

CARGO TALK



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The unsung heroes of logistics

Freight forwarders are the backbone of the logistics industry, are they getting due importance?

Cargo that flies high with Air Freight Stations

Industry veterans discuss the scenario of why AFS is the vital link for ex-im in the air cargo sector

Ferrying medicines & saving lives

A feature highlighting distribution practices of temperature-sensitive pharmaceutical products

FREIGHT FOWARDERS: THE CONNECTING BRIDGE

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Dear Reader,

According to a report, major cities in India are driving the potential demand for logistics and warehousing space. The CBRE South Asia's latest report 'India Industrial and Logistics Market View, H1 2018', states that cities like Bengaluru (25 per cent), Delhi-NCR (21 per cent) and Mumbai (20 per cent), followed by southern markets including Chennai (12 per cent) and Hyderabad (10 per cent), are gaining leasing activity by consolidation and expansion initiatives of sectors such as e-commerce, 3PL, retail, and engineering and manufacturing.

Freight forwarders are the bridge that connects the cargo industry holistically. These experts are the sole focus of transportation internationally. In our Cover Story, we unravel the role of forwarders and how their role has been missed out and the need to showcase their position in the industry. Insuring our cargo can be of utmost importance is what we reveal through our interview feature on marine cargo insurance. Our expert reveals how an insurance protects the seller from monetary loss in case a damage occurs to the cargo shipped when the buyer has not paid for the goods. In our Opinion segment, we discover another division that necessitates attention- Air Freight Stations (AFS). These play a significant role to the speedy and timely movement of export and import of goods. We ask veterans to share and highlight the importance of AFSs in the Indian air cargo industry, while also enumerating the points because of which it is lagging behind. **CARGOTALK**, in another feature, also explores the distribution practices for maintaining quality and product integrity of temperature-sensitive pharmaceutical products to achieve end-to-end visibility. On the shipping front, it seems things are gathering pace. The Ministry of Shipping (MoS) recently held a brainstorming session with key stakeholders in Mumbai, promoting trans-shipment in India. The meeting suggested that the segment is poised to lead cargo growth at Indian ports and other countries, enabling creation of jobs in India, growth of the accompanying ecosystem, revenue growth for Indian ports and retention of foreign exchange in India.

Keep reading and giving your feedback to us at:
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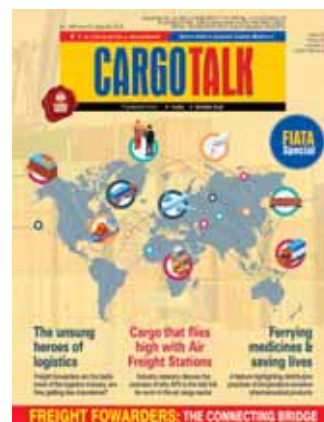
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With drop in clearance time, Indian customs seeks higher biz ranking

To seek higher ease of doing business ranking, the Indian customs department has communicated to the World Bank that the average time for clearance of consignments at ports have come down sharply to 100 hours. The release time of consignments at customs ports is one of the factors which is considered by the World Bank in its yearly 'ease of doing business' ranking. The department has also introduced an RFID-based system for real-time tracking of containers to help logistics companies locate the position of the consignment at any given time. The customs department has suggested to the World Bank that its representatives can do an independent assessment of the release time of the consignment at the customs port using the real-time visibility application. "The World Bank says that the release time is 267 hours, but in fact it is only 100 hours. So, we want them to do a real-time check using any container number on the ICEGATE portal," an official stated.

The new ranking is expected to be released in October. Currently, RFID-based tracking of cargoes is available in Nhava Sheva port in Mumbai. Mundra port in Gujarat too has started the tracking system and the Chennai port is expected to launch it soon.

IWAI unveils dedicated portal for cargo owners and shippers

The Inland Waterways Authority of India (IWAI) has launched a dedicated portal to connect cargo owners and shippers with real-time data on availability of vessels. The landmark e-connect measure will enable direct interaction among the vessel operators, shippers and cargo owners as currently, there is no platform to know the availability of vessels in the market. It has been designed and developed by the in-house IT department and the traffic wing of IWAI as part of its preparedness for optimal use of its ongoing capacity development on various national waterways. **Nutan Guha Biswas**, Chairperson, IWAI, on the launch revealed, "The step is in line with IWAI's commitment to promote Inland Water Transport (IWT) in India through critical interventions, both physical and by creating intellectual property."

Named as the Forum of Cargo-Owners and Logistics-Operators (FOCAL), it will facilitate responses from the logistic operators against the requirement raised by cargo owners and vice-versa. The link of the portal is available at: www.iwai.nic.in.

Three mega logistics parks for Ludhiana

To generate a boon for industries and trade in the state, three mega logistics parks have been initiated for Ludhiana. This was disclosed by **Sunder Sham Arora**, Punjab Industry and Commerce Minister at the Punjab Logistics Conclave recently. These parks, which will come up near Kila Raipur village, include Multimodal Logistics Park by Adani group, logistics park by Punjab Logistics Infrastructure and a logistics park by Punjab State Warehousing Corporation. Arora shares, "These parks would act as a stimulus for growth of our industry."

The minister said that the parks would cater to all logistics needs of the industrial belt of Ludhiana and nearby regions such as Jalandhar, Amritsar, Bathinda, Sangrur, Patiala, Fatehgarh Sahib and Hoshiarpur. Moreover, the logistics parks would be a one-stop solution for all logistics, transportation and warehousing needs of the region. He also mentioned that a special cell had been formed by the state government.



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Guwahati airport gets new cargo terminal

To cater to a rise in cargo movement to and from the Northeast, **Guruprasad Mohapatra**, Chairman, Airports Authority of India (AAI), laid the foundation stone for Common User Domestic Cargo Terminal-II (CUDCT) at the Lokpriya Gopinath Bordoloi International (LGBI) airport. The airport will get its second cargo terminal for enabling the cargo movement. Senior AAI officials and airline representatives were also present at the ceremony.

The cargo complex includes enhancing the air cargo capacity of the airport to 12,000 MT annually. This cargo terminal is scheduled to be completed by next year. Guwahati airport, being the major airport of the Northeast, has witnessed a growth in cargo movement at a compound annual growth rate of 18 per cent for the last 10 years. Inbound cargo at the airport stands at 11,300 MT, while the outbound cargo stands at 5,700 MT in 2016-17.

CUDCT-I was commissioned in December 2017, which has state-of-the-art facilities such as dedicated cold storage, valuable storage, modern X-ray machine and an electronic weighing machine, to cater to the emerging potential of perishable cargo, e-commerce and general air cargo.



DHL Express opens service centre in Madurai

DHL Express has opened its ninth facility in Madurai, Tamil Nadu. Located on Theni Main Road, the 5000 sqft, state-of-the-art facility will cater to the areas of Madurai, Virudhunagar and Sivakasi. Its strategic location allows easy access between Madurai and DHL Express' Bengaluru gateway, benefiting customers by saving at least one to two days on overall shipment transit time.

RS Subramanian, Country Manager, DHL Express India, said, "With Madurai evolving as a prominent trade hub for numerous industries, DHL's investment will help the growth of international trade from this cluster. Our new service center reinforces our ongoing commitment towards the thriving business community in Tamil Nadu and provides significant service improvement for customers. We remain focused on being a key trade facilitator for small and medium enterprises, making it easy for them to do business globally." Madurai is emerging as a leading rubber manufacturing hub with approximately 6000 medium, small and medium enterprises operating within this sector. The city is also home to many textile companies, which is one of the traditionally well-developed sectors in Tamil Nadu. Additionally, Sivakasi is a well-known commercial printing hub, while Virudhunagar is renowned for its expertise in weaving.

JNPT scales new heights through infra projects

Jawaharlal Nehru Port Trust (JNPT) has attained substantial growth over the last four years. The port is expected to mushroom positively with the execution of many infrastructure projects, informed **Nitin Gadkari**, Minister of Road Transport and Highways of India, and Shipping and Water Resources, GoI. Gadkari was addressing at a performance review of JNPT in the first five months of the current financial year. He said that he is confident that the port would meet its target of one crore container handling capacity by 2022. He also applauded the profit growth of 16 per cent achieved last year. Highlighting the development of dry ports at Wardha, Jalna, Nashik and Sangli, which will promote hinterland cargo, he mentioned that the work is in progress and JNPT is also working towards additional revenue generation of over ₹ 300 Crore per year through various new projects. Speaking of the SEZ, he said that six plots have been allotted with the investment of ₹ 170 Crore



Gadkari handing a cheque of ₹ 35 Lakh, contributed by JNPT employees, to the Kerala flood relief

and is expected to generate 2500 jobs for the locals. Other nine plots and FTWZ are under auction. He also expects that 80 per cent of the SEZ land will be allotted by November 2018. Gadkari also made a special mention of JNPT employees who had contributed ₹ 35 Lakh towards Kerala flood relief.



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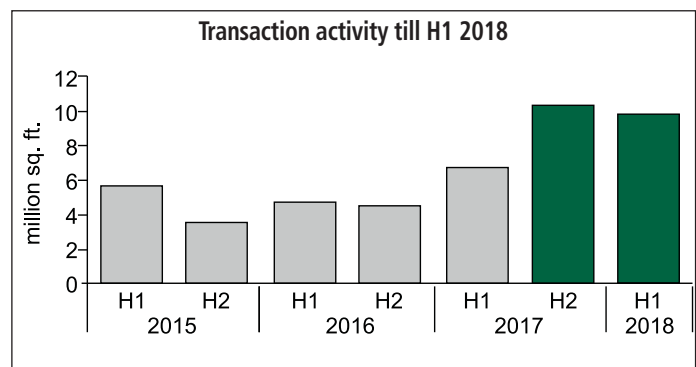
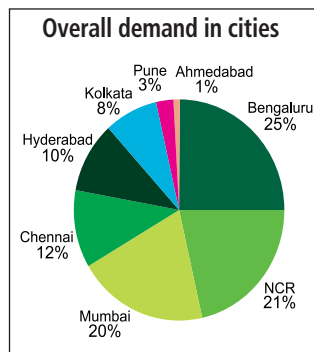
CBRE: Warehouse space leasing up 45% in major cities

A report by CBRE South Asia stated that the transaction activity continued to gain strength in H1 2018 as close to 10 million sqft of space was leased across the seven cities, an increase of about 45 per cent as compared to H1 2017.



CT Bureau

As per the CBRE South Asia latest report 'India Industrial and Logistics Market View, H1 2018', cities like Bengaluru (25 per cent), Delhi-NCR (21 per cent) and Mumbai (20 per cent) are driving the potential demand for logistics and warehousing space, followed by southern markets including Chennai (12 per cent) and Hyderabad (10 per cent). Leasing activity was primarily driven by consolidation and expansion initiatives of firms belonging to sectors such as e-commerce, 3PL, retail, and engineering and manufacturing, which together accounted for more



than 75 per cent of the leasing reported during the review period. This was due of policy reforms that the sector had undergone in the past two years (particularly the implementation of the GST), as more and more corporates in this sector consolidate their operations and locate closer to consumption hubs, thereby driving demand for larger warehouses.

Anshuman Magazine, Chairman, India and South East Asia, CBRE, said, "The entry of various private equity firms and foreign players in the Indian logistics market would boost quality supply, hence propelling demand. Cities such as Mumbai, Pune and Chennai would remain major investment destinations, with Delhi-NCR and Bengaluru also being on the investors' radar."

Commenting on the sector, **Jasmine Singh**, Senior Executive Director – Advisory & Transaction Services, India, CBRE said, "We foresee leasing

activity to remain upbeat over the next six months driven by 3PL and e-commerce sectors. Initiatives such as the creation of a separate logistics department is a reiteration of the government's focus on the development of the sector. In addition, initiatives such as 'Make in India' and relaxation of FDI norms have further had a positive impact on investment sentiment in the country, leading to heightened business activity across the logistics sector."

On policy measures aiding economic growth, the logistics sector benefitted from the ablation of the short-term pain inflicted by the implementation of the Goods and Services Tax (GST). The implementation of GST has also helped remove inter-state checkpoints and reduce the movement time of cargo, thereby reducing sources of capital, the report said. Adding to this, the grant of infrastructure status to the logistics and warehousing sector has also led to increased investor interest. 📈



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The unsung heroes of logistics

Logistics industry enables provision of door-to-door services in the most efficient and timely manner across all regions of operations for global customers. Freight forwarders are considered as the vital link that bring value to the customers' supply chains, while capacitating them to grow and remain relevant in a competitive market.



Kalpana Lohumi

Freight forwarders are often termed as the 'travel agent' for the cargo industry. They are the bridge that connects the cargo from origin to destination point within a specific timeframe. Forwarders are the experts who focus on the logistics and transportation of an international business transaction. Sending products from one international destination to another involves a multitude of carriers, requirements and legalities and to handle the considerable logistics of this task for the client is the job only a freight forwarder can fulfill. They have to deal with numerous issues to play in tune with the global standards. Freight

forwarding services negotiate the best possible price to move the product along the most economical route by working out various bids and choosing the one that best balances speed, cost and reliability. To know more about the role and the essence of forwarders into the sector, **CARGOTALK** sought voice of experts.

ROLE OF FORWARDERS

Stating that the part of a forwarder is essential for global supply chain management, **Debashis Dutta**, Chairman, FIATA World Congress 2018, says, "The freight forwarders has been recognised as an essential service industry by the international

business community. This industry requires substantial investment on infrastructure, equipment, communication system to provide value added service to meet customer's need."

"All the necessary documents and certifications are prepared by a freight forwarder, who handles all the legal procedures and hence, expediting the entire flow of goods from end to end. But, gradually more complexities are evolving in the logistics supply chains towards multimodal cross-border systems which could only be managed by a service provider successfully. And not to forget, the success of market



of international trade growing by +2.7 per cent in real terms from the recent past (2016-17) should be rewarded to the huge contribution of freight forwarding community internationally," adds **K.S. Kunwar**, Director General, Air Cargo Forum India.

Vikram Paul, Regional Managing Director, Indian Sub-continent, Director - Business and Product Development - Middle East & Sub Sahara, Cargo Partner Logistics India, on the vitality of freight forwarders role states, "I think the role of a freight forwarder in a maturing market like India could be somewhat different than the role and value of a freight forwarder in more developed and matured markets. In India besides the ability of moving cargo from Point A to Point B at the lowest cost/ most suitable transit time the evolution of a 3PL into providing and creating a harmonious logistics ecosystem is equally important because here you are creating a clear and measurable value proposition that moves up into the value chain of supply chain/ compliance and harmonisation of the systems and processes that deliver the best efficiency to the client.

Competitive pressures from some of the aggregators/consolidators would not allow survival in the typical form, but now the existence of a freight forwarder the survival dynamics are more challenging and fast changing. Besides digitisation and info logistics (visibility and info on the go), the community needs to think about how to create 'ease and cost competitiveness' into the eyes of a client who wants to do business with India but sees it as an opaque and difficult country to comprehend in the ex-im sector."

S Ramakrishna, Managing Director, Balaji Mariline, explains, "The freight forwarders role will remain constant till the ex-im trade exists. It is only the competitive edge for each of the persons or companies to survive. The FIBP companies have larger ambit in terms of the cost and competition, however, the Indian companies must learn to be more professional and compete with them."

"Being both optimiser and force multiplier, a forwarder provides best solution to the customer by



Debashis Dutta
Chairman
FIATA World Congress 2018

“This industry requires substantial investment to provide value added service to meet customer’s needs



K.S. Kunwar
Director General
Air Cargo Forum India

“99.99% of ex-im is booked and processed at the gateway ports and airports by the freight forwarders

delivering the cargo at the right place, in right time, at a right cost, in good condition and with right documentation. He does so while being compliant with all laws and regulations, following the safety standards and security protocols, and keeping the customer updated," opines **Shantanu Bhadkamkar**, Managing Director, ATC Global Logistics.

"Forwarders have always been ahead of the market in the assimilation of the technology, be it information technology or be it for physical cargo handling. This coupled with knowledge of international geography, good management and bare bones, no frills organisation structure makes a freight forwarder an indispensable partner for all the stakeholders in international trade," he continues.



Vikram Paul
India Cargo Awards winner 2017 & Regional MD, Indian Sub-continent, Director - Business & Product Development - Middle East & Sub Sahara, Cargo Partner Logistics India

“

The community needs to think about how to create 'ease and cost competitiveness' into the eyes of a client

”



According to **Sudip Dey**, Vice President, Calcutta Customs House Agents' Association & Vice Chairman, FFFAI, "Forwarders can actually facilitate ease of doing business for the customer. The forwarder can arrange all the required services for his client and act as an 'one stop shop'. Forwarder knows the best and the cheapest way to get a cargo from place A to B."

According to **Sunil Kohli**, Managing Director, Rahat Cargo, "From close coordination with exporters to finalising the dispatch of the shipments in liaison with the respective airlines, a freight forwarder is responsible to suitably brief the exporters regarding the documentation & pre-export formalities and extends all possible assistance in this regard. Not only making sure that the freight shipping is under control and the goods are safe, while being stored in his warehouse pending handing over to the airlines after undergoing the clearance process, a forwarder also remains in close

touch with the uplifting carrier to check regarding the smooth dispatch of the export goods and subsequently disseminates the relevant information to the respective exporters. The forwarder also informs the consignee about arrival of the goods apart from mailing copies of the vital clearance documents and give complete solutions in respect to logistics."

"Around 95 per cent of India's trading volume and 70 per cent by value, comes from the maritime channel. The market, especially ocean and air freight, is characterised by sturdy growth and ample opportunity. Meeting these demands and keeping up with emerging online marketplaces and digital forwarders, is driving forwarders to embrace technology. Forwarders who are quickly adapting to embrace technology, will be able to drive scale and efficiency in their operations and have a competitive edge over traditional players. A freight forwarder now offers end-to-end supply chain solutions. This includes Purchase Order Management, Warehousing, Vendor Managed Inventory, and specialising in key verticals. Dedicated teams specialising in the management of specific products add value to the entire process. The forwarder is evolving to focus on precision, speed and responsiveness," says **Siddharth Jairaj**, CEO, TVS Dynamic Global Freight Services.

GAINING DESIRED SPOTLIGHT?

Being considered as the vital link doesn't guarantee that forwarders are getting their due importance.

"Freight Forwarders' role in facilitating and financing our exports and imports needs to be recognised in its true perspective," feels Dutta.

"The government is getting more responsive and accessible now than ever before, but the fact remains that even they need to look at this as a 'logistics ecosystem' and not standalone road/port/airport or customs issues anymore. We need to turn this problem on its head and try and look at it to say that when an international client/corporation is looking to invest in India, what are they looking for as assurances and guarantee in this space from both the government and the service provider community and then try and build international understanding and alignment from there," shares Paul.

According to Kunwar, "The role of the intermediaries like freight forwarders in the air cargo industry is very significant in the fulfilment of the international trade as 99.99 per cent of ex-im trade is booked on behalf of airlines and processed at the gateway ports and airports of the country by the freight forwarders only."

"While the government authorities recognise the importance of



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“The freight forwarders role will remain constant till the ex-im trade exists”

Bhadrakamkar shares, "The associations representing the freight forwarders' interest have been so heavily engaged in representing the matters of interest of their customers that often a representation of their own interest gets second priority or even gets neglected. The customers and their trade bodies, to the contrary, are yet to realise the contributions of the freight forwarders and their trade bodies." Explaining the importance of

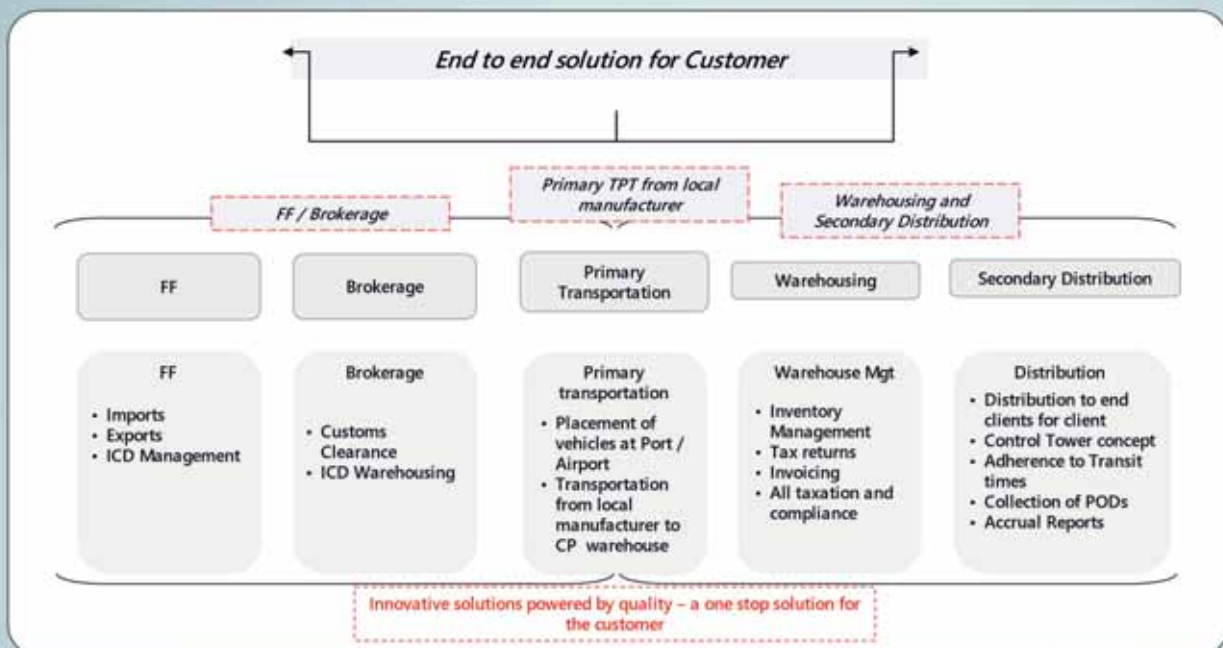
Our government has constituted NCTF (National Committee on Trade Facilitation) and FFFAI is the only logistics association in this forum. Appreciating the support provided by government

"As a first step, in 2017 the government has credited a part of the logistics industry with infrastructure status. The Department of Logistics has been created under the Ministry of Commerce and Industry and some digitisation efforts are also

- Skilling of all the levels of employees from the field level to the managers with regular awareness training programmes on every aspects of the cargo logistics industry
- Motivate the importers and exporters for 24x7 basis clearance of international cargo, thus, keeping their doors open for faster movement of ex-im trade at a par with international level



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intermediaries, Dey tells, "However, the government has an unsaid policy of removing the intermediaries. The importers and exporters are the ones who are supposed to 'do good' for the economy. Without these intermediaries, it would result in losing more time and money unless the importer/exporter has their own full-fledged logistics department. It has recently been seen that the importers/exporters who do self-clearance have resulted in losing substantial money in the clearance process."

On a different side, Kohli mentions, "The freight forwarder fraternity does keep facing assorted difficulties in performing its functions from time to time due to several functional bottlenecks, yet very little importance is being attached to address the genuine grievances of the freight forwarders. It is expected from the governmental agencies to conduct meetings periodically and listen to the community's woes and advice which will always be in the interest of all the stakeholders."

PREVAILING IRRITANTS

Stressing on the need of closer liaisons and coordination between the CHA/forwarder with customs and custodian of the airport, Kohli states, "A functional discrepancy arising out in the process of documentation should be amicably sorted out among all instead of pushing the



Shantanu Bhadkamkar
India Cargo Awards - Gallery of Legends 2016 & Managing Director, ATC Global Logistics

“Forwarders have been ahead of in the assimilation of the technology, be it IT or be it physical cargo handling

matter into an avoidable confrontational mode unless it gets abundantly clear that no mala fide intention could be seen by the CHA or the forwarder. By and large, every CHA or the forwarder prefers to complete the assigned and required jobs with all his might honesty. However, due to human interventions, sometimes certain lapses are also bound to emerge."

"Being a bridge between the trading community and the statutory bodies like customs, port, bank,



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

“The forwarder can arrange all the required services for his client and act as an 'one stop shop'

DGFT and other participating PGAs, custom brokers are the executors of the public policies of the government and make significant contribution in customs clearance of imported and exported goods. Commitment and drive of customs brokers or freight forwarders have held the government to achieve its success in generation of revenue helping the economic development. What is required from customs brokers of our country is the innovation to provide world standard service to their customers with sincerity and efficiency in speedy clearance of the cargo and reducing the transaction cost," shares Dutta.

Kunwar says, "In the processing of international trade, the custom brokers or freight forwarders have their limitations in the timely fulfilment of their commitments spite of their skill and efficiency. These limitations are basically from the importer or exporter side. In the import side, getting documents for clearance of

Areas to take care of:

- Always demand reasonable services from the service providers for the cost they have paid
- They need to raise their voice against the malpractices, delay in discharging services and harassments at the appropriate levels and at all the trade facilitation forums
- At the same time, they should not involve in any form of malpractices to get their work done to keep the reputation of their community high
- They also need to participate in the development and improvement of the cargo industry by providing suggestions through their associations and recommendations at every trade facilitation forums created at customs houses like PGC, PTFC & CCFC and at Cargo Terminals like CAFAC



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Sunil Kohli
Managing Director
Rahat Cargo

“

Little importance is being attached to address the genuine grievances of the freight forwarders

”



Siddharth Jairaj
CEO
TVS Dynamic Global Freight Services

“

Customers now depend on key forwarding partners to handle their supply chain seamlessly

”

import cargo and payment of customs duty timely by the importer are totally dependent on the importers. Similarly, in export side again getting export cargo timely with proper documents from the exporters for preparing it for carriage condition and then processing through government regulators is reliant on exporters.” “All custom brokers and freight forwarders have to learn to be quick in action and keep pace with the government initiatives and new policies. They need to update their knowledge with changes that are happening frequently and most importantly all new taxation laws needs to be updated, including Goods and Services Tax (GST),” believes Ramakrishna. According to Paul, “At this stage I think the most important logistics strategic role and value is to give a push to the ‘Make in India’ initiative. While we are already seeing the success and support of this from many large clients who would like to lend support and create manufacturing/ export bases from India the opportunity is still immense and the programme needs

to be drilled down to medium/small size companies and their international associates as well. This would involve two large macro issues i.e.: cost and time. When the policy/ tariff and process time becomes clear enough in our business for all of the user community to understand and imbibe cost and time, we are going to make tremendous progress and momentum towards this vision. Our community needs to step up and create the innovation and change that has been created in the express/e-commerce industry in the last few years and not keep themselves in the cycle of commoditisation and sustainability issues that we have been suffering for so long and will continue to be subjected to if we do not change the landscape and the vision of our industry significantly,” he added. According to Dey, “In today’s scenario, it is expected from a customs broker to be agile, adept and accelerated. He has to have agility so that he can understand quickly as to what is coming around the corner. Being skilled is vital for being technologically advanced.”

“The forwarders will need new talent, and will need to create an environment for nurturing the new talent. The associations, therefore, will also have a huge opportunity for training,” adds Bhadkamkar. “The industry and government need to work together to find solutions for the these challenges, infrastructure issues and process delays at our key airports and ports. One of the ways would be to further simplify the Single Window Clearance with the allied agencies. Hence, investments in infrastructure development projects will strengthen road, rail, and port connectivity and reduce the industry’s dependence on road,” Jairaj concluded. 📌





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ASSOCHAM 2018: Enabling a platform for business

ASSOCHAM's recently-held 11th international conference on civil aviation and cargo in the national capital saw industry veterans deliberate on the need to develop a cargo hub in India for ease of doing business and to make a mark in the sector as well.

QUICK
BYTES



Kalpna Lohumi

★ Vandana Aggarwal

Economic Advisor, Ministry of Civil Aviation, Govt. of India



The government is planning efficiently to help enable huge amount of capacity or bellies for airlines for either high-value cargo, pharma, pharmaceuticals, or time-sensitive cargo. I salute the vision of the ministry to have a specific National Air Cargo Policy. We are looking to set up an IT system which allows the air cargo fraternity to re-chart to the hinterlands. There is a national portal, a national air cargo community system along with a complete paperless system, being envisaged for the first time in the world.

★ Venugopal Bangera

CEO, CSC India & Member – ACFI & India Cargo Awards winner 2017



The idea is to create more infrastructure at necessary places. The pace at which civil aviation is growing, the cargo segment, too, is surging in double digit numbers. The government has also has drafted a separate policy for cargo for enabling smooth functioning and a hassle-free business environment. We need more consolidation, mini consolidation points need to be connected with the gateway airports. Government is paying heed to the needs of the sector, but a viable pace is required.

★ Dinkar Singh

Head – Regulatory Affairs, DHL Express India



For ensuring smooth international cargo hub requires additional revenue and more hands. Sixty per cent of freighters in the world are called as express integrators. Proper handling of cargo and infrastructure and rules and regulation that impacts handling and infrastructure are the need of the hour. From the regulatory aspects, the security facility clearance at the terminals needs to be looked upon. Regulatory clearances should be swift as it impacts the mindset of investing in the respective region.

★ Sunil Arora

India Cargo Awards - Mentor Cargo Industry, 2016 & VP, Air Cargo Agents Association of India



Addressing a few issues, I would like to ponder on that the cargo civil aviation policy has been made available and the processes and initiatives are already being placed on the paper, the time is now for quick implementation. My suggestion to the ministry and all stakeholders would be to enable timely initiative for planning. We are contributing 10 per cent year after year into the economy and I hope it will continue. We are yet to see a changed mindset at the ground level, that is, the inspectors, superintendents, etc. Customs play a very important role in cargo and ex-im

policy. Community platforms like ACCS are all set, great initiatives are been undertaken. Now, it is imperative to complement them and integrate it into one platform. We are looking forward for this initiation. Paperless is yet to be achieved, I would say it has come from zero to 90 per cent, but I look forward to seeing a day when my shipment is cleared without printouts and manual intervention. Integration of various allied service agencies to the transportation to be exempted from GST should also be considered.

★ S Ramakrishna

Vice Chairman, FFAI



I have no hesitation in saying that government is ahead of us, as an industry. I want to highlight that the technology implemented by the government, through the Civil Aviation Ministry, commerce or DGFT or Ministry of Finance, is not on a platform which has an API facility, which can be integrated. Today, we have a technology of conveyor system where three-dimensional that takes both the heavy and dimensional cargo, where exporters are more vigilant and declare the cargo properly while the custodian earns proper revenue.

The MoCA has taken the initiative of creating more AFS, but unfortunately the AFSs are not in large numbers. Moreover, the concept of UDAN can only be more effective if AFS comes. At the same time, AFS has to have the custodian's evaluations in terms of handling charges. Government has to come up with the clear guidelines to generate the same for ease of doing business.



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Cargo **that flies high with** Air Freight Stations

Despite the significant contribution of Air Freight Stations (AFS) to the speedy and timely movement of the export and import goods in India, it has been noticed that the concept is yet to pick up pace. Industry experts elucidate on the importance of AFSs in the Indian air cargo industry, while discussing where it is lagging behind.



Kalpana Lohumi



Keku Bomi Gazder

Chief Executive Officer, AAI Cargo Logistics and Allied Services Company (AAICLAS)

Inspite of an AFS Policy framed by MoCA in 2015, the concept of AFS, by and large remains a non-starter, attributed to the following:

- The air cargo sector failed to understand the benefits of an AFS even having witnessed a progressive air cargo volume.
- Lack of clarity in the rationalisation of revenue

aspects between CTO and AFS operator.

- Insertion of cargo handling operation and the revenue earned out of it as a part of airport business in the OMDA between AAI and JVC airports.

- AFS operator feels that running the facility is unviable due to lack of enforcing procedures in place for off-airport clearance facilities, absence of legal framework to ensure creation and utilisation of AFS, instead of mere notification of the facility, lack of enthusiasm on the part of carriers even after full support to the concept from the state-run airport operator.

With the advent of AAICLAS, we wish to carry forward the vision and guidelines contained in the AFS policy of MoCA by creation of AFS at our own near AAI managed airports in the country. AAICLAS is planning to run the facility in the coming years either independently or by exploring the possibilities to become a member of a group on revenue and expertise sharing basis. Once the facility is established, AAICLAS would be in a better position to bridge the gaps between the seamless coordination among all its stakeholders such as airlines, consol agent, customs brokers, etc., which is a must for the success of the AFS.



Rajesh Neelakanta

CEO and Executive Director
BVC Logistics

AFS was supposed to be an extension of the airport or an off-terminal facility. This is where all import formalities should be completed without hassles for cargo transport. Congestion and inefficiency in handling cargo results in many airports losing the business and logistics

partners become wary of the facility. The AFS concept was aimed to tackle such problems by dedicating a special facility for the purpose.

The AFS helped reduce congestion at the airports, by permitting transfer of cargo to designated freight stations — AFS or ICDs — through bonded

trucking operations. This should help improve efficiency and reduce dwell time. The greatest advantage of an AFS is to the importers when it comes to penalty charges. Normally, it takes two days to complete the handling formalities at the airports, which means that only one day or even less is available for an importer/logistic partner to clear the cargo without penalty. At an AFS, these formalities need to be done within eight hours upon the unloading. The cargo is cleared in less than no time and the penalty charges could be avoided. AFS is the solution to the equipment, manpower and management deficiencies at air cargo terminals.

While there are many advantages to the AFS system, lack of enthusiasm from carriers and airports is evidently visible. The key reasons for failing of the AFS system would be a slack in procedures for off-airport clearance facilities, no legalisation for creation and operation of AFS and an overall lack of participation by the authorities.



T.A. Varghese

President, Air Cargo Agents Association of India

The primary objective of an AFS is to decongest the saturated air cargo complexes at the gateway airports and provide an alternative for the expeditious processing and transportation of export and import cargo. Such facilities create an enabling environment for the promotion of international air cargo because of their proximity to airports as well as the manufacturing hubs.



The numerous policy reforms and initiatives which have been implemented by the incumbent Union Government have given a major thrust and fillip to the Indian export industry. In such a positive environment, international trade is expected to grow

manifold in the coming years. Many industrial and manufacturing clusters and hubs are expected to come up in the hinterland areas. AFSs can provide a vital link between such hubs and the airports. While Inland Container Depots (ICDs) and Container Freight Stations (CFSs) cater to the requirements of sea freight, AFSs can play a similar role for the air freight industry by linking the airports to the manufacturing hubs and providing door-to-door service for the exporters and importers. To make the operation of AFSs successful, the current systems, procedures and formalities should be streamlined suitably to eliminate the existing bottlenecks and delays.

Issues which hamper the development and smooth functioning of AFSs are:

- 1) 24x7 unrestricted and uninterrupted movement of vehicles between the AFSs and the hub airports on a priority basis is essential.
- 2) The security regulations often hamper the speedy processing of cargo at AFSs. It is essential that the entire screening process of the export cargo should be done at the AFSs and the built up ULDs from the AFSs should not be dismantled at the airport for further security screening.
- 3) Currently, the Airport Terminal Operators (ATOs) and custodians levy the normal TSP charges for shipments which are forwarded from the AFSs. Since the processing of the goods and the ULD build-up activities take place at the AFS, the ATOs and custodians should only levy a nominal charge instead of the normal TSP charges for such shipments.



Sushant Nigam

International Air Cargo Consultant

AFS provides a value-additive and processing platform to make export shipments ready for upliftment and delivery of imported consignments for home consumption. It should ideally be located within the easy reach of the manufacturing/ex-im units and gateways to undertake activities like receiving export shipments, consolidating for economical freight rates, carrying out airline's 'Ready for Carriage' checks, unitising, X-ray scanning, customs clearance, etc. to reduce airport ground time. Imported consignments can be shifted, without de-stuffing, to the AFS soonest upon landing for customs clearance for home consumption. Such procedural activities are otherwise undertaken at the airport.

Reasons for adversely affecting this concept in India are many like inability of PGAs to post their staff, aviation security not relying on AFS operators requiring unitised shipments to be offloaded for X-ray scan at the airport and re-unitised, which defeats the purpose of unitisation in AFS. Same thing is also done by customs, if unitised shipments, un-cleared by customs, reach the airport. Air Cargo Terminal Operators are reluctant to let their services be undertaken at AFS which causes them revenue loss. Contrary to their belief, AFS can save expenses on airport manpower and infrastructure. The AFS loads also run the risk of missing the flight due to city traffic restrictions/jams.

Highlights

- With the advent of AAICLAS, the vision and guidelines contained in the AFS policy of MoCA by creation of AFS, near AAI managed airports in the country, needs to be carried.
- Once the facility is established, AAICLAS would be in a better position to bridge the gaps between the seamless coordination among all its stakeholders such as airlines, consol agent, customs brokers, etc. which is a must for the success of AFS.
- The AFS helped reduce congestion at the airports, by permitting transfer of cargo to designated freight Stations — AFS or ICDs — through bonded trucking operations.
- The key reasons for failing of the AFS system would be a slack in procedures for off-airport clearance facilities, no legalisation for creation and operation of AFS and an overall lack of participation by the authorities.
- Initiatives which have been implemented by the incumbent Union Government have given a major thrust and fillip to the Indian export industry.
- To make the operation of AFSs successful, the current systems, procedures and formalities should be streamlined suitably to eliminate the existing bottlenecks and delays.

SCM goes green for business

Our esteemed award winners share views on adopting sustainable practices for transforming businesses and being an integral component of Supply Chain Management (SCM).



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► Best Technology Solution Provider (West & South 2017): **Kale Logistics Solutions**

Claiming operations 'green' not enough

Amar More, Director, Kale Logistics Solutions, shares, "Trend is that there is an increased demand from stakeholder groups for organisations to adopt and implement responsible management practices. These stakeholders not only demand strong financial performance, but also the organisations being socially and environmentally sustainable. All this is leading to Corporate Social Responsibility (CSR), with business ethics and sustainable management becoming important components of an organisation's strategy and their day-to-day operations." "Simply claiming your operation is 'sustainable' or 'green' isn't enough anymore, achieving business drivers like cost reduction, improved profit margins, risk reduction,

enhanced brand value, employer attractiveness and innovation by undertaking social and environmental activity that will impact the firm's economic value is becoming critical. This can be done by designing sustainable business models that capture value for various stakeholders."

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

Sustainability no longer confined to supply chains

"Sustainable management practices in business prove to be more profitable as they tend to adapt and grow with the changing market, providing a competitive advantage over other firms. This also helps in gaining significance as socially responsible business by reducing the negative impact on society and increasing their positive influence. Companies also realise that sustainability issues are no longer confined to supply chains but have gone beyond and are currently being seen through the lens of value chain, keeping into account public disclosures and reporting mechanisms being demanded by key stakeholders including the civil society, consumers, lenders and governments at federal and sub-federal levels. Supply chain sustainability is viewed as the improved management of supply chain through the combination of social, environmental and economic issues making it a vital criterion in business decision making," believes **Homi J Katira**, Director, Katson Logistics.



► Best Logistic Service Provider (North & East - 2017): **Sampark India Logistics**

Design & develop green practices

"Transportation modes are a key factor in producing carbon footprint that vehicles emit into the environment regularly and same is a major concern to address by any logistics service provider. SCM companies need to look for improved ways to reduce their carbon footprint and this can be done through optimisation of shipments. Optimisation of the shipments could be consolidating a lot of small shipments through a consolidation point, consolidating multiple shipments from a single vendor or consolidating multiple shipments from multiple vendors. The same thing is adopted by SILPL and we are assured

about the results of the same, as we have seen the decrease in the zero/less productivity mileage of vehicles, which ultimately lead to low carbon emission. SILPL also switch to 100 per cent CNG vehicles for local distribution through which we reduce around 10 per cent of our carbon footprints. At the end, the entire SCM industry need to come together to implement a sustainability strategy in their operations and the top management commitment will play a prominent role to be successful in it," shares **Sanjay P Rath**, MD, Sampark India Logistics.



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Trans-shipment gets shipping ministry's support

The Ministry of Shipping recently organised a brainstorming session with industry stakeholders for promoting trans-shipment of containers in India. A suitable action plan will be prepared focusing on the key steps discussed during the session.



Hazel Jain

The Ministry of Shipping, along with the major ports sat down to hear from the container shipping lines about their concerns and requirements so that they can do trans-shipment of containers. Listening to their challenges were **Kailash Kumar Aggarwal**, Joint

for Indian ports, and retention of foreign exchange in India. The development of such trans-shipment hubs shall provide a fillip to the overall growth in the Indian port and shipping sector.

Separate sessions were held with container shipping lines and port terminal operators to understand

the two neighbouring countries.

Capt Deepak Tiwari, Chairman, Container Shipping Lines Association (CSLA), gave voice to this and said, "We have started discussions with authorities in Bangladesh to allow trans-shipment of their cargo from Indian ports. Chittagong port in Bangladesh is heavily congested



Secretary, Ministry of Shipping; **Malini Shankar**, Directorate General of Shipping; **Sanjay Bhatia**, IAS, Chairman, IPA and Mumbai Port Trust, Joint Secretary, Customs; and **Neeraj Bansal**, Chairman, JNPT. Aggarwal asked the shipping lines for their views regarding trans-shipment in Indian ports.

Promoting trans-shipment in India would lead to cargo growth at Indian ports emanating not only from India, but also potentially other countries in the region, which in turn would lead to creation of jobs in India, growth of the accompanying ecosystem, revenue growth

the operational and commercial constraints which need to be alleviated in order to realise the Ministry of Shipping's vision of transforming India into a global transshipment hub.

SHIPPING LINES NEEDS

One of the things that the container shipping lines and port operators are seeking is a change in the bilateral coastal shipping agreement signed between India and Bangladesh to permit trans-shipment of Bangladesh cargo from Indian ports. The India-Bangladesh coastal shipping agreement covers only origin-destination cargo between

so maybe we can take advantage of that." The MoS will separately pursue an amendment to the pact.

RECOGNITION OF PORTS

It was recommended that in addition to the recent relaxation for chartering foreign flagged vessels in India by improving on the ease of doing business and improving the port infrastructure to support large vessel calls, some of the existing major and non-major ports in the country could potentially be recognised on the routes of global shipping lines with calls from mother ships. ↴

Fact File

■ The development of trans-shipment hubs shall provide a fillip to the overall growth in the Indian port and shipping sector

■ Container shipping lines and port operators are seeking a change in the bilateral coastal shipping agreement signed between India and Bangladesh



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Willing to **invest** long term **capital**

With GST and 100 per cent FDI, the Indian warehousing sector is attracting interest from stakeholders willing to put a long-term capital. **Balbirsingh Khalsa**, National Director – Industrial, Knight Frank India, gives an insight on the return dynamics in the segment.



The Government of India has defined 'logistics infrastructure' to include a multimodal logistics park comprising an Inland Container Depot (ICD) with a minimum investment of ₹ 50 Crore and minimum area of 10 acres, cold chain facility with a minimum investment of ₹ 15 Crore and minimum area of 20,000 sqft and/or a warehousing facility with a minimum investment of ₹ 25 Crore and minimum area of 100,000 sqft; institutional players will not invest in unorganised and small warehouses. They generally invest or set up large warehouses and professionally run logistics parks. Currently, the new facilities that are being built by institutional players are gener-

ally of large sizes, bigger than the minimum requirements as specified above and hence, they would stand to benefit from the infrastructure status.

INCREASING INSTITUTIONAL INVESTOR INTEREST

Investors had started taking cognizance of the opportunities in this sector much before the government could implement the reforms such as implementation of GST and granting infrastructure status to logistics industry including warehousing. Warehousing investment accounted for around 26 per cent of the total private equity (PE) investments into real estate during January 2014–January 2018. Around USD 3.4 billion (₹ 22,100 crore) of institutional capital has flown into this sector during this period. The actual size of capital movement would be higher, as these numbers only cover the major investments by organised players. New developments or greenfield projects accounted for 67 per cent of the total investments followed by 27 per cent for acquisition of complete projects.

EQUITY IRR FOR DEVELOPMENT PROJECTS

Earlier, due to the unorganised nature of the industry the equity

IRR for a development project was low. Demand for large warehousing spaces is likely to see steady increase as occupiers are now looking to move out of their smaller warehouses and consolidate their activities in larger facilities, which are presently in short supply compared to the demand. As more and more companies streamline their logistics networks, it would be observed that unorganised players or smaller organised players would consolidate, giving acquisition opportunities to large players. The industry is expected to witness a structural shift over the next 3-5 years.

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



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Ensuring insurance for cargo @ sea

S Vishwanathan, Head- Commercial Lines Underwriting, SBI General Insurance, shares the crucial points while opting for a marine cargo insurance. In trial situations, the policy acts like a cushion for cargo owners to combat unseen loss.



CT Bureau

Why should one go for cargo insurance?

There are four to five reasons for buying cargo insurance. First and foremost, it arises from the sales contract that necessitates purchasing marine insurance to protect the buyer or at times a lenders interest, especially when goods are sold under CIF/CIP. Second, it protects the seller from monetary loss in case a damage occurs to the cargo shipped when the buyer has not paid for the goods. Similarly, it protects a buyer who has fully paid or made part payment for the goods purchased when the cargo meets with accidental damage.

Third, the limited recourse available from the carriers of goods as they are not responsible for many of the common causes of loss that can damage goods in transit. Further the carrier's liability is limited either by law or by contract through the bill of lading. Hence, the amount recoverable is miniscule and only marine cargo insurance provides a proper solution. Next, instead of depending on a buyer's insurance cover or a sellers' insurance cover, if the interested party purchases cargo insurance on their own, it would help realisation of an insurable claim from a known insurance carrier effectively. Finally, there are situations where the cargo owner is required to contribute for any



S Vishwanathan
Head- Commercial Lines Underwriting
SBI General Insurance

“

Insurance of cargo protects the seller from monetary loss in case a damage occurs to the shipped cargo

”

Policy forms for marine cargo insurance

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- **Open cover useful for large export/import firms sending regular shipments and in need of insurance cover separately for each and every shipment**
- **Sales Turnover Policy issued to cover all the transits that ultimately lead to sales**

expenses or losses arising out of saving a common adventure. In such situations, the insurance policy comes in handy to protect the cargo owners from such financial payments.

- ❖ Balance the weight of the cargo in a container with proper wedges/bracings
- ❖ Usage of straps, seals, shrink wrapping so that cargo is protected

Highlight the to-do's while opting for an insurance for cargo moving by sea?

The marine cargo pricing is influenced by the following factors:

- ❖ Age of the vessel and flag
- ❖ Packing and method of transit, i.e., full container /bulk break
- ❖ Length of voyage and time of year
- ❖ Any contingencies from buyer/seller angle

Precautions:

- ❖ Appropriate packaging based on product specific requirements
- ❖ Preferably to be containerised and fillers should be moisture resistant

Please throw light on the growing impact of technology on the marine insurance sector.

Initially it was vessel building (container ships, Panamax, VLCCs, UVLCCs) and naturally insurers had to face larger volumes of cargo transported leading to larger size claims. Then came the IT wave where the amount of information handled in ports became faster. E-commerce giants like (Amazon /Walmart/Alibaba) are now moving in to cargo transportation by leasing aircrafts etc. Probably the way insurance is purchased can be altered by these players. 🚀

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Producing medicine is only the first step, procuring it to the required areas is a highly complex transport effort, where lives can be at stake if anything works less than perfectly. We seek expert views on how maintaining a pharmaceutical logistics is serious business.



Kalpana Lohumi



Vaibhav Vohra
India Cargo Awards - Face of the Future 2017 &
Managing Director, Continental Carriers



Attention to products requiring specific storage conditions and the stock should be on the FEFO principle



Logistics of pharmaceuticals is not only a complex, but demanding and often challenging, as temperature is a vital component that needs to be maintained constant. It is crucial to assure the product's integrity at every point. **CARGOTALK** explores the distribution practices for maintaining quality and product integrity of temperature-sensitive pharmaceutical products to achieve end-to-end visibility. We also delve into compliance of certifications like IATA CEIV Pharma (the Centre of Excellence for Independent Validators in Pharmaceutical Logistics) and good distribution practices that will help stakeholders in handling pharmaceuticals holistically.

FIRST EXPIRY, FIRST OUT

Vaibhav Vohra, Managing Director, Continental Carriers, believes, "Since the pharma products are highly sensitive to heat, humidity, direct sunlight and other external factors dampening the quality, the handling instructions needs to be explicitly mentioned on the products or packing material while transporting the goods. Attention should be paid to products requiring specific storage conditions and the stock should be rotated

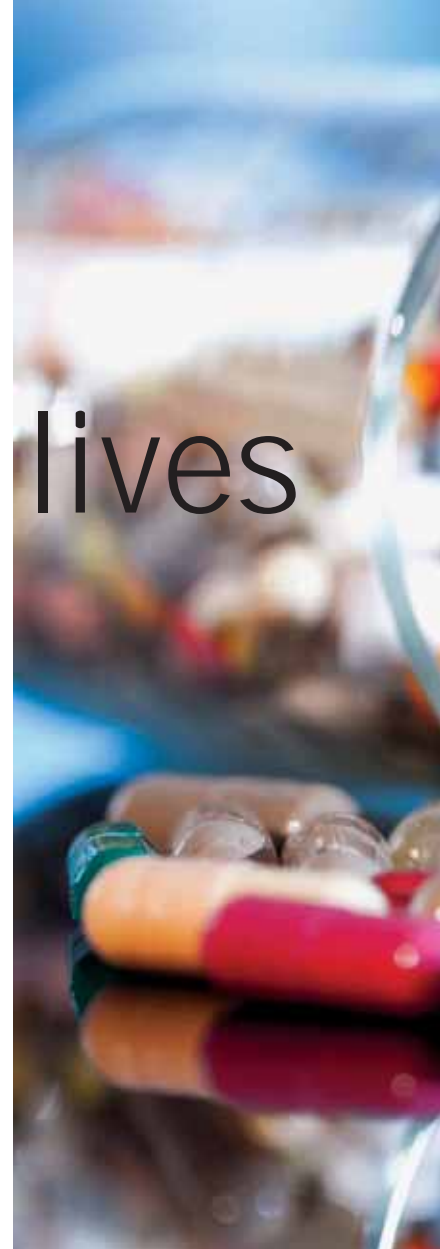
according to the 'First Expiry, First Out' (FEFO) principle to maintain the sanctity of the product."

Sharing his experience, he informs, "Appropriate temperature for medicinal products should be maintained during the transportation and storage of the goods as described by the manufacturers or shipper. The handling of the goods must be in a specific way so that the labelling is not lost, sufficient safeguards against leakage, theft, breakage, etc. exists along with the recording/controlling facilities of the critical parameters pertaining to each shipment."

Rahat Sachdeva, Vice President, Rahat Continental, mentions four practices that play a major role in effective distribution of temperature-sensitive pharmaceutical products, i.e. appropriate packing, moving through the chain, keeping track to stay on track and getting educated and regulated. He continues, "Pharmaceutical companies tend to either over engineer or under engineer packaging. There are two types; active and passive. Active ranges from a separate, individual package and full container to entire trailers and aircraft. Since active packaging relies on its own

thermostatic-controlled energy source, the outside temperature generally doesn't affect products. But external conditions can affect passive packaging, which uses conventional packaging combined with wet ice, gel packs, dry ice, or liquid nitrogen (LN2), depending on the temperature control needed."

Shankar Iyer, Director (Cargo) India, Middle East & Africa, Swiss WorldCargo, shares, "To maintain quality and product integrity of temperature-sensitive pharmaceutical products, seamless coordination and collaboration among all parties involved is crucial. At Swiss WorldCargo, a first initiative from our side was done through continued investment in our '





Rahat Sachdeva
India Cargo Awards - Face of the Future 2017 &
Vice President, Rahat Continental

“

Pharmaceuticals with temperature-sensitive and shelf-life concerns expedient shipping attention

”

quality corridors' or network of certified trade lanes covering global pharma routes. Outside of these trade lanes and of our network, we place importance on all points along the supply chain, especially on the ground."

According to **Ajay Khosla**, General Manager (NORO), Scorpion Express, "The current pharmaceutical supply chain scenario in India is extremely complex. One of the main reasons for this complexity is the presence of 60,000 plus retail pharmacies which are spread across country but shipment can be transported to these distant areas through poorly connected routes and poor transport facilities, this make cost of drugs much higher than the other developed

countries. Presently, the cost of transportation is more than 25-30 per cent of revenue generated by pharmaceutical companies but efficiency of the current system has clearly not been demonstrated, still more than three-fifths of Indians still do not have access to modern medicines. This increase in pharma manufacturing requires need of changeover present way of LSP working and strengthen relationship among LSPs, factories and market places."

ENSURING EXCELLENCE VIA CERTIFICATION

According to **Ramesh Mamidala**, CEO, Celebi Delhi Cargo Terminal Management India, "The preparation to achieve these certificates help and push the companies (that

seek the certification) to achieve some very stringent standards for facility, processes, systems, training, staff and equipment."

"GDP and IATA CEIV Pharma guidelines both are linked to quality as the objective is to ensure that integrity of the product is maintained throughout the supply chain. Their handling guidelines clearly defines responsibility and accountability of each stakeholder involved in supply chain while the goods are in their custody and during changing hands.

These guidelines help to meet customer expectation of compliance, standardisation, accountability, transparency across the supply chain with properly trained



ensures that consistent quality management systems are in place throughout your entire supply chain, from the early delivery of raw materials to the manufacturing plants, to the final shipment of finished drugs to the end user," notes Vohra.

"Shipping temperature and time-sensitive pharmaceuticals has always been a tricky issue. As volume in single transactions are not very big to use much of cold chain surface transportation so at still pharmaceutical industry relies and will continue to rely on for some more time on air cargo for its speed and trustworthiness and competence in time sensitivity and temperature-controlled shipments. This increasing dependency on air logistics requires additional airports, new regular routes and additional facilities at airport warehouses, conducive for carried products," says Khosla.

"Certifications such as GDP or the IATA CEIV scheme are hugely beneficial, as finding a direct route is the ideal thing to move temperature-sensitive cargo, but most of time this is not possible, so LSPs do their best to ensure they have the right procedures in place at transit points and visibility at destination, not just at the point of origin. Also, the use of technology also helps reduce the need to dedicate manpower to follow shipments. Real-time reporting of data such as location temperature, humidity or drops can help problems to be identified quickly and react the situation immediately," he adds.

Adds Shah, "However, in spite of these certifications dwell time of product exposed to outside temperature at the airport tarmac at origin, hub and destination, will still remain a challenge which is the major area of concern for



Shankar Iyer
Director (Cargo) India, Middle East & Africa
Swiss WorldCargo

“To maintain quality and product integrity, seamless coordination and collaboration among all parties is crucial”



Ajay Khosla
General Manager (NORO)
Scorpion Express

“Dependency on air logistics need additional airports, new regular routes and additional facilities”

stakeholders on regulations and standards with adequately equipped facilities. Moreover, IATA's – Temperature control regulations (TCR) chapter deals with packaging, labelling and handling of temperature control pharmaceutical and health care goods. It would be a win-win situation for

the customers and industry if these guidelines are practised and followed," trusts

Manish T Shah, Managing Director, Magnum Cargo.

"IATA has recognised the air transportation industry's effort to address pharmaceutical manufacturers' needs by developing CEIV Pharma. This globally recognised and standardised certification for pharmaceutical air shipments ensures that the right processes, people and infrastructure are in place to handle and transport sensitive shipments in compliance with existing international and national regulatory requirements," tells Sachdeva.

"Certifications such as the IATA CEIV Pharma and GDP are important throughout the industry as they provide a 'stamp of approval', of sorts, implying that a carrier is able to sufficiently carry out the safe handling and shipping of pharmaceutical products," feels Iyer.

"CEIV clearly addresses the need of the hour of pharma industry in terms providing globally recognised and consistent product handling certifications to ensure more safety, security, compliance and efficiency of goods. GDP is a quality system for warehouse and distribution centers dedicated for medicines. The scheme

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temperature control products. Also, CEIV certification has to still make its presence in India and it is very important that all the stakeholders in handling should be a part of this certification, absence of any one in the supply chain may defeat the purpose."

EVOLVING TECHNOLOGIES

"In airfreight business, there are several technology-driven solutions available that range from temperature probes to smart GPS RFID tags and to packaging material that even changes the colour when not managed appropriately. Probes have been very popular as the cost is much lower as compared to other technology solutions. However, smart tags are becoming popular and getting cheaper. While probes only

facilitate post-delivery analysis, the tags offer real-time measurement and communication which is a lot better if any process corrections need to be made. For surface transport, the Bluetooth-based tags work in tandem with a smart phone being used by the driver who will be alerted to correct when a deviation is about to happen," elucidates Mamidala.

"Opticooler is the latest device which uses compressors instead of dry ice for cooling. In combination with electrical heating, this can ensure a constant inside temperature of between +2 and +30 degrees Celsius. It has both the features of cooling as well as heating which makes it unique. Also, data loggers are adding value to the monitoring process in another peculiar way by recording the temperatures vis-a-vis location so that proper action can be taken at later point of time," shares Vohra.

Sachdeva points few technologies presently being used to monitor temperature:

- ❖ Electronic temperature monitoring and event logger system for recording and reporting air and/or product temperatures, with optional facilities for recording and reporting specific events such as door-opening or defrost cycles, and for issuing alarms. Such systems may be user-programmable and may also be remotely monitored via satellite link.

- ❖ Mapping documented measurement of the temperature and/or relative humidity distribution within a storage area, including identification of hot and cold spots.

- ❖ Air temperature monitoring systems and devices should be installed in all temperature-controlled rooms, cold rooms, freezer

rooms, refrigerators and freezers used to store TTSPPs. Electronic sensors should be accurate to $\pm 0.5^{\circ}\text{C}$ or better. Sensors should be in areas where the greatest variability in temperature is expected to occur within the qualified storage volume and they should be positioned so as to be minimally affected by transient events such as door opening.

- ❖ Humidity monitoring systems and devices should be used in temperature-controlled rooms that are used to store TTSPPs that require a humidity-controlled environment. Monitoring sensors should be accurate to ± 5 per cent RH and located to monitor worst-case humidity levels within the qualified storage volume.

- ❖ Temperature and where necessary, humidity alarm systems should be linked to the monitoring system(s) with high and low alarm set points. There should be a visual alarm and preferably an audible alarm, together with automatic telephone dial-up or SMS text warnings to key personnel. Mentioning packaging, tracking and traceability as an important part of pharmaceutical end-to-end supply chain for temperature control goods, Shah says, "Technology like RFID (Radio frequency identification) in use is seen as a way to improve safety and security of the pharmaceutical supply chain."

"Our diverse range of solutions, including our SWISS Celsius Active, SWISS Celsius Passive and SWISS Celsius Passive Solutions products, are designed to help effectively monitor temperatures for global shipments. Our various partners, including Envirotainer, cSafe, Dokasch and vaQtec each play an important role for us in providing oversight and carrying out safe handling," notifies Iyer. 📌



Ramesh Mamidala
India Cargo Awards - DDP Game Changer 2016
& CEO, Celebi Delhi Cargo Terminal
Management India



Manish T Shah
Managing Director
Magnum Cargo

“The preparation to achieve these certificates help and push the companies to achieve some very stringent standards”

“GDP and IATA CEIV Pharma are linked to quality as the objective is to ensure that integrity is maintained”

GOCOMET

Giving the 'go' to logistics

Gautam Prem Jain, Co-founder & CEO, GoComet.in, on enabling a single user-friendly platform that helps in bringing all freight forwarders for centralised interactions with low transparency and high logistics cost.

How is the platform saving 15 per cent of logistics cost?

We have achieved it through two key features, i.e. forcing compounded negotiations and enabling net landed rate-based comparison, with minimal human efforts. Through the method, we save international freight cost in the range of ₹ 1-3 Crore per annum for clients with over 300

containers. This is without adding the saving on man-hours and cost saved due to automation of repeat work, not to mention opportunity cost due to blockage of workforce in basic processing.

How is GoComet different from other start-ups?

A unique feature of GoComet is its ability to build huge automation advantage for clients and bring in all cost savings without them hav-

ing to take risk of adding unreliable vendors. Our savings engine works on their existing vendors, making it beneficial.

Enumerate expansion plans.

The company will expand into SE Asia including Indonesia, Malaysia, and Thailand. By December 2018, we will have our presence in South East Asia and Dubai. In three years, we will be in six continents with \$100M annual revenue. 🚀

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Camelport: Connectivity is the key to network

Hanish Agarwal, Founder & Director, Camelport, shares the hiccups that hamper the cargo sector in shipping, while enumerating Camelport's role in sea freight management.



CT Bureau

Kindly highlight the problems faced by the shipping industry?

While today a shipper can track a small parcel end-to-end, there is still no visibility of a shipping container moved across the world. This industry has been traditionally lacking technology penetration leading to a high degree of inefficiencies. Shippers are lacking a unified platform for making multimodal booking of shipping containers across road, rail and ocean. Due to complexity of the entire process of exporting containers, Indian manufactures tend to avoid exporting themselves and instead approach larger merchant exporters.



Hanish Agarwal
Founder & Director
Camelport

“

This industry has been traditionally lacking technology penetration leading to a high degree of inefficiencies

”

How can Camelport be a game-changer?

We let empaneled suppliers and shippers to exchange quotes, container visibility, communicate and file documents through one easy to use platform along with a robust shipment planning tool. At Camelport, we have spent time to develop a product that is easy to use and really impacts how exporters move their containers.

Can you enumerate on the products.

Herewith are the products that encompasses our USP.



ON BOARDING

Camelport provides an easy interface for self on boarding. Contracts are sent electronically and e-sign functionality is available for swift processing of these documents. We have further developed an app as well.

PLANNING

Camelport provides a robust shipment planning tool which provides options from various ports along with vessel details.

RFQ & BOOKING

Once the exporter has planned the shipment, he can submit it for RFQ's. Multiple suppliers can quote for various legs of the shipment for exporter to choose from. Quote management functionality is inbuilt along with exchange rate management. The platform truly enables exporters to make the correct decision w.r.t. to the suppliers.

SHIPMENT EXECUTION

The platform automatically creates a shipment task list for stakeholders to perform along with timelines. The task list is dynamically generated on the basis of transiting ports and countries. The exporter can also track the shipment live seamlessly across land and ocean.

PAYMENT AND BILLING

Payment can be made using bank transfers to virtual accounts mapped to their accounts with Camelport. This means that all payments reflect immediately to their accounts without having the need to manually map the receipt.

COMMUNICATION

Currents modes of communication include emails, SMS, WhatsApp business, twitter messenger, in app notifications and browser push notifications. 📩

ACFI gets a new leader

Air Cargo Forum India (ACFI) has formed a new board and board office bearers for the FY 2018-20 in its recently-held sixth Annual General Meeting. **Tushar K. Jani** is the new President of ACFI Board.



CT Bureau

In terms of ACFI Bye-Laws & MOA, nine members of ACFI duly elected by its members



Tushar K. Jani
India Cargo Awards - Gallery of Legends 2015 & President, ACFI Board



P. S. Atree
India Cargo Awards winner 2015 & Managing Director, P. S. Atree & Co

comprises its board members for the period of two financial years. An election process was conducted by the returning officer, **P. S. Atree**, Managing Director, P. S. Atree & Co; appointed by the ACFI Board for the election of next nine ACFI Board Members for the period 2018-19 & 2019-20. The nine governing board members of ACFI comprises members from all the segments of air cargo logistics trade i.e. Airport Operator(s), Cargo Terminal Operator(s), Air

Transport Service Provider(s), Freight Forwarder(s), Authorised Courier, and Customs Broker(s). In accordance with the ACFI MOA & Rules and Regulations, the below elected nine board members then elected **Tushar K. Jani** as President of ACFI Board out of the nine newly elected members of the governing board. Jani assured his full commitment to discharge the responsibility of President, ACFI assigned to him. He also requested the support and cooperation of all the members.

Nine members elected successfully as ACFI Board members for the period 2018-2020 are:

Categories of Air Cargo Logistic Trade	No. of Board Members	Board members Elected for the period 2018-2020
Airport Operator	01	Sanjiv Edward , Delhi International Airport Limited
Cargo Terminal Operator (CTO)	02	Ramesh Mamidala , Celebi Delhi Cargo Terminal Management India Tushar K. Jani , Cargo Service Center India
Air Transport Service Provider (Airline)	02	Abhay Pathak , Air India Abdulla Ali Al Khallafi , Emirates SkyCargo
Freight Forwarder (FF)	02	Cyrus N. Katgara , Jeena & Company Yashpal Sharma , Skyways Air Services
Authorized Courier	01	Mohamad Sayegh , Federal Express Corporation
Customs Broker (CB)	01	Arun Kumar , Insynergy Supply Chain Solutions
Total	09	

Jani after taking over charge of the President ACFI selected other ACFI Office bearers out of the remaining eight (8) ACFI Governing Board members as under:

1	Vice President	Cyrus Katgara , Partner, Jeena & Company
2	Hon. Secretary	Yashpal Sharma , MD, Skyways Air Service
3	Hon. Treasurer	Ramesh Mamidala , CEO, Celebi Delhi Cargo Terminal Management India

ACFI Governing Board members

President	Tushar K. Jani , Chairman, M/s. Cargo Service Center India
Vice President	Cyrus Katgara , Partner, M/s. Jeena & Company
Hon. Secretary	Yashpal Sharma , MD, M/s. Skyways Air Services
Hon. Treasurer	Ramesh Mamidala , CEO, M/s. Celebi Delhi Cargo Terminal Management India
Member	Sanjiv Edward , CCO, M/s. Delhi International Airport
Member	Arun Kumar , MD, M/s. Insynergy Supply Chain Solutions
Member	Abhay Pathak , ED – Cargo, M/s. Air India
Member	Abdulla Ali Al Khallafi , Cargo Manager – North India, Emirates SkyCargo
Member	Mohamad Sayegh , MD – India International Operation – Middle East, Indian Subcontinent & Africa, M/s. Federal Express Corporation

NEW MEMBERS

DACAAl elects new managing committee



Amit Bajaj
President
DACAAl



Ravijeet Sehrawat
Vice President
DACAAl



Ismail Khan
Joint Secretary, DACAAl &
India Cargo Awards winner 2015



Col Rajendra Shukla
Secretary General
DACAAl

Domestic Air Cargo Agents Association of India has elected its new managing committee. **Amit Bajaj** from Mituj Marketing is being elected as President, DACAAl and **Ravijeet Sehrawat** from Surya

Cargo as Vice President, DACAAl. **Suraj Agarwal**, Monopoly Cargo is the Secretary, **Ismail Khan** from Index Logistics is the Joint Secretary and **Roop Chand Baheti** from Bhagwati Cargo is the Treasurer of

the association. The association is committed to develop domestic air cargo industry by engaging itself proactively with government, regulatory agencies, airlines and terminal service providers for simplifying and streamlining procedures and enhancing the level of ease of doing business in India. "We are looking forward to work with all stakeholders on various aspect of domestic air cargo development such as ease of doing business, improving process efficiency, dwell time, infrastructure and skill development, etc.," says **Col Rajendra Shukla**, Secretary General, DACAAl.



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ACCD glitters **through the** night

The Air Cargo Club of Delhi (ACCD) had organised a club night organised by the new Managing committee of ACCD on Aug 17, 2018, in Delhi. The theme party saw committee members, accompanied by their spouses, decked up and looking their best. The attendees got to taste authentic pan Asian and European cuisine.



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LUG aircargo receives CEIV-Pharma certification

LUG aircargo handling GmbH has received IATA CEIV Pharma certification for its recently modernised Health Care Center (HCC) in the CargoCity South at Frankfurt Airport. The ground handling company modernised its HCC in 2017 and expanded the temperature-controlled area to 625 sqm in a first step. To meet rising demand, the company has just started construction of an additional 190 sqm expansion which is planned to go into operation by the end of 2018. "LUG has invested heavily in the handling process of temperature-sensitive goods with the expansion and modernisation of the HCC. Throughout the whole development process the IATA CEIV standard has given us a clear guideline to provide our clients with the services that sensitive products require," said **Dominik Misskamp**, Senior Project Manager and Manager HCC, LUG Aircargo Handling GmbH. LUG provides a dedicated team, a comprehensive temperature monitoring and recording as well as an alarm system guarantee.

UPS grows ALD offerings with Taiwan 'e-lockers'

After adding more e-lockers to its alternate delivery locations (ALDs) in Hong Kong in June, UPS is expanding its ALD offerings in Taiwan. UPS is expanding delivery options for e-commerce shipments in Taiwan with the addition of more than 850 'e-lockers' as alternate delivery locations (ALDs). UPS is working with Palmbbox and Chunghwa Post, via its iBox lockers, for e-commerce deliveries in Taiwan. Once Taiwanese customers receive deliveries from international retailers at an e-locker, UPS will notify the customers, allowing them to retrieve the delivery from Palmbbox and iBox lockers located in supermarkets, apartment complexes and certain post office locations. Customers will also be able to use credit cards at selected e-lockers to pay import duties and taxes. "UPS's latest enhancements help retailers to meet these needs, and place them in a strong position," according to **KK Leung**, President of North Asia district, UPS Asia Pacific Region.



Yusen Logistics launches ex-im service in Guangzhou

Japan-based Yusen Logistics launched an express service for airfreight arriving in Guangzhou, China. Upon arrival at Guangzhou Baiyun International Airport (CAN), cargo will be collected from the airport terminal within six hours as a minimum lead-time, rather than the typical minimum of a full day to collect consolidated cargo at CAN. As part of its new express service for urgent cargo shipments, Yusen Logistics established a Guangzhou-based team and an emergency order service giving priority to import declarations, allowing for faster retrieval of cargo arriving at CAN.

Guangzhou is one of the world's top cargo airports, with 2016 throughput of about 1.7 million tonnes, and is growing rapidly with the opening of a new passenger terminal in April of this year. The airport's growth has contributed to the slower rate of cargo handling at the airport, according to Yusen Logistics.



Dachser expands US presence with Detroit office

Dachser has expanded its services in Detroit, with the ability to work with another sizeable US airport that services a large number of international flights. This expansion will further meet the demand of Dachser's customers as the company becomes even more integrated into the automotive industry. "After recently expanding the Cincinnati and Minneapolis offices, Detroit was the next logical step for our Midwest expansion," said **Frank Guenzerodt**, President and CEO, (USA Air & Sea Logistics), Dachser.

Dachser combines its efficient European road transport and warehousing network with global air and sea logistics offering shippers integrated logistics solutions from a single source, while optimising their worldwide supply chains. Besides continuously focusing on the European and Asian trade lanes, Dachser USA is also expanding business to and from Latin America. "This expansion into Detroit will further our ability to serve the growing demands presented by the automotive industry," said Guenzerodt.

Eicher to supply 350 heavy duty trucks to Bangladesh

Eicher Trucks & Buses has bagged an order for 350 heavy duty trucks from Bangladesh Road Transport Corporation (BRTC). BRTC has bought 350 units of Eicher 20.16, which is a 16 tonnes GVW haulage truck. Keeping customer profitability in mind, the Eicher 20.16 has been designed to deliver best-in-class fuel efficiency, superior uptime with modern ergonomics. This development will further drive VECV's vision of modernising the commercial vehicle industry in Bangladesh. The delivery of the order is expected to take place within eight months.

SS Gill, Senior Vice President and Head, International Business, VE Commercial Vehicles, said, "This order further strengthens our position in Bangladesh, where we have been growing by over 37 per cent CAGR for the last five years. Our channel partners in Bangladesh have strengthened the after sales networks and parts distribution and today there are 29 touchpoints where trucks and buses can be serviced and over 220 retail points across Bangladesh."



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High Speed Doors for external entrance are equipped with spring steel wind lock in curtain pocket that ensures silent door travel, higher wind loads and curtain stability.



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Across **the table with** ports

The Ministry of Shipping recently organised a brainstorming session with shipping lines and major ports for promoting trans-shipment of containers in India. Based on the conclusions, the ministry will prepare an action plan that will include the key steps that need to be taken by the industry stakeholders.





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Aiming a fruitful footfall @ FWC 2018

The Federation of Freight Forwarders' Associations in India (FFAI) is hosting the FIATA World Congress (FWC) in India. **AV Vijaykumar**, Chairman, FFAI, shares how the FFAI team is geared up for the upcoming mega event that will be an eye-opener for the Indian logistics sector.



CT Bureau

What offerings does FWC 2018 have for the Indian logistics industry?

With a fast-changing landscape of freight forwarding, transport and logistics industry, the dynamics of international freight forwarding, transport and logistics industry is rapidly changing. Conventional methods are replaced by process-driven procedures and system enabled practices. Our industry trying to adopt and be adept with this paradigm shift is a challenge. FFAI is focusing on the members to be conversant with both domestic and global changes and challenges.

FWC 2018 would introduce the Indian logistics industry to the process followed by over 100 countries, which will be participating in the event. The practices adopted for cross border trade in different parts of the world will be available in a single platform under one roof for the Indian counterparts to exchange notes. It would offer a business opportunity for the Indian industry to expand their services to other nations through B2B events.

How is FWC 2018 prepping up?

Presently, FFAI is finalising on the guest speakers, transport and logistics service related Ministries/



AV Vijaykumar
Chairman
FFAI

“FFAI is focusing on the members to be conversant with both domestic and global changes and challenges”

FIATA reaches Busan to discuss FWC-2018

FIATA leaders along with the FIATA World Congress 2018 (FWC-2018) organising team attended the FIATA RAP (Region Asia Pacific) conference recently at Busan



in South Korea. As a part of their series of promotional campaign across the world, the team FIATA and FFAI, which is hosting FWC-2018 from September 26-29, at Pullman, Aerocity in New Delhi, interacted with the conference delegates to highlight significance and chief features of the mega show this year.

Amit Kamat, Honorary Secretary - FFAI and Congress Coordinator, FWC-2018, elaborated on the theme 'The Future Starts Here' and importance of this international logistics conference taking place in India for the first time. With factual details he emphasised on the growing story of brand India as far as its economy, trade & commerce, opportunities for logistics industry, industry-friendly policies and tourism are concerned. Also present on this occasion were **Babar Badat**, President, FIATA, **Stanley Lim**, Past President and Chairman, Congress Committee FIATA, **Elena Primitzhofer**, Congress Coordinator, FIATA and other dignitaries.

Ministers, who are to be a part of the event. While most of the programmes have been decided and almost frozen, the final touches are being given to conclude the entire schedule shortly. Most of the speakers have been identified, many have confirmed, ministries have been approached and most

have extended support, registration is in full swing and many sponsors have committed. I would like to urge customs broking, freight forwarding and end-to-end logistics industry practitioners to participate and benefit out of India's first ever international logistics event. 📌



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SEPTEMBER 2018

► Domestic

FIATA 2018	New Delhi	26-29
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► International

Indonesia Transport Supply Chain & Logistics	Jakarta	12 - 14
Logistics 4.0 & Smart Supply Chain Management Summit	Amsterdam, Netherlands	13-14
Parcel Forum 2018	Chicago	24-26
Commerce Expo 2018	Olympia	26-27
CSCMP 2018	Nashville	30-Oct 3

OCTOBER 2018

► International

12 th Belarusian Transport and Logistics Congress	Belarus	2-4
Post Expo 2018	Hamburg	9 - 11
Transport & Logistics NRW 2018	Duisburg, Germany	10-11
China (Shenzhen) International Logistics and Transportation Fair	Shenzhen	11-13
29 th International Air Cargo Forum & Exhibition 2018	Toronto	16-18
Multimodal Americas	Toronto	16-18

NOVEMBER 2018

► Domestic

Air Cargo Logistics Meeting Challenges	Kolkata	10
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► International

Autonomous Industrial Vehicle Technology Symposium	Koln	5- 6
Vakbeurs Transport & Logistics 2018	Rotterdam	6-8

DECEMBER 2018

► Domestic

India Cold Chain Show 2018	Mumbai	13-15
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FIATA INSIGHTS

AFI to deliberate upon airfreight @ FWC-2018

Air Freight Institute (AFI) of FIATA shall conduct a conducive platform highlighting the opportunities and challenges in the air cargo industry across the globe at the FIATA World Congress (FWC) 2018. The session will be moderated by veteran air cargo personality **Snehal Parikh**, Managing Director, Lemuir Group. Panel speakers shall include **Vandana Aggarwal**, Economic Advisor, Ministry of Civil Aviation, Government of India; **Kirsten De Bruijn**, VC, Cargo Pricing

and Interline-Revenue Operations, Emirates SkyCargo; **Ashwin Bhat**, Head Swiss WorldCargo; **Andrea Gruber**, Head – Special Cargo, IATA and **Bill Gottlieb**, Past President, FIATA. To further its mission, AFI has developed ongoing relationship with an exceptional number of stakeholders in the air transport industry, beginning with FIATA's own national forwarding association members, but inclusive of wide spectrum of organisations, special interest groups, etc.



Snehal Parikh
Managing Director
Lemuir Group



Vandana Aggarwal
Economic Advisor, Ministry of
Civil Aviation, Govt. of India



Kirsten De Bruijn
VC, Cargo Pricing and Interline-
Revenue Operations
Emirates SkyCargo



Ashwin Bhat
Head
Swiss WorldCargo



Andrea Gruber
Head – Special Cargo
IATA

FFFAI to organise Young Logistics Programme in September

Realising the potential of logistics industry in India, the Federation of Freight Forwarders' Associations in India (FFFAI) will organise a 'Young Logistics Programme (YLP)' on September 24 during FIATA World Congress (FWC) 2018 at Pullman Hotel, Aerocity, New Delhi. Elaborating more on YLP, **Tej Contractor**, Executive Committee Member, FFFAI and who is spearheading the programme, said, "The objective of YLP is to provide our youth with a global perspective of our industry at present. Currently, disruption is the name of the game. At the YLP we will showcase the disruptive technologies that have changed and will change our industry in the 'Battle of the Start-ups' by presenting three leading start-ups in various fields."



Tej Contractor
Executive Committee Member
FFFAI



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movements



★FFFAI India

AV Vijaykumar, from Paramount Shipping Services based in Chennai, has taken over as Chairman of The Federation of Freight Forwarders' Associations in India (FFFAI). Previously he was Chairman-elect, FFFAI. For Kumar, the first priority and focus point will be the astounding success of FWC 2018, which will be held from September 26-29, at Pullman Hotel, Aerocity, New Delhi. Currently, the entire FFFAI team is working tirelessly for the success of this mega event.



★DHL Global Forwarding Morocco

DHL Global Forwarding has appointed **Christelle Fadel** as General Manager, DHL Global Forwarding Morocco. Fadel has been with DHL since 2014 and brings with her close to two decades of experience in supply chain and freight forwarding in Germany, France and Morocco. Fadel, said, "The economic outlook for North Africa is extremely positive with a projected average growth of five percent for 2018 and 4.6 percent for 2019, and we are ready to take the lead in developing customised logistics solutions to further enhance trade links between Morocco and the global markets."



★DHL Global Forwarding Bahrain

Rob Kennaugh take the lead for the business in as Country Manager in Bahrain. He has been with the company for 25 years, taking on various roles across Australia, China, Oman, Germany, Spain and the UK. Kennaugh said, "I'm honoured to be appointed to this role as it marks another career milestone for me within the DHL family. I believe my understanding of the region puts me in good stead to lead the team here in Bahrain, as we work together for greater growth."



★DHL Global Forwarding Kuwait

Fadi Bastoni appointed as Country Manager to oversee operations in Kuwait. Bastoni first joined DHL Express Saudi Arabia in 2000 where he was, over the years, responsible for various functions including air freight as well as global customer solutions. Bastoni said, "With the economy poised to see a 3.5 percent growth this year and the government pushing to maintain strong spending on transport and logistics infrastructure, Kuwait presents a tremendous opportunity for us and Kuwaiti businesses."

"I always love working and think about improvising strategy for my vocation, during respite," says **Arvind Sharma**, CEO, Swift Freight Moovers. His favourite sport is Cricket. Talking about his most preferred cuisine, he mentions that he likes Chinese cuisine. On his favourite vacation spot, he shares, "I love visiting New York because of its lively surroundings. There are many places to explore for leisure and entertainment in the city," tells Sharma. "My best holiday till date has been to the US with my family in 2015," he adds.



Nirav Doshi, Managing Director, Nido Machinaries, loves spending time with his children, while on a break from work. He has numerous hobbies that he likes to do including running. Talking about his favourite sport, he shares, "I like playing frisbee whenever I get time from my work and watching Cricket is my favourite." He loves Asian cuisine. Sharing his favourite vacation spot, Doshi says, "It's Goa, the easy-going state in India. I feel so relaxed, the moment I step into Goa. My most cherished holiday memories are associated with this state."



Moral Agarwal, Director, HGR Logistics, is handling the entire HGR business and hardly gets time for himself. When asked about his favourite pastime, he says, "There is no hour or a day, when I don't want to work or think about it." His favourite sport is Cricket. Being an avid traveller, his favourite vacation spot is Switzerland. "The country is very clean and peaceful. I simply love the snowy weather with rain." Even his memorable holiday was spent there with family. Agarwal's favourite cuisine is Italian and South Indian.



With Industry Talk, we get you a peek into the lives of who's who of the Indian and International cargo industry. Contributed by: Kalpana Lohumi



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