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Not breaking the 'customs' chain

INDIAN CUSTOMS BROKERS play a vital role in facilitating India's foreign trade. **CARGO TALK** explores how custom brokers are significant for the trade for safeguarding their interest during changing times.



KALPANA LOHUMI

Trade facilitation lays emphasis on the efficient implementation of trade rules and regulations and reduces all the transaction costs which are associated with different kinds of enforcement, regulation and trade policies, as well as reforms that are particularly framed to reduce the costs involved in cross border movement of goods and services.

Following the approval of the Trade Facilitation Agreement (TFA) of World

Trade Organisation (WTO) by India in April 2016, a National Committee on Trade Facilitation (NCTF) under the Chairmanship of Cabinet Secretary has been constituted. The TFA would necessitate simplification of border management procedures and adoption of new transparency measures, all of which are expected to reduce the transaction cost of imports and exports and facilitate smooth movement of goods across borders. **CARGO TALK** brings to you the customs brokers' role in trade facilitation.

Samir J Shah, Partner, JBS Group of Companies states, "The Indian customs broker is a very underestimated and under respected professional. He is the most knowledgeable stakeholder in the entire ex-im change and the true link between all the various stakeholders. The Indian customs brokers not only interact with all agencies on behalf of the ex-im trade but also extend their services to resolve issues with foreign consulates. The Indian Customs Broker has played a very

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The Indian customs brokers not only interact with all agencies on behalf of the ex-im trade but also extend their services to resolve issues with foreign consulates



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Warehousing goes up by 85% across key Indian markets

MANUFACTURING, 3PL AND RETAIL sectors drive growth in the warehousing sector that attracts massive institutional funds, states the Knight Frank Warehousing Report 2018 in its third edition.



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Knight Frank India launched the third edition of its flagship **India Warehousing Market Report 2018**. The report unravels the present scenario of the Indian logistics sector along with providing a definitive view on the country's top warehousing markets which include Mumbai, NCR, Bengaluru, Chennai, Pune, Hyderabad and Ahmedabad.

Balbirsingh Khalsa, National Director – Industrial and Asset Services, Knight Frank India, said, "Post GST there has been a spike in demand by almost 100 per cent as companies who were till now in a wait and watch mode have now got into execution mode."

He further adds, "For the first time we are witnessing consolidation and expansion of warehousing space. This increase in demand from sectors like e-commerce, 3PLs, Consumer Durables, FMCG and Manufacturing to name a few coupled with a requirement for larger sized warehouses has opened up the field for more and more organised players which has led to a demand. We expect the trend to continue and get better in the days to come."



Dr. Samantak Das, Chief Economist & National Director- Research, Knight Frank India, added, "Traction on industrial corridors and the infrastructure status to the logistics sector, warehousing as a real estate constituent would be a real beneficiary in the times to come. Across the top eight cities in the country, we have seen transaction volumes jump by 85 per cent YoY to 25.7 mn sq ft in 2017. Investors had started taking cognizance of the opportunities in this sector much

before the government could implement the reforms. The past few years have witnessed massive participation from institutional investors. Some of them have purchased ready assets, whereas others in a mix of ready and Greenfield assets."

Key Takeaways:

▶ Leasing transactions in the warehousing sector across key Indian markets burgeoned to 25.7 mn sq. ft in 2017, recording 85 per cent spike YoY

▶ The National Capital Region (NCR) attracted the highest footprint in terms of transactions in the warehousing space with leasing of 6.5mn sq.ft in 2017, followed by Mumbai at 5.2 mn sq. ft.

▶ Mumbai recorded the largest YoY growth with a staggering 231per cent jump in warehousing space leasing in 2017. NCR followed closely with 129per cent YoY increase

▶ From a sectorial perspective manufacturing, 3PL (3rd Party Logistics), and retail accounted for two-third of the share in terms of leasing volumes in the warehousing space in 2017.

▶ When assessed separately the share of the manufacturing sector tapered from 30per cent to 21per cent while that of 3PL nearly doubled from 16per cent to 29per cent. Retail more than doubled its share from 9per cent to 16per cent, albeit on a smaller base.

▶ Around US \$3.4 billion (₹ 22,100 crore) of institutional capital poured in the warehousing sector between 2014-2018.

The table below depicts the Warehouse Transaction Volume

Warehousing leasing City	2016 (in mn sq ft)	2017 (in mn sq ft)	Growth (YoY)
Ahmedabad	1.7	3.3	86%
Kolkata	1.4	1.6	15%
Pune	2	2.5	22%
NCR	2.8	6.5	129%
Chennai	1.9	2.4	24%
Hyderabad	1.2	2.1	68%
Mumbai	1.6	5.2	231%
Bengaluru	1.3	2.5	90%
Total	13.9	25.7	85%

The table below depicts Equity IRR for Development Projects across Warehousing Clusters

City	Warehousing cluster	Quoted land rate (₹ mn/ acre)	Quoted rentals (₹ /sq ft/month)	Equity IRR achievable for a development project
Ahmedabad	Changodar-Bagodara	4 – 35	10 – 18	18%
Ahmedabad	Aslali-Kheda	6 – 32	10 – 20	16%
Bengaluru	Hoskote-Narsapura	7 – 15	12 – 16	18%
Bengaluru	Nelamangala-Dabaspote	10 – 23	10 – 16	12%
Chennai	Sriperumbudur-Oragadam cluster	10 – 40	15 – 28	22%
Chennai	NH 5 - Periyapalayam cluster	8 – 150	14 – 24	22%
Hyderabad	Jeedimetla - Medchal	15 – 50	10 – 18	12%
Mumbai	Bhiwandi	12 – 50	11 – 20	20%
Mumbai	Panvel	25 – 50	17 – 25	16%
NCR	NH – 48 Cluster	10 – 25	12 – 22	26%
NCR	Ghaziabad Cluster	10 – 40	14 – 22	26%
Pune	Chakan- Talegaon	10 – 30	16 – 28	28%
Pune	Wagholi-Ranjangaon	10 – 35	12 – 22	22%

CARGOTALK

EDITORIAL

Easing cargo business

There are good vibes being circulated all around the industry. The government is not leaving any stone unturned for charting out positives for the industry.

In the recently-held Wings India 2018, the government and industry came up with suitable solutions for the sector. While the government was supporting the industry by playing facilitators' role in regulation and policy, e-portals like Cargo e-Go and Rigel Kale were launched at Wings 2018 to accelerate the process of cargo management. The platforms are focused on driving ease in cargo booking for the air cargo industry. The industry is continuously looking for latest and updated technology to make the cargo clearance effortless, speedy and efficient.

CARGOTALK in its cover story has focused on the trade facilitation in the country, through the role of custom brokers. We unravel how customs brokers have enabled an easy during GST implementation phase.

On the maritime front, shipping lines and ports are doing their maximum to ensure safe and secure movement of cargos. The industry is also continuously looking for latest and updated technology to make the cargo clearance seamless.

Associations are putting in their efforts to benefit industry, be it issues like multi-modal transportation or attracting youth in the logistics industry, etc. And on these lines, both the government and industry are looking at the intricacies of the sector to stand on a par with international level.

15 years ago

CARGO TALK

Vol. 101 No. 3 - South Asia's only cargo bi-monthly - Rs. 50

THE AIR CARGO SEGMENT has seen immense growth, but we delve into some hiccups it faced some years ago and the issues at present.

THEN:

March-April 2003 edition

- ◆ To provide a hassle-free and prompt service to the trade, cargo that requires special handling were informed well in advance for prior arrangement of the cargo handling equipment and the operators.
- ◆ The working hours for customs and AAI is from 0800 hrs to 2200 hrs. The processing of the documents during the pre-lunch session is low.
- ◆ To avoid the artificial congestion of documents at the counters and other operational activities, all trade bodies should consider the opinion of utilisation of pre-lunch sessions.



NOW:

March 2018 edition

- ◆ Air cargo connectivity, on a par with passenger connectivity under the RCS in the civil aviation policy, should be brought under the ambit of the government policy to make optimum utilisation of the created capacity.
- ◆ Creation of better infrastructure at airports with adequate cargo handling capacity for exports and imports, enhancement of facilities for the multi-modal transportation of goods.
- ◆ Creation of good road infrastructure for the speedy movement of goods from industrial hubs to airports, upgradation of airports in Tier II and Tier III for operation of larger aircraft directly from these cities to domestic/international markets.
- ◆ Customs intervention in the clearance processes should be electronic, simplified and surveillance-oriented.

SOUTH INDIA

Wings India 2018 announces 2 platforms

Cargo e-Go and Rigel Kale, are two platforms that were launched at Wings 2018 to hasten the process of cargo management. This aims to digitise the cargo movement process by getting all the physical process online. Cargo e-Go is developed by Hans Infomatic and will act as a single window business platform for cargo carriers while Rigel Kale showcases



the online availability of routes, vendors and senders. Both the platforms have been launched to ensure free and easy flow of cargo in the country through

digital means. Kale's e-booking platform ensures the compliances for further processing of the shipment are met at the point of booking



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'Air cargo will help economy'

AT THE ROUNDTABLE at 'Wings India 2018', Jayant Sinha, Union Minister of State for Civil Aviation, said the need of the hour is a solution-centric approach to creating a world-class industry.



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He said the air cargo industry has high potential to be developed as a major industry and an economy enabler, like the passenger aviation industry. Stressing that there is a need for a collaborative, consultative and a comprehensive approach between the private sector, air cargo and logistics industry and the government; the government would play a facilitator's role in regulation and policy.




A collaborative, consultative and a comprehensive approach between the private sector, air cargo and logistics industry and the government is required



"Initiatives are already underway for a comprehensive involvement of the Ministry of commerce & Industry and the Department of Revenue," Sinha informed.

Recording a 15 per cent annualised growth and a 20 per cent EBITDA, the air cargo industry ships about 3.7 lakh metric tonnes goods every year and agriculture and food products, pharmaceuticals, leather and textiles are the primary sectors. Today, 65 per cent of air cargo, including domestic and international are moved by top 10 airlines and the vast majority of air cargo is concentrated at the top 10 airports of the country. **D Peter Immanuel**, CEO, Aerospace and Aviation Sector Skill Council, said that the aviation sector could take the country to a higher Gross Domestic Product (GDP) growth trajectory.

However, this growth could be hampered with the lack of skilled manpower. Skill development is needed to be demand-driven with industry-led initiatives. While giving the industry perspective, **Palash Roy Chowdhury**, Co-chair, FICCI Civil Aviation Committee & MD - India, Pratt & Whitney and

United Technologies India, said, "Providing effective and efficient skill training would allow country to emerge as an exporter of talent to the world." 





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Contd. from page 1 ►

crucial role in TFA promotion. A very active dialogue with many government agencies is a very passionate activity of the Indian Customs Broker."

Sudip Dey, Vice President, Calcutta Customs House Agents' Association



Samir J Shah
DDP Game Changer 2017 & Partner
JBS Group of Companies



The Indian customs broker is adaptable and agile. All those who can recognise the basic changes would survive the present tumultuous times



& Vice Chairman, FFFAI, says, "Indian customs broker thinks more on behalf of the ex-im trade than themselves. Most of the issues we represent, seeks to make the life of the importer/exporter easier. In fact, most of the facilitation measures that the government is coming up with has been



Sudip Dey
Vice President, Calcutta Customs House Agents' Association &
Vice Chairman, FFFAI



Human interaction and intervention is coming down and hence all issues have to be addressed with the help of technology



received from the customs broker fraternity only."

Sharing the contribution of custom brokers in trade facilitation, **Harpreet Singh Malhotra**, CMD, Tiger Logistics, says, "The plumbing of international trade by implementing efficient trade rules and regulations in a major way was completed by customs brokers in India. This contribution could be understood well as a result in an overall improvement of trade performance of our country by the help of trade infrastructure. This also complements overall trade promotion and refers to reducing all the transaction costs which are associated with different kinds of enforcements.

According to **S Ramakrishna**, Director, Balaji Mariline, "There are no service providers who have better understanding on the subject of ex-im trade in terms of policies and procedure of commerce and industry, taxation including GST, E way bills and its rules, apart from the requirement of various allied agencies."

"Customs brokers make borders work," believes, **Sanjam Sahi Gupta**, Director, Sitara Shipping. "By managing data, relationships and complexity, customs brokers plus customs modernisation directly supports trade facilitation," she adds.

Rajesh Verma, Director, AR Shipping, tells, "Customs Brokers act as intermediaries between ex-im trade and customs in the clearance process of goods. They are the professionals who with broad knowledge of customs law, customs tariff classification, customs tariff schedule, ex-im policy, allied acts, shipping knowledge handles not only the documentation but also coordinates with different participative government agencies and custodians for smooth and trouble-free clearance of goods. When India has gone for the biggest change in tax system

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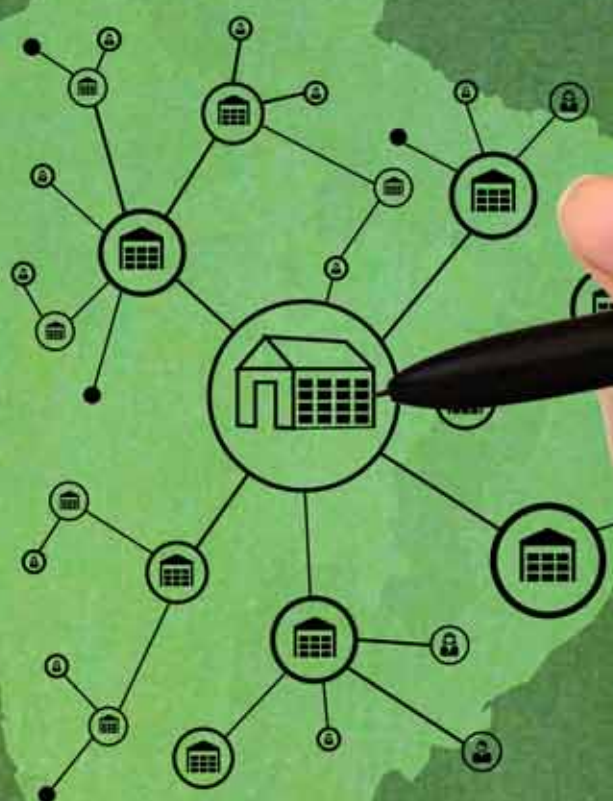


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and entered the GST regime, it was the customs brokers fraternity which was first point to handle documentation for customs clearance with all relevant GST provisions. Customs

of issues related to trade facilitation continues to persist, even as the government has been introducing reforms for last several years. This is evident from a number of reports and studies that highlight the large scope of

India's trade and external sector had a significant impact on the GDP growth as well as expansion in per capita income."

On the other hand, Dey believes, "The industry should put their heads into trying to figure out why the customs clearance process is taking more than 10 days when it can be done within two days. It has been seen that most of the time the cargo is pending in the hands of other stakeholders like importer, port, CFS & shipping lines. Here, the improvement is vital."

According to Shah, quality of the software and the connectivity issues and mindset changes with capacity building would be the top challenges. "However, the government is working on many issues and most of them would change the basic assumption on which we have acted over the last six decades," he adds.

Adding to this, Verma says, "At this juncture with ongoing customs reforms, customs brokers are required to adopt more comprehensive and advisory role, rather than limiting themselves to merely filing documents for customs clearance. In the past year, government has very strongly shown their intent of bringing 'ease of doing' in business and depending more on strengthening their EDI system by introducing Digital Signatures for users for filing documents, adopting SWIFT i.e. Single Window interface for participative government agencies, use of RFID seals for self-sealed containers, and now eSanchit programme for filing of documents

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Rajesh Verma
Director
AR Shipping & India Cargo Award winner 2017

“When India had entered the GST regime, it was the customs brokers fraternity who were first point to handle documentation for customs clearance with GST provisions”

brokers professional handling of customs clearance in required time frame helped Indian exporters and importers to meet their delivery schedules.”

Roadblocks & government participation

Commenting on the challenges that need to be addressed either by government or industry stakeholders, Malhotra notifies, "In India, a plethora



Harpreet Singh Malhotra
Chairman & Managing Director
Tiger Logistics

“The plumbing of international trade by implementing efficient trade rules and regulations in a major way completed by customs brokers in India”

improvement for India in trade facilitation. The integration of the domestic economy through the twin channels of trade and capital flows has accelerated in the past two decades which in turn led to the Indian economy growing from ` 32 trillion (US\$ 474.37 billion) in 2004 to about ` 153 trillion (US\$ 2.3 trillion) by 2016. Simultaneously, the per capita income also nearly trebled during these years.

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Director
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with PDF attachments and replacing the paper documents. The challenge for the government is to train their own field formations to adopt these programmes faster though customs brokers were always quick to upgrade themselves as required. The helpdesks of ICEGATE still need to respond quicker and in much better way. Other most important challenge is faster connectivity to gateway ports with hinterland ICDs though more and more operators are becoming operational but as the exports are stagnant and not growing as per government plans and target, the presence of more logistics players is only resulting in more time to connect to gateway ports because they are not able to complete their required loads to move trains.”

“The only challenge is that Ministries other than the Finance and Commerce is not in sync with the customs. EPR is the biggest challenge today, apart from BIS where the primary product does not require BIS, however attachments for example adapter are being insisted upon though it is incorrect,” highlights Ramakrishna.

Expressing contentment from government side, Dey says, “The government is all out in trade facilitation as a policy as per their commitment to WTO. However, this message has not been fully embedded in the minds of the field formations.”

“The trade facilitation implementation in India has been a good symphony between the bureaucracy; the legislature and the private sector. This is the first time I have noticed that all the three are working at the same

pace with the bureaucracy leading the change,” adds Shah.

“Regular trade facilitation meetings at all Commissionerate’s are taking place and all deliberations are taken positively and necessary steps are taken to resolve the issues, if any. More and more steps taken by government on relying and strengthening EDI system shows the seriousness of government for raising level of ‘ease of doing’ business,” Verma added.

“The government of the country has at the highest level have redressal committees including National committee on trade facilitation headed by Cabinet Secretary to Commissioners level at various custom formation. The Custom formation level meeting is also sent to the board where based on the observations good measures have been implemented. One of the best example is the GST refund for the exporters. The refund process were delayed due to mistakes which happened at the exporters end were resolved by the government.” informs Ramakrishna.

Future of customs brokers

“The Indian customs broker is adaptable and agile. All those who can recognise the basic changes would survive the present tumultuous times. It is a time for new dimensions and a readiness to adapt and accept what seemed impossible a few years ago,” emphasises Shah.

“When you are dealing in the business of import and export, you certainly have to make sure that the goods that you are importing overseas do not fail to conform to all the terms and conditions of international transportation of

supplies. It is mandatory for you to fill many forms, in due course, that validate the required certifications including sanitary certificate, permits, etc. You cannot handle all these formalities completely on your own. So here the role of a professional customs broker comes into play. And to ease yourself from all these burdens, you surely need to take help of customs brokers who is much more thorough than you with all the rules and regulations of ex-im,” shares Malhotra.

“The traditional role of customs brokers and freight forwarders is being revamped to cater to the requirements of complete logistics services. India is aiming to increase its share in global trade and exports through various initiatives like, ‘ease of doing business’, hence, the role of the customs broker cannot be ignored. They play a vital role in the success of programmes such as ‘Single Window Clearances’ ‘Digital India’,” opines Gupta.

“The customs broker has huge and very optimistic scope in India and with fast changing government policies; trade requires the well informed customs brokers to handle their business. The system is becoming more transparent and ex-im trade can see the processing of their documents sitting in their offices,” adds Verma.

“However, customs brokers have to be tech savvy. Human interaction and intervention is coming down and hence all issues have to be addressed with the help of technology. Therefore, those who do not use technology they shall not be able to give satisfactory service to their clients,” points Dey. ➔



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Strong link in Blockchain for

BLOCKCHAIN IS THE NEW BUZZWORD in the industry. **CARGOTALK** takes experts views on how blockchain can transform the supply chain management (SCM) and the challenges of blockchain for logistics and supply chain companies that need to be watched out.



KALPANA LOHUMI



ASHISH ASAF

MD-CEO

SA Consultants & Forwarder

Currently past the Technology Trigger phase of the hype cycle, blockchains are now positioned somewhere after the peak of inflated expectations which has plethora of benefits for each party involved in the process. Traceability and transparency would be improved with robustly secure business networks on blockchain with ease of paperwork processing, identify counterfeit prod-

ucts along with internet of things and real time tracking with an electronic platform where all the myriad documents related to a shipment could be housed. A relatively recent trend in logistics is fictitious pickups. These occur when con artists show up at a shipper's dock, provide fabricated insurance documents, DOT numbers for trucks, and pickup documentation. It is argued that blockchain could help prevent these kinds of thefts. Moreover, it enables equal visibility of activities. But one should be aware as new products and services are evolving based on blockchain transactions, as there are currently no regulations on how the transactions should be written. Although auditability and transparency are promised benefits of blockchain, highly regulated industries may need to develop new rags for blockchain. Information-sharing regulations will be altered to protect companies as well as their investors and their customers. Laws will need to be enacted that govern blockchain's smart contracts.



RAMESH MAMIDALA

DDP Game Changer 2016 & CEO

Celebi Delhi Cargo Terminal Management India

Blockchain technology is being adopted by several global organisations for managing SCM data and information. The current way of managing information across the supply chain with different players in the supply chain using different systems that get

updated at different timelines (and not necessarily real time) tend to have issues related to accuracy, duplication, etc. Blockchain, by nature of its technology, provides transparent, integrated and seamless view of the same transaction across the supply chain. It has obvious advantages for global air freight industry and by its very nature for all players in its value chain. Frequently discussed challenges such as EDI, transaction updates, message templates, message errors, manual data entry errors, etc will become things of past with complete adoption of this technology. However, given its limited availability and cost of adoption, the penetration of the technology is slower than it should be. As the technology becomes cheaper and more available, more companies might voluntarily adopt this technology.



HIGHLIGHTS

- It enables equal visibility of activities and reveal where an asset is at any point in time, who owns it and what condition it's in.
- Its distributed ledger transactions are likely to necessitate changes to industry regulations governing financial reporting as well as auditing processes.
- It has obvious advantages for global air freight industry and by its very nature for all players in its value chain. Frequently discussed challenges such as EDI, transaction updates, message templates, message errors, manual data entry errors, etc will become things of past with complete adoption of this technology.
- Single biggest challenge will be to get the government regulators on the right side of this technology.
- A well-structured blockchain network can provide local producers with a decentralised platform for sharing and exchanging skills, resources and products without relying on third parties.
- Operating on the blockchain needs extensive programming skills so the companies needs to train their staff before or hire new staff with relevant skills.

supply chain industry



AMAR MORE

**CEO, Kale Logistics Solutions & India
Cargo Award winner 2017**

Blockchain technology acting as a digital distributed ledger can certainly bring about a transformational change in the way global supply chains are operating in today's world. This is simply because it works on

the principle of maintaining a secure transaction ledger, wherein the role of each participant is defined, leaving no scope for deception or malpractice. While transparency across the supply chain is one of the key advantage of placing a blockchain system, there are several other advantages resulting from the crossover of blockchain technology and the supply chain. A well-structured blockchain network can provide local producers with a decentralised platform for sharing and exchanging skills, resources and products without relying on third parties. Blockchain inherently provides security, authenticity, and clarity required to address supply chain challenges.



VAIBHAV VOHRA

**Face of the Future 2017 & Managing
Director, Continental Carriers**

Blockchain is great tool which uses a distributed database system holding records of events/transactions occurred in a series of blocks which makes it tamper-resistant. The technology can transform the SCM in the following way:

- ▶ **Complete Traceability**
- ▶ **Enhanced Transparency**
- ▶ **Better Security**
- ▶ **Cost optimisation**

However, there would be two major

challenges for companies to watch out for, i.e. ecosystem is still in its development stage and everyone who needs to avail the blockchain technology needs to engage their horizontal and vertical supply chain partners too. Secondly, operating on the blockchain needs extensive programming skills so the companies needs to train their staff before or hire new staff with relevant skills. Therefore, high re-skilling cost.



PRATUL SHEKHAR

**Director
Airfreight (Indian Sub-Continent),
DSV Air & Sea**

Blockchain primary usage started in finance sector for maintaining encrypted ledger of transactions between sender and recipient with assurance of safety and track flow of data. Similarly taking same basic principle in future of DSC (digital supply chain) currently with so much digitisation under process at every stage, blockchain technology will ensure transaction safety / transparency and trust at various level of SCM. Blockchain technology along with DSC will integrate various intermediaries which will lead to minimising cost of governance, cost of interacting with various platform/organisation in supply chain ecosystem more accurately and in real time. Current challenge for blockchain technology is system integration at various level, which causes high investment cost. People still are unaware of potential benefit through information sharing at real-time.

Contd. on page 14 ▶



Removing blocks in blockchain



HARPREET SINGH MALHOTRA
Chairman & Managing Director
Tiger Logistics

Contd. from page 13 ►

With blockchain, the ledger is secured because each new block of transactions is linked back to previous blocks in a way that makes tampering practically impossible. As it is decentralised, it does not depend on any single entity (like a bank) for safekeeping. The nodes connected to the blockchain network get updated versions of the ledger as new transactions are made. The multiple copies of the ledger are the 'truth' about every transaction made so far in the blockchain. If we compare supply chain and blockchain together,

we surely find that supply chain has become complicated. We can also use the term cumbersome because it takes days to make a payment between a manufacturer and a supplier, or a customer and a vendor. Contracts must be handled by lawyers and bankers, which means extra cost and delay. Products and parts are often hard to trace back to suppliers, making defects difficult to eliminate. Whether for industrial equipment, consumer goods, food products, or digital offerings, supply chains have headaches a-plenty. Friction in supply chain is a big problem. There are

too many go-betweens. There is too much to-ing and fro-ing. The rise in uncertainty stops supply chains from working well. Suppliers, providers and clients must deal via central third-party entities, instead of directly with each other. Blockchain could be the answer to many of these issues. However, it goes much further than a hackproof way of holding and exchanging money. In-depth transformation of supply chains will not happen overnight. However, supply chains can already start using blockchain for small portions of their operations.



AJIT JANGLE
COO, Last Mile vertical
TVS Logistics India

The use of blockchain technology is going to transform the supply chain industry immensely as it involves multiple vendors for every transaction.

By having blockchain technology in use we can share information in a selectively visible fashion, so that only the authorized person can see the data and manage the flow of goods, flow of money and the flow of information with complete trust. Also one of the biggest issues that companies face at present is tracking and tracing of goods before, during and

after shipment. The distributed ledger capability of block chain provides buyers and sellers with increased visibility and control from shipment to receipt, which ultimately reduces the risk of fraud. By embedding blockchain across applications and network, we can transform supply chains that are smarter, faster and more transparent from sourcing all the way through from shipment to receipt.

Blockchain technology is incredibly elastic. It can be modified in different ways, to adjust in different

processes, network node architectures, and participants. At present it is difficult to generalize about blockchain for business in a way that is universally true.

Challenges like bad data quality, error handling, creating the vast network, linking the physical goods with blockchain, visibility to different parties depending on specific requirement and most importantly setting up of a common interface when so many companies are involved considering the cost factor. ⬇

Offering tips to 'floor' clients

RITESH JAIN, CHIEF EXECUTIVE OFFICER, Lamba Techno Flooring Solutions & India Cargo Award winner 2017, talks about flooring practices used in India and abroad.



CT BUREAU

What difference do you see in the flooring industry in India and in a foreign country?

Logistics in other parts of world and the element of civil engineering which comes through the storage space created, that too specific to our flooring industry and mostly high-end flooring solutions, are used as against normal saw cut floor like 'jointless' floor.

An ideal floor would be perfectly flat and level and have no joints. Jointless floors are floors constructed in large panels typically 50 m square

without intermediate or control shrinkage joints.

What is jointless flooring and its benefits?

The word 'jointless' can be misleading, as there is a practical upper limit to the area of concrete that can be placed in a single continuous operation. No joints are sawn, but steel fibres incorporated into the concrete

mix control the width and distribution of cracks caused by shrinkage. A benefit of jointless floors to the building user is the opportunity of having relatively large areas of floor with no joints. Normally it is a steel fibre reinforced concrete with a higher dosage of steel fibres say 30-45 Kg/m³ depending upon the design, with higher thickness of slab say up to 200 to 225 mm.

TRIVIA

The company has constructed North India's first jointless floors for an area of 9000 m² at Palwal (HR) of panel size of 30X 24 M for M/s. Knorr Bremse to a tolerance of FM2 as per international standards of TR-34 from UK concrete society

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AMTOI Day 2018 showcases business opportunities in NE

NAILESH GANDHI, PRESIDENT, AMTOI, emphasises that the AMTOI will be formulating programmes to connect with the youth in the Northeast and attract them to the logistics industry.



Nailesh Gandhi
President
AMTOI



CT BUREAU

Gandhi has stated that youngsters of today can become logistics professionals, entrepreneurs or associate with AMTOI in the Northeast. He stressed that AMTOI will be going from strength to strength this year through important initiatives. For one, it will be setting up Councils for specific logistics verticals. A beginning has already been made with the NVOCC Council and Tank Operators Council, he said. "Besides, this year there will be special focus on the role of technology, which is today disruptive and changing the business model itself. This disruption will have to be embraced," the AMTOI President said.

AMTOI has appointed a consulting firm which will help it understand the technology related changes happening in the industry, and also to come up



AMTOI will be going from strength to strength this year through important initiatives



with a white paper on the way forward for the industry with regard to technology and how AMTOI can help its SME members with this change. In this

regard, AMTOI will also be setting up a Technology Council, having specialists from outside, which will guide members on the technological changes and how they can be incorporated in the day-to-day functioning.

Ravindra Gandhi, Hon. Treasurer, AMTOI stressed that this is a starting point for opening up new logistics opportunities in the Northeast for the locals as well as AMTOI members. He highlighted the government's special focus on the Northeast, its Look East Policy for closer relations with South-East Asia and initiatives like the Indo-Bangladesh protocol for boosting trade through water and other modes.


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Annual Sales Meet February, 2018

FSL Celebrating 30 years of Excellence: Event of Honouring Achievements

February 23- 24, 2018, at The Lalit, Pink City Jaipur



Energetic Team FSL in Capture

Celebrating 30 years of service excellence, Freight Systems (India) held its biggest event of the year - Annual Sales Meet (2017 - 18) at The Lalit, Jaipur. It was marvellous to see the All India Sales & CS team together at an exhilarating event with close to 90 co-workers from different parts of the country and sales and country heads from, China, USA, Bangladesh, Colombo & Nepal attending the event. The event was hosted by their young & dynamic CEO - Manish Malik with an objective to encourage **"Sales Champions to perform to their best and to recognize the talent of co-workers who make up this strong & diverse entity FSL."** It was a two-day packed agenda with emphasis laid on fun based learning along with customer initiatives with case studies.

The celebration of 30 years was graced by a powerful and motivating

speech from David Phillips, Founder and Managing Director, Freight Systems. Phillips reminded the young generation that change is inevitable and it's time to show renewed vigor. He further said, "People are our strength and we believe in nurturing 'Team Work'."

Jon Phillips, COO, Freight Systems, in his key note address to attendees of the Annual Meet highlighted achievements of FSL over the years and mentioned it to be an interesting year on all fronts. He also highlighted some of FSL's new technology initiatives that will help FSL to differentiate themselves from the competition.

The gala evening celebrations saw cake cutting ceremony by the promoters and the India core management team, followed by excellent cocktails and dinner. The event brought together the entire FSL Sales & CS Teams for the glittering awards

ceremony acknowledging the star performers of respective regions for the year 2017.

The highlight of the evening was the spectacular dance performances by FSL's talented teams from different regions who also competed for the best dance performance.

The meet was very informative and appreciated

by all the members of Freight Systems family.

FSL looks forward to hosting more such events in the coming year across the nation as well as across the FSL world to celebrate their victories, strategise on their challenges, dwell on new opportunities, recognise key performers and encourage team work and camaraderie.



A Cake Cutting by Core Management Team (David Phillips, Jon Phillips, Manu Bhalla, Jitendra Vijan, Manish Malik, Shiny Varghese & Vinod Alex)

Lufthansa Airlines advocates digitisation in cargo industry

INSISTING THAT THE ENTIRE AIRFREIGHT industry needs to adopt digitisation to help it evolve, **Alexis von Hoensbroech**, Chief Commercial Officer, Lufthansa Cargo, suggests adopting electronic house bills as the first step. He also goes on to explain the company's idea behind investing in a start-up.



Alexis von Hoensbroech
Chief Commercial Officer
Lufthansa Cargo

“Bringing up the manufacturing base in India is the first necessary precondition in order for this market to grow. In line with this, the infrastructure needs to be built”



HAZEL JAIN

How is India performing as a market for Lufthansa Cargo?

While we have no current plans to open a new station in India, we are opportunistic with regards to additional capacity. If the market picks up, and is strong enough to compete with other potential markets where we can deploy our freighters then we will definitely consider expanding capacity here. We have made some upgrades on the passenger side, making the Munich flight daily and changing the Munich–Mumbai into an A350-900, which is a fantastic cargo aircraft and loads more than 30 tonnes.

How mature is the airfreight industry here?

Airfreight is just an enabler. You can have the best airfreight infrastructure but without the manufacturing base behind it, it doesn't help. So, it starts with creating additional air freight demand. Bringing up the manufacturing base in India is the first necessary precondition in order for this market to grow. In line with this, the infrastructure needs to be built.

Does the current infrastructure in India support this need?

It is partly good in India and a lot has been done. But there's still a lot more to be done – within the airport,

around the airport with regards to forwarding infrastructure, and of course road infrastructure because the manufacturing base sits across the country and cargo needs to be transported to the airport by road. The new unified GST system in India was a very good step for cargo and has made the journey smoother. But this is only one element.

How well does India score in terms of digitalisation?

What India is doing well is in terms of digitalisation and the share of electronic house bills is nowhere as high as in India. India has a strong technological culture and in this environment, India can make its mark in the airfreight industry. But the basics need to be in place in terms of manufacturing, infrastructure, etc.

How far is it lagging vis-à-vis the global market?

The air cargo industry globally is lagging. Processes are still being done like they were 40 years ago. There is definitely a huge potential for digitalisation in India and electronic house bills is only step one. I am disappointed how globally this industry is adapting the electronic house bill. People have been talking about it for 20 years. It has been available for eight years, and

we now just hit the 50 per cent mark in terms of penetration. As a result, we will most likely introduce a fee for non-electronic house bills worldwide in the near future. It's a lot of work for us to process the paperwork. So we will charge for the extra work. This is just one step towards digitalisation.

You recently invested in a start-up called Fleet Logistics. What was the idea behind it?

Fleet Logistics is a US-based start-up. It is creating a platform that will connect several players in the logistics industry – air and sea freight. It is connecting shippers, forwarders, custom brokers, airlines, shipping lines across the world on a single platform. We think this is one of the possible future business models that will show up in our industry. It is just a financial investment and we are a minority investor in this company. We did it because we want to be very close to new business models in our industry. Not only because this market might be a financially-attractive investment but also because we want to learn from it. We want to ready ourselves to co-operate with such business models. However, this does not change the way we operate and do business. We continue to do business only with forwarders. ➔





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OUR ESTEEMED INDIA CARGO AWARD winners share their views on technology disruption and its implications on various levels for the global logistics industry and how it helps to further business.



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Changing the face of logistics

Ketan Kulkarni, Senior Vice President & Head – Marketing, Corporate Communications & Sustainability, Blue Dart says, “There is a lot that local logistics companies and the industry at large, can learn and adapt from international logistics players. Some of the key ones include: Drones have undoubtedly created an uproar in the recent years when retail stalwarts such as Amazon and Walmart began experimenting with the drones to streamline inventory tracking. Augmented Reality (AR) is a technology that allows overlying physical objects with additional information. One major trend that will bring drastic change in retailing and e-commerce in the future is omni-channel logistics.”

► **Premier Integrated Logistics Service Provider (North & East 2017): Blue Dart Express**



► **Sukhwinder Singh**, Regional Head-North and **Dimpy Mahendru**, Regional Customer Service Head-North, Blue Dart received the award

► **Best Warehousing and Consignment Agent Services Company (West & South 2017): Shalimar Warehousing Corporation**



► **Rajendra Chauhan**, Managing Director, Shalimar Warehousing Corporation and team received the award

World will soon adopt Indian technology too

Rajendra Singh Chauhan, Managing Director, Shalimar Warehousing Corporation, states, “Our logistics service providers have understood the benefit and ease and now incorporating the technology. GPS is being installed in all the transport vehicles and managing fuel requirements by fuel cards.”

“The new technology driven transport portals are now the new way of booking your part and full load vehicles and it will go a long way. India is catching up with the western world, adopting the technology with Indian prospective soon be model itself to follow,” he adds.

Technology solves disruptions & issues faster

Homi J Katira, Director, Katson Logistics, says, “Countries those who have adapted technology in logistics industry have reshaped the workforce by implementing automation, which helps firms to offer better services and save money at the same time. Some of the Industry’s most labour-intensive processes are on the way to being fully or partially automated, from warehouse to last mile delivery. Another thing we can learn is ‘analytics’. Through analytics, reporting becomes standardised, on time, and in most cases on demand. With the system stored data, analysts can mine trends, identify recurring problems, and uncover cost savings that are missed with manual data collection methods. By integrating new technologies into logistics, companies are able to plan and improve “

► **Emerging 3PL Company (West & South 2017): Katson Logistics**



► **Homi J Katira**, Director, Katson Logistics Centre and team received the award

► **Emerging Road Freight Forwarding Company (West & South 2017): Trukkers.com**



► **Zubin Poonawalla**, Consultant, Trukkers.com received the award

Digital fitness is a challenge for the sector

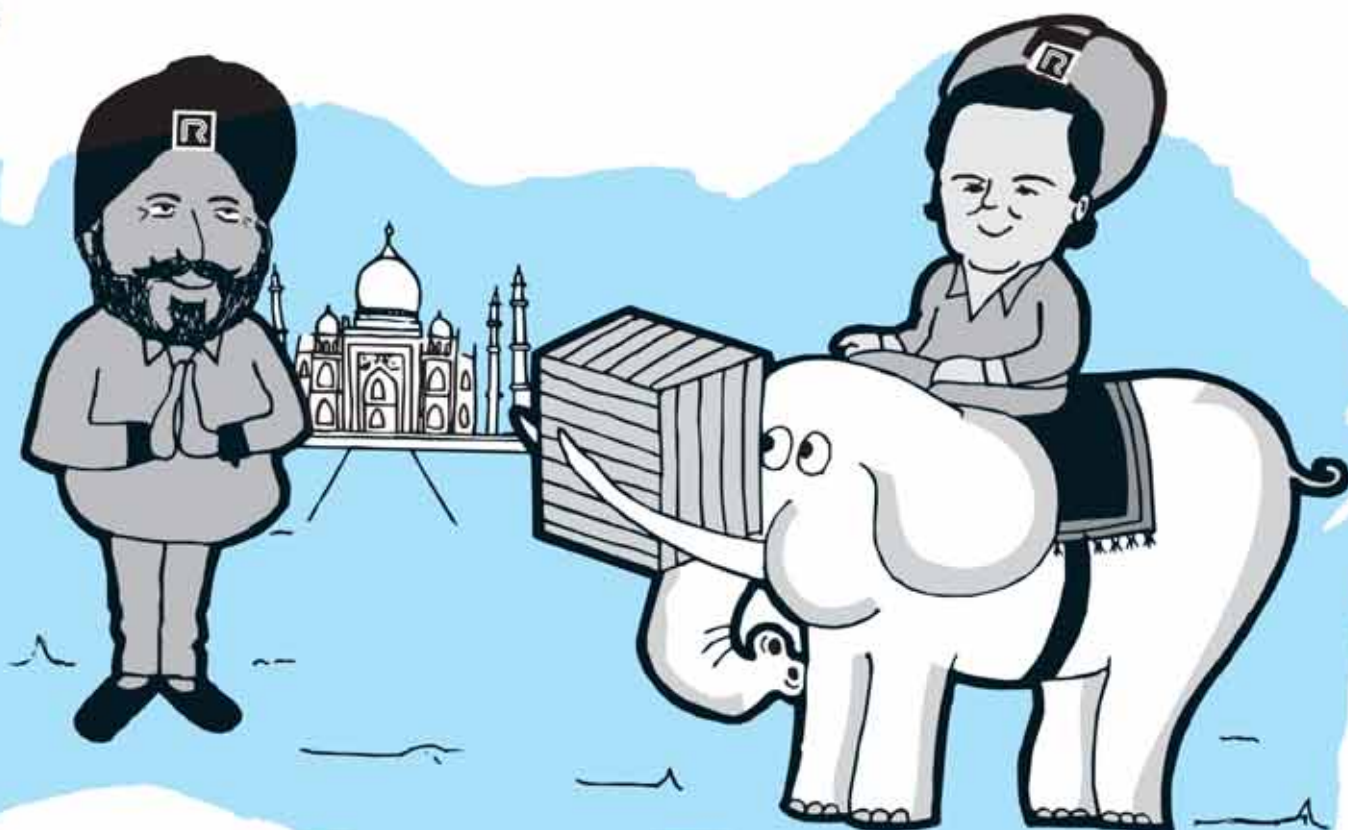
Zubin Poonawalla, Consultant, Trukkers.com, says, “Like most other industries, transportation & logistics (T&L) is currently confronting immense change which brings both risk and opportunity. New technology means new market entrants, new customer expectations and new business models. Manufacturing is becoming more customised, which makes the sector under acute and growing pressure to deliver a better service at ever-lower cost. It can only be done by making maximum and intelligent use of technology, from data analytics, to automation, to the ‘physical internet’. But ‘digital fitness’ is a challenge for the sector, which is currently lagging many of its customers in this respect. Attracting the right skills developing the right strategy is crucial.”



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Multi-modal: Adhesive for infra

THE ROADS, PORTS AND OTHER INFRASTRUCTURE COMMITTEE, PHD Chamber recently-organised Multimodal Transportation Conclave-2018 in the capital. The conclave saw the presence of 200 industry delegates.



Binay Kumar, Chairman, Banaras House & former President, PHD Chamber, stressed on the fact that multimodal transportation is the need of the hour in our country. "Strong IT infrastructure is very much required to build and support a robust multimodal infrastructure in the country. "An effective multi-modal logistics and transport sector will make our economy more competitive. It is an ambitious plan and a necessary one for multiple reasons. For one, efficient transportation and logistics are important for boosting India's competitiveness. Second, while the conventional view of demand in the logistics sector states that it is derived demand, growth in transport and logistics enterprises can create markets for other goods. Third, efficient logistics networks can reduce divergence in regional growth," said **Rajeev Talwar**, Senior Vice President, PHD Chamber.

“SagarMala project is actively aiming at reducing the logistics cost, improving the hinterland connectivity and doubling the contribution of inland waterways from six to 12 per cent in the country”

CT BUREAU

Kailash K. Aggarwal, Joint Secretary (SagarMala), Ministry of Shipping, Government of India informed the industry in detail about the SagarMala project and said, "It has been moving progressively and would lead to additional capacity creation of almost every port in the country as also create inland routes on various identified projects as per schedule." In fact, SagarMala project is quite actively aiming at reducing the logistics cost, improving the hinterland connectivity and doubling the contribution of inland waterways from six to 12 per cent in the country, he mentioned. **Anant Swarup**, Joint Secretary (Logistics), Ministry of Commerce and Industry,

Government of India, said, "Not only the department of commerce but also ministries of railways, surface transport, shipping and host of others are collaborating with one another to phase out obsolete rules and regulations for better logistics movements." "The Department of Commerce has begun to draw up a comprehensive long-term plan to address the ticklish and pending issues pertaining to logistics of 22 commodities," he further added. According to **Kalyana Rama**, Chairman and Managing Director, Container Corporation of India (CONCOR), "Scope of multimodal transportation in our country is quite high and it is very much essential as it will help in reducing the high logistics cost."

Sharing the industry perspective, **Ashish Wig**, Chairman, Roads, Ports & Other Infrastructure Committee, PHD Chambers. "The most important element of logistics operations is continuous flow of operations in an optimal way. Be it air, ocean, rail or road, each mode offers its distinct benefit and has some constraints. A multimodal setup helps package the best of the modes." ↓

APML's app for entrepreneurs

NITIN GADKARI, MINISTER OF ROAD TRANSPORT & HIGHWAYS, GOVERNMENT OF INDIA, launched Agarwal Packers and Movers' (APML) two mobile apps; APML Sathi and APML Suvidha.

CT BUREAU

The application, APML Sathi is APML's earnest endeavour to provide an opportunity to all, empowering particularly army veterans and unemployed youth to be an entrepreneur and earn their living with love and respect. With this mobile app, the company strives to cover even the remotest areas in 707 districts across India and reach to the most deprived, unemployed sections of the

society without making them step out of their convenient places. The plan is to create around 15,000 employment opportunities with earnings of ₹ 30,000 per month or more under the Sathi scheme. With APML Suvidha, the company strives to make relocation more convenient by providing its clients with all moving controls and facilities right on their mobile phones. The users can book their moving in any style, choice or pace

they want anywhere, anytime using the app. They can be rest assured that their moving would be carried out by the industry's best stalwart professionals as per their wishes.

Not only that, but also APML Suvidha solves more problems and provides an option of hiring of maid, carpenters, electricians, plumber and other skilled helpers along with the information of nearby places includ-

ing schools and ATMs, all in just one app. Gadkari praised the one-of-a-kind CSR activity being carried out by **Ramesh Agarwal**, Mentor, APML for truck drivers in the form of 'Nidra Daan' facility provided at Nidra Daan Kendra, Dudu, Jaipur, focused on saving the lives of truck drivers due to lack of proper sleep and keeping in mind that the country is already facing an acute shortage of 22 lakh truck drivers. ↓



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USC on global supply chain

USC MARSHALL CENTER FOR GLOBAL SUPPLY CHAIN MANAGEMENT organised a one-day symposium in Mumbai. The event saw an unique opportunity for business executives and professionals to connect and share insights on this global platform on how to strategically manage supply chains in rapidly evolving local and global markets.



Holistic approach to supply chain

THE PREMIER EDITION OF USC MARSHALL'S SYMPOSIUM on global supply chain in India was held in Mumbai this March and brought up pertinent issues that the industry needs to be mindful of.



HAZEL JAIN

With the aim of initiating discussions and creating an environment for innovative thought process, USC Marshall Center for Global Supply Chain Management recently organised a one-day symposium in Mumbai. The inaugural edition that took place on March 16, 2018, focused on the global supply chain landscape as well as peripheral aspects of the industry such as talent management and dealing with the millennials. **Raj Dias**, Symposium Chairperson and President, Global DCM, is also part of the advisory board at USC GSC in CA. He says, "We had international speakers which offered a global perspective of the industry." Dias feels that India is far behind as compared to the global standards and infrastructure is one of the hurdles. "The USC plans to do such a symposium every year in India. The USC and the Indian government have been discussing signing an MoU in terms of exchange of ideas, education, etc. but its still in discussion stage," he adds.

He indicated that there was a possibility of organising the next symposium in another city – may be Bengaluru or Delhi. Dias was in Mumbai for the symposium as well as look at investments, opportunities, both from the demand side as well as the supply side. **Nick Vyas**, Program Director, USC Center for Global Supply Chain Management, for the Masters course, gave a forward-looking outlook about the industry by bringing in the industry status of North America. Speaking about some of the top disruptive technologies in the industry such as drones, 3D printing and even robotics, he underlined the kind of impact they would have on the supply chain.

The first panel discussion of the day started with GST – the most talked-about development in India of late and how it can transform India's supply chain and logistics landscape. The second panel discussion of the day took this idea forward and exchanged ideas on how startups

are solving the SCM challenges in India. The conversation then veered towards the boardroom where the questions revolved around CSOs and how soon can they be on the board. ↴





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AMTOI recognises the Rising NE

THE ASSOCIATION OF MULTIMODAL TRANSPORT OPERATORS OF INDIA (AMTOI) celebrated AMTOI Day 2018 with the theme 'Rising North East'. The well-attended, colourful event showcased the culture, art, music, cuisine, apparel as well as the increasing business opportunities in the Northeastern states of India.



A gala to remember

AIR INDIA'S CARGO DIVISION organised a gala evening for its top domestic and international agents in Mumbai. It acknowledged the top five agents in each category, followed by cocktails and dinner. This is organised in every region: Mumbai in the west followed by Kolkata, Chennai and Delhi.



Getting in 'line' with real-time

BHAVIK MOTA, HEAD-TRADE AND MARKETING, Maersk Line, discusses the company's plans of focussing on digital tracking of containers through software systems to dispatch company's first mile and last mile effectively.



CT BUREAU

What's the objective behind targeting inland containers sector?

Containerisation is the process of sending bulk material via containers. India as a country has 56 per cent containerisation concerning around 75 per cent containerisation in the developed economies. Henceforth, there is a room for increasing containerisation from bulk cargo from the Indian hinterland. Presently, we have



Bhavik Mota
Head, Trade and Marketing
Maersk Line

59 inland acceptance points and we are connecting to 17 ports. Most importantly, today one of the major pain points of the customer in the hinterland is lack of reliability and visibility in inland cargo movement. We already have dedicated trains running between Vizag and Birgunj, another dedicated rail connects Pipavav and Dadri. We also need to expend these dedicated solutions across the country.

What are your further plans for India?

Consolidation has already happened on the ocean side, now customers want us to handle their shipments completely end-to-end. Maersk Line India's market share from the hinterland is almost 20 per cent on an aggregate. And, the growth potential is more from the hinterland, particularly North-West regions of India, as compared to the coastal regions. Moreover, the government initiatives in trade facilitation like Make in India, Ease of Doing Business, etc, show sign of volume growth and we expect this to continue. Also, we are seeing increasing demand from the

Indian hinterland from our customers. We are investing in real-time visibility and digital tracking of containers through software systems. Also, we had recently started a new container depot in Pune, Maharashtra.

Now, it is also evaluating to develop business around Sonapat in Haryana and Kathuwas in Rajasthan as these will become consolidation points and market hubs with the Dedicated Freight Corridor coming up soon. ↴

DID YOU KNOW?

The company plans to start five inland container depots (ICDs) in Gujarat, Rajasthan and National Capital Region.

People. Partnership. Performance...

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- ✓ CFS Owned equipments- 4 Top Lifters, 140 Trailers, 30 Forklifts, 2 Empty Handles, 1 Crane.
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- ✓ Carting & Stuffing done in Covered Area.
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- ✓ Prompt Carting of Cargo.
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- ✓ Wi-Fi Enable CFS.

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CargoTalk/April-2018

A 'safe' bet on cloud oracle

KAPIL MAHAJAN, CIO, Safexpress, in a tête-à-tête with **CARGOTALK** shares about Oracle Management Cloud that the company is using to increase businesses efficiency and improve customer experience.



CT BUREAU

How Indian companies can be compared with global players in technology adoption?

The way technology adoption is going up, training has become imperative

because you need to have people who knows how to operate the technology. If we compare the technology adoption globally and in India; in developed countries technology is a need but in India 90-95 per cent

of industry is still unorganised and manpower is cheap. All the automation that has happened is because of the cost factor required. Technology is always an enabler in Safexpress. We are into 100 per cent barcode.



Kapil Mahajan
CIO
Safexpress



Technology is always an enabler in Safexpress. We are into 100 per cent barcode.



What business benefits the company has achieved through technology transformation?

Technology helps in factors like performance tracking and visibility, increased efficiency and enhanced floor planning. First of all, HOG (Hub On The GO) – Digital Predictive Analytical Dashboard integrates the IoT platform with core operations. Operational Efficiency of 15-20 per cent with respect to the reduction in loading/unloading times post vehicle arrival within Safexpress Hub Geofence. And, workforce productivity in the range of 10-15 per cent with respect to the average scan count projection, post go live. The gamification of the OA performance w.r.t the packets that get scanned in a day has resulted in a very healthy competition on the ground since now the OA's in a hub can see scan counts in real time and daily/weekly and monthly ranking against their peers in that location.

What made you choose Oracle Management Cloud?

Oracle's enterprise-grade cloud platform solutions have helped us fast track innovation, increase operational efficiencies and improve overall IT management.

Reward for exceptional service

SAMIR J SHAH, PARTNER, JBS Group of Companies, has been conferred the 'World Customs Organisation (WCO) Certificate of Merit' for rendering exceptional service to international customs community.




CT BUREAU

Samir J Shah, Partner, JBS Group of Companies was honoured for representing India on occasion of International Customs Day 2018. The selections for this year were announced

by the International Customs Division (ICD), Central Board of Customs and Excise, Ministry of Finance, Government of India. The WCO Certificate of Merit was awarded by **Shiv Pratap Shukla**, Union Minister of State for

Finance, Government of India, Member Parliament (Rajya Sabha) at a glittering event organized by Government of India on January 27, 2018 in the capital. Other dignitaries present at the occasion were Arun Jaitley,

Finance Secretary Hasmukh Adhia, and Vanaja Sarna Chairperson Central Board of Excise & Customs (CBEC) along with all members of the CBEC. Many other representatives of Indian customs were present in the event. 



WEST INDIA

DHL's 1st center in Goa

DHL Express has opened its first service center in Goa. Located in Verna, company's 47th service point in India will cater to the substantial growth of imports and exports in the state. The new 3088 sq. ft. facility, located near the Goa International Airport, will benefit customers in the industrial hubs of Verna, Vasco, Madgaon, Ponda, Panjim, Mapusa, through the timely connection of shipments.

Ken Lee, CEO of DHL Express Asia Pacific, said, "We are extremely optimistic about the developments in India. This is part of our nearly €45 million investment committed for India, to support the high growth within the country."

RS Subramanian, Country Manager, DHL Express India said, "Our strategic investment in Goa will give us complete control over the movement of shipments."

CUSTOMS BROKER

WAREHOUSING & DISTRIBUTION

RELOCATIONS

DOMESTIC TRANSPORTATION

EDUCATIONAL INSTITUTE

CONSULTANCY

EXPORT EXCELLENCE AWARDS 2015-16 UNDER THE CATEGORY OF "TOP SERVICE PROVIDER IN SOUTHERN REGION" PRESENTED BY VICE PRESIDENT OF INDIA SHRI VENKAIAH NAIDU IN AN EVENT ORGANIZED BY FEDERATION OF INDIAN EXPORT ORGANISATIONS(SOUTHERN REGION) AT CHENNAI ON 18/01/2018"

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How to reduce logistics cost

PHD CHAMBER organised the Multi-modal Transportation Conclave-2018 in the capital. The focus was on how India has firmed up the contours of its ambitious multi-modal programme to reduce logistics costs and make the economy competitive.



Gandhi's bridge that connects

GANDHI AUTOMATIONS is projected to be India's No.1 Entrance Automation and Loading Bay Equipment Company. The company exudes quality and reliable customer service, along with a ISO 9001 : 2008.



CT BUREAU

The company offers complete logistics solutions by providing Dock Levelers, Dock Shelters, Sectional Overhead Doors and Dock Houses. Dock Levelers offered by Gandhi Automations are designed as per EN 1398 standard for the most demanding loading and unloading operations.

The Dock Levelers offered by the company ensure loading and unloading with lesser effort and minimal cost. It is possible to load and unload your products in a safe way and in the process obtain remarkable energy savings. The loading bay remains with the **Dock Leveler**




in rest position and the **Sectional Overhead Door** closed, until the vehicle is positioned. The driver drives back centring to the Dock Shelter and stops the vehicle the moment it gets in contact with the bumpers. The Sectional Overhead Door is then opened only when the vehicle is positioned, brakes applied and engines shut off. This eliminates the exit of hot air, intake of cold air (or the opposite in hot and inside conditioned places) and intake of exhausting gases in the warehouse. After the Sectional Overhead Door opens, the lip of the Dock Leveler connects to the truck bed for loading / unloading to take place. At the end of the loading/unloading the Dock Leveler is put in rest position and the Sectional Overhead Door is closed, without moving the vehicle. The vehicle then departs at the end of the process. Following are the two types of Dock Levelers



► Radius Lip Dock Levelers:

Allow the dock to connect with the truck bed, thus making it possible to drive directly on and off with forklift trucks etc. The self-cleaning lip hinging sys-


tem does not retain rubbish with automatic end-of-run, so as to keep the 25 mm security distance between the folded lip and structure as per EN 1398 & EN 349.

► Telescopic Lip Dock Levelers:

Are ideal for connecting vehicles unable to drive near dock i.e. sea containers, side loading railway wagons etc. These types can be supplied with a lip extending up to 1 m. 


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AND EDIBLE NEEDS!




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- ✓ Operated reach trucks, forklifts & hand pallet movers.


- ✓ IT Infra with WMS, FIFO control H Barcoding systems.
- ✓ Inflatable Dock Shelters with Dock Levelers.
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Digitisation of supply chains

SANJEEV KUMAR, EXECUTIVE VICE PRESIDENT, Global Supply Chain Group, shares insights on digitisation for supply chain that makes its customer focused, agile and efficient.



Sanjeev Kumar
Executive Vice President
Global Supply Chain Group

Digitisation of supply chains is in full swing and it is going to bring enormous benefits (and some risks) to all supply chain participants. Moving beyond the first generation ERP systems and supply chain planning tools, today we have devised proprietary advanced supply chain planning and scheduling tools that match supply and demand in real time – cutting out enormous wastage of time and resources.

Even in the most die-hard backward parts of the supply chain – shipping and freight forwarding – paper is being gradually replaced with digits in cyberspace. On the other side of the spectrum, collaborative parts of the supply chains are already paperless in most places. Benefits include -instant availability of information, ability to plan in real time, ability to see the true picture by all partici-

pants of the supply chain. Let us make that real by giving an example that everyone can relate to. Think of how you used

“Moving beyond the first generation ERP systems and supply chain planning tools, today we have devised proprietary advanced supply chain planning and scheduling tools that match supply and demand in real time

to take a taxi before Uber came along. It was a nightmare to find a taxi driver who would honestly agree to take you to your destination at a reasonable price. Uber not

only made life easier for the riding passengers, and the drivers, but also proved to be more profitable for both. It has also used digitisation to effectively introduce surge pricing at the time of peak traffic. As a result, it shapes demand and brings extra supply online simultaneously.

The example of Uber above shows how digitisation of taxi supply chain has suddenly made the market customer centric, yet profitable and efficient for the taxi drivers. But this is not an isolated instance of digitisation leading to efficiency, agility and customer centricity. In fact at the heart of the digitisation drive is an effort to make the life better for both – the customers and the seller.

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

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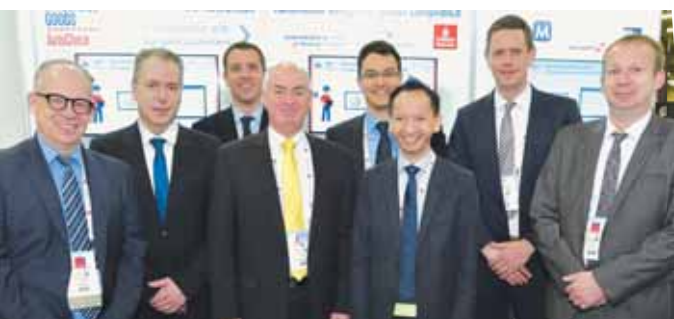


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IATA charts out key solutions

DIGITISATION, TRADE FACILITATION, SAFETY AND PEOPLE DEVELOPMENT were the top agenda at IATA - WCS 2018. The symposium was held in Dallas.



Glyn Hughes
Global Head - Cargo
IATA

“Global penetration has nearly reached 53% and the industry is targeting 68% by year-end”



CT BUREAU

The International Air Transport Association (IATA) highlighted four priorities for the future success of the air cargo industry; accelerating the digitisation of the supply chain, enforcing regulations for lithium batteries, more efficient trade facilitation and developing the next generation of air cargo leaders. “Air cargo had an exceptional year in 2017 with nine per cent growth. And, we expect a very healthy 4.5 per cent expansion of demand in 2018. There are great opportunities in e-commerce and the movement of time-and-temperature sensitive goods such as pharmaceuticals. The air cargo industry has agreed to focus on these key areas and we must follow through,” said **Glyn Hughes**, Global Head - Cargo, IATA. The industry has been pursuing a digital process transformation known as e-freight for over a decade. A key element of e-freight is the market adoption of the e-air waybill (eAWB). Global penetration has nearly reached 53 per cent and the industry is targeting 68 per cent by year-end on enabled trade lanes.

IATA is facilitating and supporting the modernisation and transformation process through its industry trans-

formation program; Simplifying the Business (StB) Cargo.

SMARTER AND MORE EFFICIENT BORDERS

It took an average of 141 days to clear goods through customs controls in 2017 (with significant regional variation), according to IATA's Cargo IQ statistics. In particular IATA is pressing for governments to implement three important global standards:

- ▶ The Montreal Convention 1999 (MC99)
- ▶ Revisions to the Kyoto Convention of the World Customs Organization.
- ▶ The World Trade Organization's Trade Facilitation Agreement.

ATTRACT, RETAIN AND DEVELOP TALENT

IATA's Future Air Cargo Executives (FACE) programme aims at attracting, retaining and developing a diverse pool of young professionals to prepare them to become the next generation of leaders in the cargo industry.


SIGNIFICANT STEP FORWARD IN THE DIGITISATION OF THE DANGEROUS GOODS SUPPLY CHAIN

The association has also taken



a significant step forward in the digitalisation of the dangerous goods supply chain following the adoption of the e-Dangerous Goods Declaration (e-DGD) standards. The benefits of implementing the e-DGD with clearly defined data governance include improved transparency, traceability and data quality. The e-DGD was developed through the IATA Cargo Services Conference with key support provided by four proof of concept partners; Air France-KLM Cargo, Lufthansa Cargo, Swiss WorldCargo and Cargologic confirming industry requirements.

IATA INNOVATES DANGEROUS GOODS HANDLING

IATA has launched an innovative new solution for the air cargo industry: Dangerous Goods AutoCheck (DG AutoCheck) that will enhance safety and improve efficiency in the transport of dangerous goods by air and support the industry's goal of a fully digitized supply chain. 

Accenture's blockchain solution

A CONSORTIUM, which represents typical stakeholders across an international shipment, collaborated to test 12 real shipments, with various destinations and different regulatory requirements.



CT BUREAU


A consortium comprising AB InBev, Accenture, APL, Kuehne + Nagel and a European customs organisation has successfully tested a blockchain solution that can eliminate the need for printed shipping documents and save the freight and logistics industry hundreds of millions of dollars annually.

The consortium tested a solution where documents are no longer exchanged physically or digitally but instead, the relevant data is shared and distributed using blockchain technology under single ownership principles determined by the type of information. Through a detailed review of the current documentation processes, the group examined a re-allocation of information ownership, accountability and risk enabled by the trust and security blockchain technology offers. An international shipment of goods for companies in areas such as the automotive, retail or consumer goods industries typically requires more than 20 different documents, many of which are often paper-based, to enable the goods to move from exporter to importer.

Across these documents, up to 70 per cent of the data can be replicated. The document heavy approach


limits data quality and real-time visibility to all parties involved in the trade and this can also delay the financial settlement on goods. The solution can speed up the entire flow of transport documents, reduce

the requirement for data entry by up to 80 per cent, simplify data amendments across the shipping process, streamline the checks required for cargo and reduce the burden and risk of penalties for

customs compliance levied on customers. "Our trials have proven the viability of a shipping process" said **Adriana Diener-Veinott**, who leads Accenture's Freight & Logistics industry practice. 



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CargoTalk/April-2018



EVENT TALK

APRIL 2018

► Domestic

CII Logistics Summit 2018	Mumbai	23-24
ChemLogistics India	Mumbai	25-26

► International

American Supply Chain Summit 2018	Dallas	9-10
MODEX	Atlanta	9-12

MAY 2018

► International

Multimodal 2018	Birmingham	1-3
ACAAI	Abu Dhabi	3-9
ISM 2018	Nashville	6-9
WERC 2018	North Carolina	6-9
The Air Cargo Event	China	13-17
Gartner Supply Chain Executive Conference	Phoenix	14-17
LogiSYM 2018	Singapore	15-16
Transport Logistics China 2018	Shanghai	16

JUNE 2018

► Domestic

India Warehousing Show	New Delhi	21-23
India Material Handling & Logistics Show	New Delhi	21-23

► International

RICHMOND Logistics & Supply Chain Forum	USA	3-5
The Logistics & Supply Chain Forum	Florida	3-5
20th Annual EMEA Supply Chain & Logistics Expo	Amsterdam	4-6
3PL & Supply Chain Summit	Atlanta	5-7

For more information, contact us at: cargotalk@ddppl.com

Fully functional ASTI at DCS Center

Delhi Cargo Service Center (DCSC) was the first cargo operator and regulated agent to have a fully functional Aviation Security Training Institute (ASTI) duly approved by Bureau of Civil Aviation Security (BCAS), Government of India on July 6, 2017. This ASTI is having state-of-the-art training facility having computer-based training (CBT) and is fully equipped with all modern training equipment's and gadgetries like projector, DFMD, HHMD etc. Besides, there is a library having all relevant books, film's etc. on the subject.

ASTI also have a modal IED (Improvise Explosive Devices) room where the participants are given hands on briefing on various types of explosives and information connected thereon. Till date, more than 2000 staffs have been trained on various courses as envisaged in National Civil Aviation Security Training Programme (NCSTP) as designed, regulated and monitored by BCAS. DCSC will keep its endeavor in training staffs in the field of aviation security to assist the fraternity and the trade.

Cathay joins hands with va-Q-tec

va-Q-tec's advanced passive thermal containers, which are designed to maintain a constant temperature during transportation for more than five days, will be a strong addition to the airlines' Pharma LIFT portfolio by providing its global customers with an excellent solution for moving life-saving pharmaceuticals by air freight. The thermal containers are available in five different sizes, taking up to two US pallets inside, and in six different temperature ranges, from -60°C to +25°C. **Frosti Lau**, General Manager Cargo Service Delivery, Cathay Pacific, said, "These advanced passive thermal containers can offer steady temperature-controlled conditions for several days

without requiring external energy sources. Coupled with Cathay Pacific Cargo's extensive network, we are confident the containers will benefit our customers around the world." **Anand Yedery**, General Manager Cargo – South Asia, Middle East & Africa, Cathay Pacific, said, "From an air freight point of view India is a very big passive pharmaceutical market. This partnership will provide our customers a range of options to transport their temperature sensitive pharmaceutical shipments."

In Sook Yoo, Head - Business Development Asia, va-Q-tec, added, "The pharmaceutical market is growing rapidly worldwide."



AISATS conferred with double accolades

Air India SATS Airport Services (AISATS) was recognised as the 'Best Ground Handling Service Provider' and the 'Best Air Cargo Service Provider' at Wings India 2018, a Ministry of Civil Aviation's flagship event. The four-day biennial event was jointly organised by the Ministry of Civil Aviation, the Airports Authority of India (AAI) and the Federation of Indian Chambers of Commerce

and Industry (FICCI) in Hyderabad. **Yoga Narasimhan**, Senior Vice President, AISATS Hyderabad and **Bobban Jose**, Vice President, Cargo & PHC, AISATS Bengaluru, accepted the awards from **K. T. Rama Rao**, Minister of Information Technology, Telangana in the presence of other senior ministers of Telangana Government and senior officials of Ministry of Civil Aviation, DGCA, AAI and representatives of FICCI.



AISATS earned the 'Best Air Cargo Service Provider' award for its distinguished air cargo handling services at the AISATS Air Freight Terminal and the AISATS COOLPORT, situated at the Kempegowda International Airport, Bengaluru. The 'Best Ground Handling Service Provider' award was conferred upon AISATS for operational excellence in ground handling

services across airports at Bengaluru, New Delhi, Hyderabad, Trivandrum and Mangaluru. **Mike Chew**, CEO, AISATS, said, "This recognition is testament to our commitment to providing world-class ground and cargo services. AISATS will work constantly to innovate and broaden our array of services to deliver greater value to our customers and contribute to the industry as a whole."

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RAJENDRA DUBEY*Co-Founder & CEO
fr8ers*

I am a huge fan of Saurav Ganguly and that is why I have named my son Sourabh”

Rajendra Dubey, Co-Founder & CEO, fr8ers, spends time with his son and likes listening to him playing piano. “Watching movies and going on long drives are always in my break list,” he adds. His favourite sport is Cricket. “I am a huge fan of Saurav Ganguly and that is why I have named my son Sourabh,” Dubey tells. He relishes eating *chole rice* cooked by his mother. Expressing his love for Singapore, Dubey shares, “It is like my second home. I love slipping away to Singapore for holidays. However, business took me to many places but I have developed liking for West Coast, USA, mainly California.”

**ANIL MANTRI***Director
Sealair Freighters
International*

It was fun to see places like Sentosa Island, Universal Studio and gardens by Bay”

Anil Mantri, Director, Sealair Freighters International, loves to play with his kids to rejuvenate. “I find this most refreshing before taking on new assignment with new challenge,” he says. His favourite sport is Badminton. Talking about his favourite vacation spot, Mantri shares, “It is the floating markets in Bangkok.” He adds, “My memorable holiday was in Singapore with family. It was fun to see places like Sentosa Island, Universal Studio and gardens by Bay.” Mantri loves to have *Dal- Batti*, with *Churma* and his favourite dessert is Ghewar.

**KRUTI JOBANPUTRA***Director, JWC Logistics Park
& India Cargo Award
winner 2017*

I love reading books on travel, self-growth and autobiographies”

Kruti Jobanputra, Director, JWC Logistics Park, likes listening to music and catching up with movies in her respite. “I love reading books on travel, self-growth and autobiographies of achievers and people who have made difference,” she shares. Jobanputra loves to travel and drive around different places. She loves eating Chinese & Lebanese and home cooked Gujarati food. “I am big time foodie but only when I have great company,” she adds. Her best holiday was in Singapore and that is her best vacation spot. “The vibes make me feel good,” she says.

**SALONI AGRAWAL CHOKHANI***Head - Freight Forwarding
Nagarkot Forwarders*

My most memorable holiday was in New Zealand”

Saloni Agrawal Chokhani, Head - Freight Forwarding, Nagarkot Forwarders, is an ardent fan of board games and loves playing with her husband. “I also prefer reading novels and watching movies in my break,” she tells. Swimming is her favourite sport that not only keeps her fit but also rejuvenates her. Chokhani’s most preferred vacation spot is Switzerland. “My most memorable holiday was in New Zealand. The 20-days journey offered all types of experiences from mountains to beaches, romantic views to adventure activities, it had all of it,” she adds.



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