26	54	-51.9	170	243	-30.0
47	Juhu	30	33	-9.1	231	218	6.0
48	Jabalpur	3	0	-	10	0	-
49	Bhuj	3	2	50.0	17	14	21.4
50	Dimapur	80	9	788.9	198	137	44.5
51	Tuticorin	8	4	100.0	26	31	-16.1
52	Jamnagar	9	18	-50.0	31	49	-36.7
53	Jorhat	2	1	100.0	41	5	720.0
54	Bhavnagar	0	0	-	0	1	-100.0
55	Agatti	0	0	-	0	2	-100.0
<b>Total</b>		<b>2852</b>	<b>2613</b>	<b>9.1</b>	<b>19074</b>	<b>16741</b>	<b>13.9</b>
<b>(E) 1 ST.GOV. / PVT AIRPORT</b>							
56	Lengpui(AIZWAL)	88	25	252.0	486	158	207.6
<b>Total</b>		<b>88</b>	<b>25</b>	<b>252.0</b>	<b>486</b>	<b>158</b>	<b>207.6</b>
<b>Grand Total (A+B+C+D+E)</b>		<b>107637</b>	<b>97361</b>	<b>10.6</b>	<b>659434</b>	<b>613166</b>	<b>7.5</b>

## Traffic Statistics

### International Freight

Freight (in tonnes)							
S.N	Airport	For the Month			For the period April to October		
		October 2016	October 2015	%Change	2016-17	2015-16	%Change
<b>(A) 15 INTERNATIONAL AIRPORTS</b>							
1	Chennai	22451	19557	14.8	156946	135849	15.5
2	Kolkata	4439	4051	9.6	31929	29230	9.2
3	Ahmedabad	2923	2099	39.3	16888	13352	26.5
4	Goa	127	179	-29.1	752	797	-5.6
5	Trivandrum	2251	3421	-34.2	16394	20876	-21.5
6	Lucknow	222	207	7.2	1674	1508	11.0
7	Jaipur	222	62	258.1	1511	544	177.8
8	Guwahati	0	1	-100.0	2	4	-50.0
9	Srinagar	0	0	-	0	2	-100.0
10	Calicut	1201	1111	8.1	7504	8785	-14.6
11	Coimbatore	106	112	-5.4	688	657	4.7
12	Mangalore	39	37	5.4	422	388	8.8
13	Varanasi	0	0	-	0	2	-100.0
14	Trichy	622	619	0.5	4040	4195	-3.7
15	Amritsar	95	65	46.2	530	410	29.3
<b>Total</b>		<b>34698</b>	<b>31521</b>	<b>10.1</b>	<b>239280</b>	<b>216599</b>	<b>10.5</b>

Freight (in tonnes)							
S.N	Airport	For the Month			For the period April to October		
		October 2016	October 2015	%Change	2016-17	2015-16	%Change
<b>(B) 6 JV INTERNATIONAL AIRPORTS</b>							
16	Delhi (DIAL)	47587	39749	19.7	321516	289002	11.3
17	Mumbai (MIAL)	47764	41071	16.3	302610	288795	4.8
18	Bengaluru (BIAL)	16937	14593	16.1	115556	101332	14.0
19	Hyderabad (GHIAL)	6467	4624	39.9	38899	34753	11.9
20	Cochin (CIAL)	6119	6418	-4.7	41536	39488	5.2
21	Nagpur (MIPL)	0	22	-100.0	165	223	-26.0
<b>Total</b>		<b>124874</b>	<b>106477</b>	<b>17.3</b>	<b>820282</b>	<b>753593</b>	<b>8.8</b>
<b>(C) 3 CUSTOM AIRPORTS</b>							
22	Pune	0	1	-100.0	0	1	-100.0
23	Visakhapatnam	0	3	-100.0	0	18	-100.0
24	Madurai	1	3	-66.7	3	22	-86.4
<b>Total</b>		<b>1</b>	<b>7</b>	<b>-85.7</b>	<b>3</b>	<b>41</b>	<b>-92.7</b>
<b>(D) 45 DOMESTIC AIRPORTS</b>							
		64	98	-34.7	188	186	1.1
<b>GRAND TOTAL (A+B+C+D)</b>		<b>159637</b>	<b>138103</b>	<b>15.6</b>	<b>1059753</b>	<b>970419</b>	<b>9.2</b>



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With the advent of technology and new age digitisation, it is imperative for the logistics sector to be on a par with the upcoming trends, says **Venkadesh Narayanan**, Principal Consultant, Fhysics Business Consultants.



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Venkadesh Narayanan  
Principal Consultant  
Fhysics Business Consultants

inventory management, logistics & transportation, business analysis, requirements engineering and product development respectively.

**What is your strategy to build business excellence for sustainable growth and profitability?**

- Growth of core business: For this assess on who are our customers, what is the organisation's strengths, key competitive marketing differentiator, are there any major threats to the business and attractive growth opportunities with inputs coming from loyal and even not-so-loyal customers. For this, the key aspects to concentrate are industry, fleet & safety, eliminate products that don't fit and add new products that can strengthen market coverage. The second aspect is also looking at creating high value propositions for new customers. The third aspect is to suggest on exploring new business that have strong strategic links to the core area. This if the core business is approaching its full potential.
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# Trucking it right on road

The contribution of trucks to road transportation is enormous, as it links and facilitates productivity for an optimal economic development, says **Sumit Sharma**, Co-founder of GoBOLT.



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Road transportation is one of the important links that facilitates productivity and competitive efficiency, leading to rapid economic development of the country. It also plays a key role in bringing about the development of the remote regions by opening them to trade and investment and integrating them with the mainstream economy.

Consider what would happen if every truck were pulled off the

cargo means railways and roads haul majority of the goods in India. Even then, there is a bias towards roads in the recent past. At the time of Independence, nearly 90 per cent of the freight in India was transported by railways, which remained the prime source of freight transportation till 1990/91. Thereafter, rapid expansion of the road network and creation of multiple expressways criss-crossing the country saw more and more freight being hauled through roads. The increasing shortage of drivers

back of equally high losses due to inefficiencies estimated at a whopping \$99 billion, 4.3 per cent of GDP.

## Hiccups in retention of drivers

The truck industry, which is the backbone of the transport sector and the economy, is in dire straits. There is enough cargo to carry but shortage of drivers has given a blow to this hugely unorganised industry, which mainly consists of single vehicle operators.



and more. Additionally, pay increases instituted during the economic downturn only seem to increase turnover as drivers are too willing to switch to companies with perceived better pay.

The driver shortage is a significant challenge and one that continues to be a top concern for the industry personnel. In fact, 90 per cent of transporters said they couldn't find enough drivers who successfully met the Department of Transportation criteria. The driver shortage even threatens logistics companies' ability to compete.

## Impact on economy

So, what does it take to make trucking a lucrative enough profession for prospective job-seekers? Given the size of the road transportation industry in the country today - it accounts for 3.2 per cent of GDP, the importance of truck drivers cannot be overstated. In the meantime, the shortage is already pinching with the economic loss estimated at almost ₹4,20,000 crore due to trucks lying idle every year. It may be a tad belated, but the private sector as well as the government has begun to realise the need to take corrective measures. Many well-known companies these days have started various driver-training schools, while big fleet owners have not only revised salaries but also started providing social security safety net like provident fund and insurance.

The crisis is fast approaching its tipping point where the economy will begin to stutter for lack of goods movers. The problems, however, are fundamental and there is no easy solution. Thrust in development of new roads has improved the turnaround time for each trip, but creating infrastructure for drivers along the highways and removing red tapism in the regulation of the sector is a long-drawn process. Assimilating a truck driver into the broader society will take even a longer time.

## Ray of hope

Trucking companies have to operate with flexibility and agility to make their business more responsive in meeting their client's needs. Owning transportation logistics allows their organisational

services to deliver an efficient operation to the stakeholders. It also helps them comply with the higher standard requirement for a professional trucking company. The storage of cargo and their safe delivery to the points of destinations are monitored by the personnel while cutting down costs in the distribution process.

Delivery schedules are processed smoothly without compromising the availability of trucks and truck drivers. With timely and safe delivery of goods, trucking companies can enhance its services and profitability over time. Using logistic solutions provides for an organised streamlining process of your human resource, routine plans, and fleet availability maintenance, data management needed for keeping your operation agile, transparent and efficient. The employment of logistics solution makes the trucking business highly operational with less manpower required and less expensive technology to use as utility in keeping track of the overall business operations.

## Conclusion

Truck drivers are the most critical players, forming the human backbone of this industry. Poor design and maintenance of the Indian roads add to problems of health and safety. In spite of this, they are paid poorly and not surprisingly there is a growing shortage of drivers. There is both a status and a skill gap among drivers.

*(The views expressed are solely of the author. The publication may or may not subscribe to the same.)*



road? There would be a perishable goods shortage within three days; drinking water would disappear within two to four weeks. Food supplies in hospitals would be gone in 24 hours. ATMs would be empty in two to three days.

Without a doubt, the sector's contribution to the economy is significant. There is hardly any business nowadays that doesn't rely on trucks to bring them either input into what they're doing or their final product.

There would be job losses. While there is no official data, nearly 20 lakh vehicles or 10 per cent of the total vehicle populations are always idle across the country for want of drivers, say industry stakeholders. This sector provides direct employment to nearly 1.2 crore and indirectly up to 10 crore people.

## Ride Freigh'tly'

The high demand for truck drivers in the country are also largely due to the lopsided manner in which freight moves here. The near-absence of waterways or air

in the past 25 years is a pointer towards the same trend. In 2015/16, an estimated 65 per cent of the country's freight was transported through 4.7 million km of road.

Globally, road freight is considered the most inefficient and expensive mode of freight haulage. It is more time-consuming, prone to damages and at the mercy of external factors. The Indian roadways industry is also particularly poor when judged against global standards. On average, the speed of a truck in India is a mere 30-40 kph that enables it to traverse 250-300 kpl. Globally, the average speed of any truck is much higher at nearly 60-80 kph, which means it covers nearly double the distance in India per day.

India spends almost 13 per cent of its gross domestic product (GDP) on transportation, warehousing and logistics. This is much higher than other developing economies such as Brazil, Indonesia, Malaysia and developed economies like the US, Germany, France and Japan. The higher spend is on the

The shortage of qualified drivers threatens the industry's continued growth. The challenge for the industry is not only hiring enough professional drivers, but also retaining them. For many transportation companies, attracting and retaining drivers are the

“  
Trucking companies have to operate with flexibility and agility to make their business more responsive in meeting their client's needs  
”

biggest challenges. Unfortunately, the truck driver shortage isn't going anywhere. Many conditions seem to conspire against the industry issues such as an aging workforce, high turnover due to a stronger economy, increasingly strict hours of service regulations



Sumit Sharma  
The author is Co-founder of GoBOLT, Next Gen Tech-Logistics Company based in Delhi NCR



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# Pondering on logistical issues

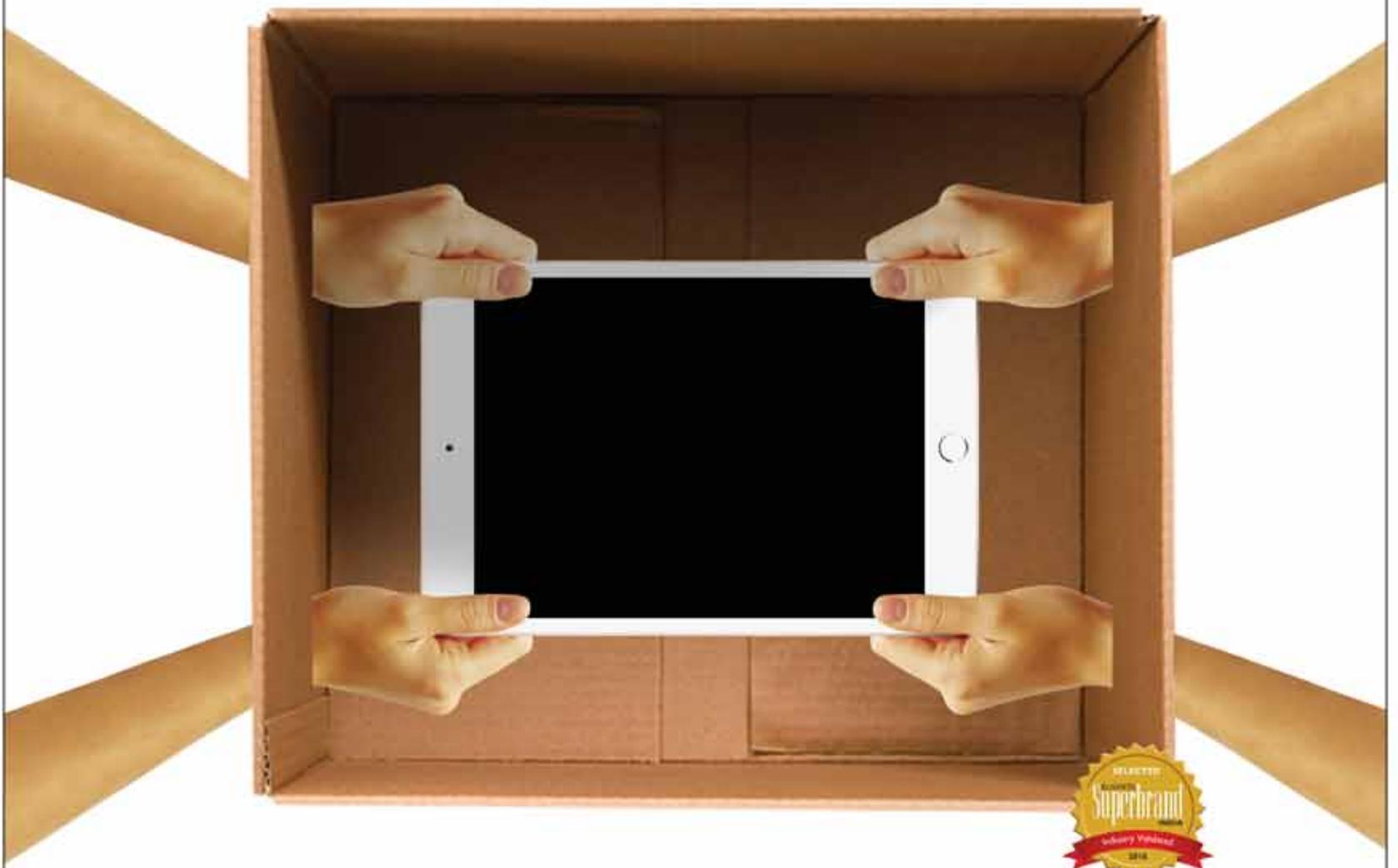
The Federation of Freight Forwarders Association in India (FFFAI) has organised its biennial convention in Kochi with the theme 'Indian Custom Broker – Trusted Single Entity Logistician – Capable and Dynamic'. The eight interactive sessions and more than 61 B2B meetings covered prominent logistics issues and challenges.



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# Ethiopian to add seven new destinations

Ethiopian Airlines is set to add even more cargo capacity to African trade lanes with the launch of services to seven new destinations in the first five months of the year.



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The Addis Ababa hubbed airline announced that between January and June it will launch new services to Victoria Falls (Zimbabwe), Antananarivo (Madagascar), Conakry (Guinea), Oslo (Norway), Chengdu (China), Jakarta (Indonesia) and Singapore. The airline aims to offer services to 120 international destinations by 2025. With these new additions, it will offer flights to 98 cities with its fleet of Boeing 777, Airbus A350, B787 and Bombardier Q-400 aircraft.

Tewolde GebreMariam, Chief Executive, Ethiopian Airlines, said, "Africa's share of the global aviation is the smallest which is only around three per cent. We are highly concerned on the low base of air connectivity in the continent."

African carriers currently have weaker cargo load factors than any other region. In November, IATA statistics showed that cargo load factors declined year on year for the 19th consecutive month to reach 25.3 per cent - the lowest level of any region monitored by the airline

organisation. The reason for the decline in load factors is capacity

additions rather than weak demand. In November,

last year African carriers recorded a 10.9 per cent improvement in freight tonne km demand terms compared with 2015 levels, but this was outstripped by a 26.9 per cent increase in capacity.



## Trivia

Last year, the airline launched three international routes: Moroni (Comoros), Windhoek (Namibia) and Newark (United States) and three domestic flights to Hawassa, Kebridahar and Dembidolo cities.

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## New Ethiopian cargo hub from April, 2017

The airline has confirmed that its new cargo terminal at Addis Ababa is 82 per cent complete and expected to be operational from April 2017. The new facility will have an annual storage (for both dry and perishable goods) of 1.2 million tonnes and a capacity to handle eight B747-8 freighters simultaneously.

Construction of the first phase will cost approximately \$150m. A second phase, subject to market demand, has the potential to add 300,000 tonnes of capacity. In a 2016 year end round-up by Gebremariam, said, "Upon completion, our uplifting capability will be equivalent to the cargo terminals at Amsterdam Schiphol, Singapore Changi or Hong Kong."

Ethiopian, the largest cargo carrier in Africa with a fleet of two Boeing 757Fs and six Boeing 777Fs, requires the new cargo terminal to accommodate its volume growth and increased transit traffic.

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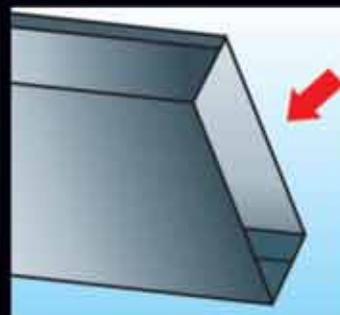
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# Elevating gender equalisation



# AA Cargo to begin daily widebody service

Starting April 4, 2017, American Airlines will begin daily, non-stop widebody service between San Juan Luis Muñoz Marín Airport (SJU) and Philadelphia International Airport (PHL).



CT BUREAU

The daily service will provide added capacity for shippers across the world transporting goods to and from SJU, including pharmaceuticals, cell phones, medical instruments and aircraft parts. The widebody route also connects seamlessly to American's significant widebody network in North America, Asia and Europe.

According to the Puerto Rico Report (2016), the Caribbean island accounted for 24 per cent of all pharmaceutical and medicine exports from the US, positioning San Juan as one of the largest pharmaceutical manufacturing bases in the world. Adding a daily widebody flight connects American's recently enhanced cold chain infrastructure at SJU with our state-of-the-art pharma facility at PHL, allowing for the direct movement of sensitive cold chain pharmaceutical shipments.

### Trivia

- ◆ The daily Airbus A330-200 widebody route will be in addition to the two daily narrow-body flights.
- ◆ PHL—American's flagship pharmaceutical station—will be one of the carrier's first locations worldwide to achieve CEIV certification.

The pharma facility in PHL is completely dedicated to healthcare products that require the highest possible level of service and maintenance available. In addition to 24/7 active monitoring and full backup power generators, different temperature - control options include a 6,000-square-foot room for Controlled Room Temperature (CRT) shipments, a 3,000-square-foot space that maintains a cold (COL) environment, a deep-frozen area (FRO), and a zoned active container management (ACM) area with powered charging stations for up to 30 electronically controlled containers.

"Bringing in a daily widebody for this route will give us the opportunity to offer customers more capacity to and from both of these high-demand locations," said **Linda Dreffein**, Sr. Manager, American Airlines Cargo Sales – Eastern Division. "Plus, it will hugely benefit us in our ongoing efforts to enhance and evolve our already world class cold-chain programme."



In addition to the new widebody option, PHL—American's flagship pharmaceutical station—will be one of the carrier's first locations worldwide to achieve CEIV certification.

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# BACC strikes in a row

The Bangalore Air Cargo Club (BACC) organised a bowling tournament for the cargo industry folks in Bangalore. The winner trophy of the tournament went to Force Logistics and Shri Freight teams. The second runner up was Indev Logistics while the third place went to Uniworld Logistics. The striker of the series was awarded to Hemant of Tripath Logistics.



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## EVENT TALK

## FEBRUARY 2017

Logistics 2017	New Delhi	2-4
Printpack India	Greater Noida	4-8
ATX West	California, US	7-9
Cargo Logistics Canada Expo + Conference 2017	Vancouver, Canada	8-9
The 9 <sup>th</sup> WCA Worldwide Conference	Singapore	9-13
BACC Annual Ball	Bengaluru	11
8 <sup>th</sup> Edition of Gujarat Junction 2017	Gujrat	18
World Food Logistics Organization (WFLO)	Atlanta GA	18-21
2017 X2 Annual Conference	Bangkok, Thailand	18-23
Air Cargo Africa	Johannesburg, South Africa	21-24
CII -Improving India's International Trade	Kolkata	Feb 25 TransAsia,
CeMAT Southeast Asia, and Cold Chain Indonesia	Jakarta, Indonesia	Feb 28- March 3

## MARCH 2017

TransAsia	Jakarta, Indonesia	2
Eurasia Rail	Istanbul, Turkey	2-4
ICHCA International Dangerous Goods Seminar	London, United Kingdom	6
World ATM Congress 2017	Madrid, Spain	7-9
IATA World Cargo Symposium (WCS)	Abu Dhabi United Arab Emirates	14-16
Shoptalk	Las Vegas, NV, USA	19-22
Intermodal Asia 2017	Shanghai, China	21-23

## APRIL 2017

Multimodal 2017	NEC Birmingham, UK,	4-6
Air Freight Logistics Vietnam 2017	Vietnam	15-16
Breakbulk Europe	Antwerp, Belgium,	24-26
TOC Asia 2017	Singapore	25-26
Cargo Facts Asia 2017	China	25-26
Asia Cold Chain Show 2017	Bangkok	27-29

For more information, contact us at: [cargotalk@ddppl.com](mailto:cargotalk@ddppl.com)

# Making way for waterways

At the National Maritime Conclave 2017, held on January 24, 2017, the PHD Chamber of Commerce laid emphasis on the current scenario of the maritime sector.



CT BUREAU

The Chamber pressed on the investment potential, fund raising and technological transformation.

"Inland Waterways Authority of India (IWAI) will raise `1,000

crore of money in terms of extra budgetary allocations.

**Gopal Jiwrajka**, President, PHD Chamber, said, "The waterways development should be one of the top priorities of the government because it makes an economic

has gone from being an excess demand market to an excess supply market, which is a good thing as far as final customer is concerned. **Tarun Kalra**, VP – North, MSC Agency (India), emphasised on why does not cargo move through the mode which suit its



crore from market in the month of February and March 2017 in two parts with `500 crore each to part fund the expansion of India's inland waterways through government serviced bonds," disclosed, **Amitabh Verma**, IAS, Chairman, IWAI.

"In addition, the authority is anticipating a budgetary support as well extra budgetary allocations of about `4,000 crore for the aforesaid purpose in the forthcoming budget for fiscal 2017-18," added Verma.



Giving the breakup of `4,000 crore of budgetary support and extra budgetary allocations, Verma pointed out that `2,500 crore could come to IWAI by the government introducing an amendment to Central Road Fund Act latest by monsoon session if not in the Union Budget session.

"The amendment would make way for the government to apportion five per cent of money out of highways and roads funds away to IWAI to enable it raise additional resources to undertake its waterways development which approximately works out to be `2,500 crore in fiscal 2017-18 alone," said Verma, exuding an optimism that the budget for 2017-18 could also have a provision of `1,000 to `1,500

sense with sufficiently addressing the issues relating to environment and pollution."

Focusing on the railway sector, **Manish Puri**, MD, IndiaLinx, said, "If one look at the rail sector, between 2005-06 to now, this sector

best? "The broader objective is, we as transportation industry need to provide connectivity to our hinterland in the most efficient and economical manner. Being a logistician, it is our job to look at more viable ways," he said.

## Highlights:

- IWAI has planned to roll out `500 crore worth of bonds after budget proposals for next fiscal are announced and that the forthcoming monetary policy is pronounced by RBI on February 7, 2017.
- The second portion of it of remaining `500 crore would be raised subsequently in March, 2017.
- The authority has triple AAA ratings for issuance of these bonds from leading rating agency CRISIL.
- The authority is developing 111 waterways across the country; development for eight of them would be taken up in the current year and 12 each in subsequent two years and the process would go on thereafter.

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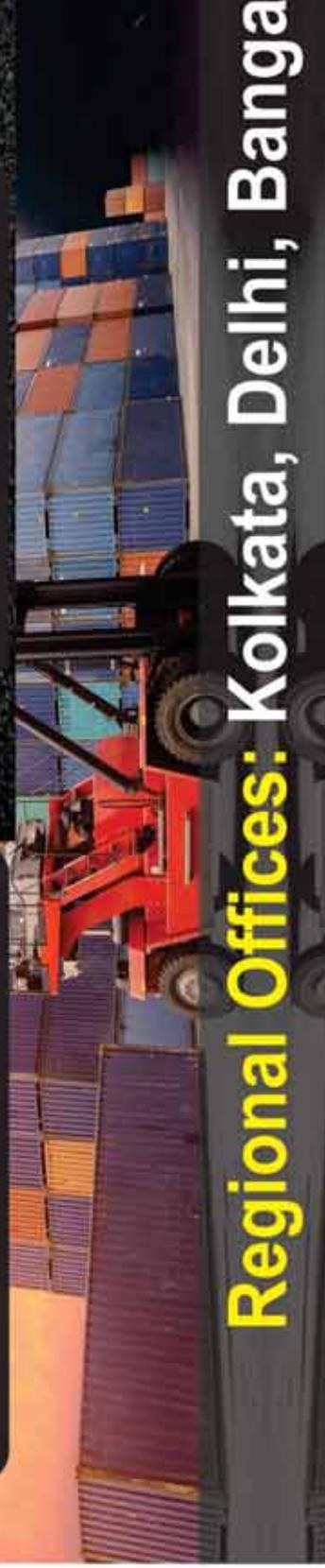
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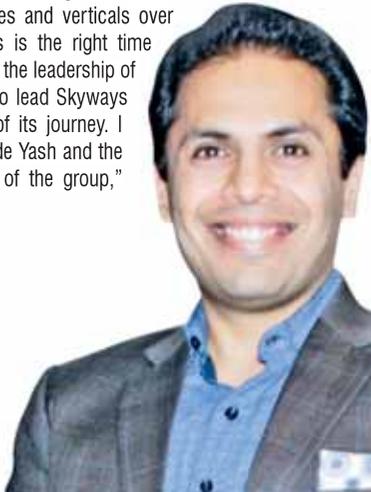


## Regional Offices: Kolkata, Delhi, Bangalore & Mumbai

**SLS Skyways Group**

**Delhi**

SLS Skyways has announced **Yashpal Sharma** as the new Managing Director of Skyways Group. Sharma started his career in July 1995 with Skyways, and over the years has proven to be a dynamic leader and an accomplished strategic executor. He has worked closely with the organisation teams across all the offices and verticals over two decades. "This is the right time for me to hand over the leadership of the group to Yash to lead Skyways in the next phase of its journey. I will continue to guide Yash and the team as Chairman of the group," says S.L. Sharma.



**ID Logistics**

**France**

ID Logistics announces the appointment of **Emmanuel Vexlard** as Managing Director France, effective January 1, 2017. Vexlard, Taiwanese; 43, began his career in 1996 as Assistant Logistics Manager at Habitat. In 1999, he became Distribution Manager for the Taiwanese subsidiary of Geodis. He then returned to France in 2000 to join Solvay as Logistics Buyer Europe. Vexlard joined ID Logistics at its beginnings, and was successively Head of Operations for the Group's transportation offer, and then Contract Manager, where he set up the initial 4PL control tower business, before becoming Chief Information Officer in 2011. In his new position, he will be responsible for overseeing strategy, operations and customer relations for the Group's logistics business in France.



**BEUMER Group**

**Germany**

**Stephan Heessels**, 49, is the new BEUMER Group Global Director for logistic systems, based out of the BEUMER headquarters in Beckum, Germany. In this role, he controls and coordinates the international center of competence for this division. Originally from the Netherlands, he is responsible for worldwide sales of the broad product portfolio and the strategic development of the international CEP (Courier-Express-Parcel), mail-order business and retail distribution markets. From 1999 to 2001 he worked as a project manager for Crisplant a/s, the Danish world market leader for sortation and distribution technology that has been a part of BEUMER Group since 2009. Since 2013, he has held a leadership position at BEUMER Group in the logistic systems division.



**B&H Worldwide**

**USA**

B&H Worldwide has appointed **Blas Jimenez** as National Operations Manager. He will be reporting to Reg Echeumuna, VP Americas. Jimenez joins B&H from OCASA Logistics where he was USA Chief of Operations and brings with him some 25 years' experience of the logistics industry in North America, Latin America and the Caribbean. "Blas' passion for service excellence and delivering on the operational requirements of our customers shines out. His extensive experience in all aspects of the business makes him a great asset for our team," says Echeumuna.



**London**

**Rami Osman** who has recently celebrated 10 years of working at B&H has relocated from Los Angeles to London to become Export Manager. Reporting to Neil Blakemore, General Manager, UK Operations, he will be responsible for managing the export teams and the global AOG centre. In addition to working in Los Angeles for B&H where he helped set up the client inventory facility, he has also spent time operating from the company's Miami and Dubai offices.



**American Airlines**

**Texas**

American Airlines has announced the appointment of **Jim Butler** as Senior Vice President – International Cargo and will report to Kerry Philipovitch, Senior Vice President – Customer Experience. Butler has been with the airline for 21 years and most recently served as President – American Airlines Cargo, a position that he's held since 2013. In this role, Butler has helped strengthen cargo's contribution to the airline and successfully led cargo's integration process, becoming the first operation at American to fully merge. He worked in several departments including Sales, Marketing, Pricing and Finance and has also held positions internationally in London and Buenos Aires. Prior to his current role, he served as Managing Director – Commercial Planning and Performance.



**TALKING People**

**Harjeet Singh Sachdeva**, Director, NWCC, likes listening music, doing home shopping, browsing internet, and exploring world in his respite. Sports like Table tennis and sometimes golf are his favourite. He enjoys eating continental food. Talking about his favourite vacation spot, Sachdeva says, "I always love visiting Vancouver. It seems so inviting with its rich culture, lots of Indians and complete city surrounded with mountains, lakes, rivers and high rise down town." In addition, "My most memorable holiday has been visiting the Alaska cruise for seven days with family and helicopter ride in Grand Canyon."



**Harpreet Singh Sachdeva**, Director, NWCC, loves listening devotional music, playing with kids, and connecting with friends when he gets time from work. Sachdeva relishes kebabs. Talking about why Sachdeva considers Vancouver as a great place for vacation, he says, "It's so much there to enjoy, be it, nature or its surroundings and not to forget great Indian food including delicious samosas." His most memorable visit is road drive of key west in Miami. He enjoys playing table tennis and sometimes golf.



"It's actually very difficult to keep me away from work. But when I get time, I prefer spending time with family and catching up with movies," shares **Aakanksha Bhargava**, CEO & President, PM Relocations. "I have restarted piano lessons and hope to be regular with them," she adds. Cricket has always been her passion. She loves going to Switzerland. "It has the best view and serene beauty. I once took off on a solo trip to Iceland for seven days, and that was one of the most memorable times for me."





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