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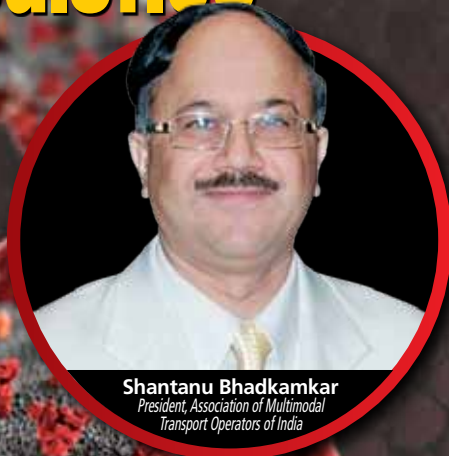
Published from : ★ India

Pages 36 | ₹ 50



Vipin Vohra
Past President & On-Board Advisor
ACAAI

REDUCE LOGISTICS
cost with
modal mix



Shantanu Bhadkamkar
President, Association of Multimodal
Transport Operators of India

Technology prevails
in the time of
CORONA



Samir Shah
Advisor, Federation of Freight Forwarders
Association in India (FFFAI)

TIME TO TURN
crisis into
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VIRUS SHUTDOWN HITS CARGO CAPACITY



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DDP is printed, published and edited by SanJeet on behalf of DDP Publications Pvt. Ltd., printed at Super Cassettes Industries Ltd., C-85, 86, 94, Sector-4, Noida, Distt.: Gautam Budh Nagar, U.P.- 201301 and published at 72, Todarmal Road, New Delhi - 110 001; Tel.: +91 11 23234177, E-mail: cargotalk@ddpl.com, Website: www.cargotalk.in

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contents

APRIL 2020



10

Pg.5 **INTERNATIONAL NEWS**
News from the industry

Pg.10 **INDUSTRY FEATURE**
Reduce logistics cost with modal mix

Pg.18 **COVER STORY**
Virus shutdown hits cargo capacity

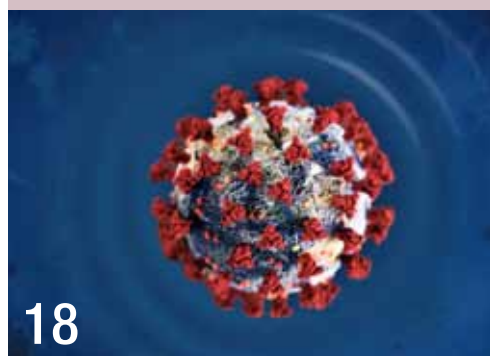
Pg.20 **INDUSTRY OPINION**
Time to turn crisis into opportunity

Pg.24 **AWARD TALK**
Technology prevails in the time of corona

Pg.26 **PANEL DISCUSSION**
Diminishing utility of ICDs in cargo

Pg.28 **AIRPORT TALK**
Mumbai International Airport goes digital

Pg.30 **DOMESTIC NEWS**
News from the industry



18



20



26



28

TIACA urges government to ease air cargo flow

The International Air Cargo Association (TIACA) is making an effort to facilitate flow of air cargo in the world through the work of ICAO COVID-19 Technical group. Its objective is in joint actions with the aviation industry related to COVID-19, and it also includes experts from the WHO, IATA, ACI and GEA.

ICAO Technical group urged all the member states for the facilitation of entry, departure and transit of aircraft engaged in relief flights and to implement all measures to facilitate the receipt of aid, including over flight and landing rights and necessary privileges and immunities for relief units.

"It's a resolute message to the states and we are seeing some initial results. It's a collective effort and we are working tirelessly to ensure



that ICAO member states commit to taking action," said **Vladimir Zubkov**, Secretary General, TIACA. TIACA also wrote to the Ministers of Transport of Somalia and Djibouti to ask them to reconsider their decisions to include air cargo in the ban on all international flights within their respective countries and we are following up together with IATA and ICAO regional offices.

"To expand the coverage, we invited both TIACA members and those who are not, to contribute by specifying their problems, and have already received inputs from airlines, airports and logistics companies. It will be used in working with our international partners", said **Steven Polmans**, Chairman, TIACA.

Several countries have taken measures to issue exemptions for

crew members of cargo flights from quarantine and allow all cargo flights to continue to operate, but there is still an enormous amount of work to be done.

TIACA has also raised other issues with decision-makers and the international community, including the following: the existing structure of commercial rights within bilateral and multilateral agreements imposes restrictions on the necessity for quick change in air routes; the need to allow airlines to quickly change the geography of the flights depending on the urgency of deliveries; slots at airports remain a problem, airports must release slots for cargo operations; some countries do not allow transit of certain goods through their territories.

European Commission aids air cargo operations



Alexandre de Juniac
Director General & CEO, IATA

IATA welcomed the European Commission's (EC) guidelines on facilitating air cargo operations during COVID-19 outbreak. With the evaporation of passenger demand and cancellation of passenger flights, vital air cargo capacity has disappeared. Unfortunately, airlines faced bottlenecks in getting appropriate permissions and crewing cargo flights amid quarantine restrictions. The result was delays to shipments when time is of the essence to fight

the COVID-19 outbreak and keep global supply chains functioning. The EC has understood the industry's challenges and provided comprehensive and practical guidance to ensure that permissions to operate are quickly granted and that air crew is able to operate efficiently with exemptions from quarantine measures.

"EU member states need to act quickly to ensure that the guidance is followed so that air cargo, including vital shipments of medicines and medical equipment, gets to where it needs to be. Other governments should follow the EC's example and implement similar measures so that we can unblock the global air cargo networks on which we all depend," said **Alexandre de Juniac**, Director General & CEO, IATA.

Imperial opens multi-user warehouse in Germany

Imperial opens a new facility in Werne, Germany which provides an under-cover storage area of 22,000 sq m, with racking for over 21000 pallets and 11,000 parts bins already installed, and over 8,500 sq m of floor storage space. In addition, the facility features 24 truck doors, a yard and parking area of 7000 sq m, container loading and unloading facilities and a paperless order picking system. The location of the facility provides easy access to Germany's A1 and A2 autobahns,

and is well-served by courier and express companies. Adjacent land is available for potential future expansion.

"Quality, safety, and precision are paramount to today's industrial client, and we are committed to continuously enhancing our logistics offering to enable our clients to strengthen their own customer service," says **Christian Lohmann**, Vice President - Commercial Industrial, Imperial Logistics International.

The industrial sector has been identified as a key target market for Imperial, whose integrated service portfolio is designed to cater for a wide diversity of product types and dimensions. "No product is too large for our systems and facilities," adds Lohmann.



Qatar adds airfreight capacity to India

Qatar Airways Cargo has added the additional airfreight capacity to and from India from April 1, 2020. These flights will be in addition to the cargo carrier's existing freighter services and have been introduced as a result of strong demand for Indian products such as pharmaceuticals and fresh produce. The airline will operate freight-only passenger aircraft to Delhi (3 weekly flights), Hyderabad (2 weekly flights), Bengaluru (3 weekly



flights), Chennai (4 weekly flights), Mumbai (5 weekly flights), and Kolkata (2 weekly flights).

Akbar Al Baker, Chief Executive Officer, Qatar Airways Group, says, "We are thankful to the Indian government for their flexibility in allowing Qatar Airways to continue supporting worldwide trade connectivity by utilising passenger aircraft to carry freight-only while passenger operations remain restricted."

"We continue to see strong demand for exports and imports, particularly the transportation of essential

medical supplies manufactured in India that are pivotal to the global fight against the COVID-19 pandemic," he added.

The addition of these 19-weekly belly-hold services will see the airline's weekly cargo capacity to India grow from 2,120 to 2,535 tonnes. The belly-hold cargo flights will be operated on a turnaround basis without any cabin crew members or passengers on-board.

Aircraft type	Route*	Frequency	Start Date
B777-300ER	DOH-DEL-DOH	3 weekly flights	April 1, 2020
B777-300ER	DOH-HYD-DOH	2 weekly flights	April 1, 2020
B777-300ER	DOH-BLR-DOH	3 weekly flights	April 1, 2020
B777-300ER	DOH-MAA-DOH	4 weekly flights	April 2, 2020
B777-300ER	DOH-BOM-DOH	5 weekly flights	April 1, 2020
B787-8	DOH-CCU-DOH	2 weekly flights	April 1, 2020

EMA experiences cargo growth amidst corona



While continuing the operations to keep supply chains moving during the coronavirus pandemic, the UK's East Midlands Airport (EMA) has revealed that the number of cargo aircraft movements at EMA increased by 10 per cent in the week following the UK government's imposition of social distancing measures (March 16). Then, during the two weeks leading to March 29, cargo aircraft movements at EMA increased by an average of 7.4 per cent per day. This growth was driven by a sudden need for medical equipment in the

UK, including face masks; incoming ad-hoc flights as EMA took on an additional capacity from other airports closed or reduced their operations; incoming long-haul passenger flights originally destined for other UK airports, carrying passenger luggage and cargo; and a boost in ecommerce due to social distancing measures.

During the past two years, more than £200mn has been invested into bespoke handling facilities at EMA, establishing it as the UK's busiest airport for freighter aircraft.

Heathrow calls on industry to fight COVID-19

Heathrow Airport urges more airlines and freight companies to maximise the use of the hub's quieter flight schedule in the fight against COVID-19. Logistics companies have already begun importing key equipments such as COVID-19 testing kits via Heathrow in preparation for increased demand. The airport's cargo movements are expected to be increased by 53 per cent, as more airlines and freighter operators use the available capacity to transport goods which will assist

in the fight against the pandemic. This figure is set to increase further as the airport scales up its cargo operation.

Around 40 per cent of the UK's pharmaceutical products such as medicines, vaccines and respirators are imported via Heathrow Airport. While passenger travel remains restricted for many, airports will continue to play a key role in keeping the UK's supply chain alive, for both essential workers and goods.



Delta Cargo launches charter operations

Delta Cargo has launched charter operations to provide the safe and reliable transportation of customers' goods around the globe. **Shawn Cole**, Vice President, Delta Cargo, says, "Offering new supply chain solutions through Delta Cargo to our customers is one opportunity for us to provide the support our customers need during this unprecedented business environment."

From packages to pallets, the company presents worldwide charter solutions that are available



to companies with urgent shipping needs. The following 13 US airports are participating in this programme, as well as over 70 available

international destination airports: John F. Kennedy International Airport – JFK; Chicago O'Hare International Airport – ORD; San

Francisco International Airport – SFO; Seattle-Tacoma International Airport – SEA; Daniel K. Inouye International Airport – HNL; Los Angeles International Airport – LAX; Hartsfield-Jackson Atlanta International Airport – ATL; Washington-Dulles International Airport – IAD; Newark Liberty International Airport – EWR; Dallas/Fort Worth International Airport – DFW; Detroit Metropolitan Airport – DTW; Boston Logan International Airport – BOS and Miami International Airport – MIA.

CEVA Logistics mega airlift keeps supply chains moving



CEVA Logistics has contracted a range of 6 freighter aircraft to deliver parts and supplies to its customers; as part of a strategic initiative to keep customer production lines moving around the world during the COVID-19 outbreak.

Operating on behalf of customers in the automotive, aerospace, computer and hi-tech electronics sectors, the charters are designed to prevent production lines from stopping and to provide urgent stock replenishment for those which could not otherwise be supplied.

Working in close collaboration with its customers to meet their demands, the company has been able to move more than 4,700 tonnes of air freight. More than 58 flights have already been completed, with an additional 28 to come over in the coming seven weeks and many others to follow if necessary. **Guillaume Col**, Chief Operating Officer, CEVA Logistics, says, "Acting in close collaboration with the rest of the CMA CGM Group, we are striving to offer fast and accessible alternatives to our clients throughout the world in order to help keep the global economy moving."

Air Partner encourages advance freight arrangements

Air Partner has asked companies to book air cargo transport in advance to secure availability and keep their supply chains moving, following the growing constraints on logistics due to measures imposed to contain COVID-19. The company provides freight customers with full access to any type of cargo aircraft, as well as flight options throughout Europe, US, Asia, the Middle East and beyond. "With nearly 60 years of experience in global aviation, Air Partner has incredibly strong

supplier relations and in times of crisis, we do everything imaginable to ensure our clients can keep their businesses moving. We're seeing a spike in air freight service requests as many commercial flights are being grounded and at a time when Chinese industrial production is restarting after a month-long shutdown. There is still immediate charter availability, but we foresee that could change in the coming weeks," said **Mark Briffa**, CEO, Air Partner.



Etiihad to deploy Boeing 787s for cargo



Etihad Cargo connects key cargo markets, ensuring the UAE's import and export needs are adequately covered in line with current demand, following the directive issued by the National Emergency Crisis and Disaster Management Authority, and the General Civil Aviation Authority (GCAA) of the United

Arab Emirates to temporarily suspend all passenger services to and from the UAE. To complement its fleet of Boeing 777 freighters, Etihad Cargo has introduced a fleet of Boeing 787-10 aircraft as passenger freighters to operate 34 weekly flights, serving 10 markets initially. Each aircraft will provide capacity for 12 lower deck pallets

and four containers, carrying up to 45 tonnes of payload.

By utilising the Boeing 787 in addition to its freighter fleet, the airline will ensure the continuity of vital imports into the UAE including fruits, vegetables, meat, medical supplies, mail and ecommerce.

Abdulla Mohamed Shadid,

Managing Director - Cargo and Logistics at Etihad Aviation Group, said, "Etihad is working closely with the UAE government to ensure the country is well served and the needs of the people residing in the UAE are unaffected, while continuing to play our role as a facilitator of global trade between the East and the West."

JICA funds ODA loan for DFC project

Japan International Cooperation Agency (JICA) has signed an agreement with the Government of India to provide an Official Development Assistance (ODA) loan of 130,000 million Japanese Yen (approximately ₹8,553 crore) for the Dedicated Freight Corridor (DFC) Project (Phase 1) (IV).

The objective of the project is to cope up with increase in freight transport demand in India by constructing a new dedicated freight railway system between Delhi and Mumbai, thereby promoting comprehensive regional economic development along the freight corridor as the backbone of Delhi-Mumbai Industrial corridor (DMIC) development plan. The ODA loan agreement was signed



Katsuo Matsumoto
Chief Representative, JICA India

between Dr. C.S. Mohapatra, Additional Secretary, Department of Economic Affairs, Ministry of Finance and Katsuo Matsumoto, Chief Representative, JICA India.

The objective of the project is to cope up with increase in freight transport demand in India by constructing a new dedicated freight railway system between Delhi and Mumbai

Katsuo Matsumoto, Chief Representative, JICA India said, "The Western Dedicated Freight Corridor being developed by the project runs between Delhi and Mumbai and covers the areas where significant commercial and industrial development is seen. The project is an important part of the Delhi-Mumbai Industrial Corridor (DMIC) initiative, which is part of the Japanese Indian collaborative

project aimed at comprehensive regional development. It will help to promote comprehensive regional economic development along the freight corridor in DMIC area."

Connectivity

- In this project, a new 950 km freight line (Rewari to Vadodara) connecting the major cities in Gujarat, Rajasthan, and Haryana states is being constructed.
- The project will help in creating country's largest industrial belt in DMIC area by linking the industrial parks and harbours of the states between Delhi and Mumbai to promote foreign export and direct investment.

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REDUCE LOGISTICS cost with modal mix

Logistics cost is much higher in India than the developed countries, there could be many reasons for this, but one of the most imperative reason is lack of multimodal transportation usage. **CARGOTALK** discovers what is holding back the country towards an efficient multimodal logistics network.





N Ramakrishna
Vice President (Sales & Marketing)
Kribhco Infrastructure

✦ **Multimodal transportation is struggling to make its presence felt in India today and faces a myriad of constraints in enabling smooth and seamless operations** ✦

✦ Kalpana Lohumi

Ranked 44 in the World Bank Logistics Performance Index 2018, logistics cost in India is 13-15 per cent of the product cost, while the global average is six per cent. Much of these escalating costs are because of the absence of efficient multimodal system. The National Logistics Policy and Multimodal Logistics Bill aim to bring down the cost to nine per cent. **CARGOTALK** takes a look at present status of Indian multimodal logistics compared to western world and BRIC countries.

Explaining the issues which hinder an efficient multimodal logistics network around the country, **N Ramakrishna**, Vice President (Sales & Marketing), Kribhco Infrastructure, says, "Logistics in India is dominated by a large number of fleet operators and warehouses and therefore have small capacities and poor technologies. In addition, poor maintenance of equipments and facilities including roads which results in low average trucking speed of 30-40 km per hour, overloading of trucks, inefficient turnaround times at ports and airports and poor intermodal connectivity."

He continues, "Multimodal transportation, which has been proven in the world as a solution to reduce logistics costs, is touted as an efficient way of transporting goods over long distances. It is, however, struggling to make its presence felt in India today and faces a myriad of constraints in enabling smooth and seamless operations and is left at the mercy of reluctant regulatory and bureaucratic mechanisms. The Multimodal Transportation of Goods (MMTG) Act 1993 was enacted with the purpose of developing this segment of logistics and regulating the MTOs. But industry experts consider that the act has many lacunae that render it inefficient in achieving its objectives."

Jaideep Raha, Regional Co-convenor (Eastern Chapter), Association of Multimodal Transport Operator of India (AMTOI), "India took a back seat in multimodal logistics after independence and only in early 90s the government formulated the MMTG Act. We are still behind EU countries and other Far East Asian countries in terms of policies, pricing and logistics infrastructure."

Sharing the shortfalls in the MMTG Act, Ramakrishna tells, "Adequate logistics

infrastructure and policy level changes in this direction can go a long way in providing competitive advantage to multimodal transportation in India. Goods vehicle run only 250-300 km a day in India as compared to 800-1000 km in developed countries because of poor quality of roads and network connectivity. Inter-state check posts, surprise checks and unauthorised hold ups on highways (some due to security reasons while others are to establish the authenticity of the cargo as declared) create bottlenecks. Entry taxes into cities for goods also create procedural bottlenecks. National highways constitute only about two per cent of the road network but carry about 40 per cent of total traffic resulting severe conjunctions. Stoppage of vehicles at state border check posts are a major cause of delays. It is estimated that 40 per cent of the time loss is due to these stoppages."

"Change is happening; from bad roads to international standard highways, poor infrastructure of ports to bigger and better ports, airports to world class handling airports. India is competing within itself and will soon be at par

Developments

- ➔ The involvement of a private player in multimodal logistics will help in developing infrastructure, efficient delivery of quality, operational and maintenance services.
- ➔ Availability of long tenured loans, assistance in land acquisition and quality of hub-to-hub infrastructure are some of the critical areas for the government in the development of logistics parks.



Jaideep Raha
Regional Co-convenor (Eastern Chapter),
Association of Multimodal Transport
Operator of India (AMTOI)

✈️ We are still behind EU countries and other Far East Asian countries in terms of policies, pricing and logistics infrastructure ✈️



or better than some of the BRICS countries,” believes **Ashish Mahajan**, Managing Director, Landmark Logistics.

Adding to this, **Prabal Basu**, Chairman & Managing Director, Balmer Lawrie & Co, says, “Information Technology (IT) has been a major enabler of multimodal transport in India and has been extensively used to automate the supply chain and documentation. For shipments coming into India, documentation starts at the ports, CFSs, ICDs and then final custom clearances before delivery. For shipments moving out of India, documentation starts from the storage point till the time it exits the port. To automate this process, customs introduced the Indian Customs

EDI System (ICES) which provides a paperless system to exchange/transact custom clearance related information using Electronic Data Interchange (EDI). ICES is currently operational at 134 major custom locations across India which handle more than 98 per cent of India’s international trade comprising both import and export. As compared to the western world we are still behind, we need to catch up fast through further intervention of IT; procedures need to be IT driven with least human intervention.”

Stating Indian multimodal logistics sector at the cusp of a paradigm shift, **Eshaan Lazarus**, Executive Director, Angre Port, informs, “Currently, the share

of rail transport is around 30-35 per cent and road transport is around 60 per cent. Water transport and air transport constitute a meager 6 per cent and 1-2 per cent respectively. Multimodal is still an evolving solution in India with different modes of transport at different stages of evolution. This share of rail, water and air has to increase in order for our country’s multimodal logistics to be at a comparable rate with western world and other BRICS countries.”

LOGISTICS COST- A CEASELESS PAIN

The exceptionally high logistics cost remain an issue in the Indian logistics sector.

DFC; a boost

✈️ Completion of the Dedicated Freight Corridors (DFCs) will enhance the share of rail freight in the country from the current 30 per cent to 60-70 per cent in developed countries. Hence, making it available to trade as early as possible will be a big boost.



Ashish Mahajan
Managing Director
Landmark Logistics

✈️ **Change is happening; from bad roads to international standard highways, poor infrastructure of ports to bigger and better ports, airports to world class handling airports** ✈️

It is nearly double the logistics cost to GDP ratio in developed countries. The draft National Logistics Policy says, key focus area to reduce the logistics costs for key commodities is to facilitate modal shift for the long haul from road to rail, coastal shipping, inland waterways etc. But what is stopping us to do modal shift?

Stressing on the combination of two modes being used for movement of cargo, Raha highlights, "Firstly, we need to have a clear and transparent multimodal logistics policy which would also cover inland waterways. The important aspect is movement of the cargo under multimodal transport systems is to have one

single 'transport document' so that surface carrier, railways, inland waterways operator (barge operators) and airlines (primarily domestic) should accept and carry till the next designated destination it is rendered to carry. There has to be a tariff to be designed and formulated by all stakeholders. Multimodal transport logistics is used and meant for price economy with reasonable transit time. It's a hybrid between fast but expensive and cheap but slow. He further explains, when we ship by air, freight costs are obviously higher but the cargo reaches within few hours which is at times not even required and at the same time waterways or surface transport

or railways are slow and hence delays are inevitable due to various external factors which are beyond the control of the carrier or the operator. Thus, a combination of the two is the best way forward and multimodal is the future of logistics industry."

According to Lazarus, "There isn't an absence of intermodal systems in terms of rakes or terminals in India. In fact, there is an overcapacity of rakes and ICDs in certain industry clusters of India. As a result, there is continuous pricing pressure on private players who are providing these services. There is a challenge of import and export trade imbalance which in turn affects

Integration

➔ There is a need for a central body for all transport services that will help in the integration of various modes and hence help in the efficient and continuous working of the system.

➔ The fragmented industry now needs to be de-fragmented for the harmonious working and hence will reduce the intense competition.



the economic viability of carrying cargo through rail. What is needed is development of DFC like infrastructure at other places in country to improve

hinterland connectivity and utilising this capacity in the most efficient manner possible. A lot of infrastructure development is still needed, in terms of inland waterways. Another way to reduce cost is by rationalising capacity and making sure that the existing capacity is getting completely utilised. This can also be a result of providing single window and single document logistics solutions which encompass multimodal solutions."

or a farm engaged in poultry and feeds transporting its fresh produce from Allepey to Mumbai, the role of logistics and transportation is of paramount importance. Today, the inland transportation through water is very low in India which is an untapped source for minimising the logistics costs. Once we are able to establish a proper mix of road, rail, air and water transport, logistics cost as a per cent of Indian GDP will come down. Further, the setting up of temperature-controlled warehouses across the country will help in reducing wastage which is also today accounted as part of logistics cost."

On the other side, Ramakrishna feels, "Lack of complementary network development has been one of the major reasons for the lack of multimodal transportation in India. This is compounded by poor infrastructure, lack of skill/professionalism and under utilisation of technology in the sector."

According to Mahajan, "Sagarmala and Bharatmala are the two big projects which will give boost to Indian multimodal logistics. Many of the highways and waterways are operational and many new rail corridors are under construction and soon to be a reality."

"With the government giving infrastructure status to the logistics sector, development of multimodal transport networks and initiatives to set up industrial corridors and logistics parks, a massive transformation of the country's logistics landscape is underway," says Basu. In addition, "Be it an aircraft manufacturer, shipping critical aeroparts from Bengaluru to Seattle in the US,

MMLPs COULD BE AN ENABLER

The Ministry of Transport & Highway has planned a network of 35 Multi-Modal Logistics Parks (MMLPs) which



Prabal Basu
Chairman & Managing Director
Balmer Lawrie & Co



Eshaan Lazarus
Executive Director
Angre Port

✦ Information Technology (IT) has been a major enabler of multimodal transport in India and has been extensively used to automate the supply chain and documentation ✦

✦ The share of rail, water and air has to increase in order for our country's multimodal logistics to be at a comparable rate with western world and other BRICS countries ✦

will account for 50 per cent of the road freight in the country to improve the country's logistics sector by lowering overall freight costs, reducing vehicular pollution and congestion, and cutting warehousing costs. Let's hear from the experts how the multimodal logistics parks will pave way for reducing costs by integrating all modes of transport and storage for different kinds of cargo – liquid, bulk, and container as one stop solution.

According to **Vineet Chadha**, Managing Director, Combined Logistics Solutions, "Multimodal Logistics Parks are the way forward for reducing logistics costs in our country and the government needs to focus on putting in place the right regulatory and institutional support for building the same." He explains, "Developing a network of MMLPs to act as logistics hubs will address the issues of unfavourable modal mix, inefficient fleet mix and an underdeveloped material handling infrastructure. Logistics parks are expected to help transition from the current situation of point-to-point freight movement to an ideal situation of hub and spoke modal freight movement. The large-scale investment required for developing logistics parks and

the need to leverage industry best practices making the PPP model the most viable option."

On this, Lazarus adds, "It is high time that the current mode of point-to-point movement transforms to a supply chain visualised by hub and spoke freight modal with MMLPs at the core of their design."

Elucidating how development of multimodal logistic parks will improve the entire logistics network in India, Ramakrishna clarifies, "Creating a national level policy to shape the logistics infrastructure in India is the need of the hour and a definite blueprint of infrastructure development which is needed to achieve the optimal and balanced multimodal mix.

The main focus should be on the growth of road infrastructure to improve last-mile connectivity. Projects that deal with the development of large container terminals should be incorporated with hinterland connectivity projects which would lead to greater last-mile connectivity. Further the privatisation of container operations by the Indian Railways is a positive node."

Chadha further explains how MMLPs are expected to bring down logistics costs

by serving four functionalities, which are, freight aggregation and distribution, multimodal freight transportation, storage and warehousing with modern and mechanised warehousing space satisfying the special requirements of different commodity groups and value-added services, such as customs clearance with bonded storage yards, warehousing management services, etc.

"Different stakeholders in the country including MoRTH, CONCOR, DMICDC, state governments, etc, are independently planning the development of MMLPs. There is a need to ensure that these MMLPs are developed at the right locations with appropriate value added services, mechanisation, technology adoption etc, for effectively driving the logistics efficiency in the country.

According to the report, at present, there is a gap in the availability of MMLP infrastructure for enabling seamless multimodal freight transfer, providing world class storage and handling as well as delivering value added freight services. Even where ICDs' and CFSs' have been created, there is potential to improve their utilisation and performance," Basu opines. 🏹



Vineet Chadha
Managing Director, Combined Logistics Solutions and India Cargo Awards winner 2018

🏹 **Developing a network of MMLPs to act as logistics hubs will address the issues of unfavourable modal mix, inefficient fleet mix and an underdeveloped material handling infrastructure** 🏹



Transit

🏹 From the demand side, the demand from customer for single window end-to-end solutions will be a big thrust in this direction.

🏹 A defined transit insurance policy including storage under MMTG Act and a single combined multimodal transport document which would be acceptable by all modes of transport.



ACCB glitters at annual ball

The Air Cargo Club of Bombay (ACCB) organised its most glamorous, anticipated and coveted carnival of the year. Besides the entertainment, food and drinks which are all top notch, the raffles draw was another highlight of the annual ball.





VIRUS SHUTDOWN

hits cargo capacity

The logistics industry is in a mess because of the disruption caused by the nationwide lockdown, in the wake of COVID-19. Industry veterans talk about the present situation and what initiatives needed to be taken by the government to deal with the situation of logistics standstill.



Vipin Vohra
Past President & On-Board Advisor, ACAA and
Gallery of Legends, India Cargo Awards 2015

🔥 **Government should take urgent measures to ensure that air cargo supply lines remain open, efficient and effective** 🌿



Samir Shah
Advisor, Federation of Freight Forwarders
Association in India (FFFAI) and
Gallery of Legends, India Cargo Awards 2017

🔥 **Our consignments are stuck at different stages in the process; the payments are done but processes are not being completed** 🌿



Kalpna Lohumi

The confirmed cases of COVID-19 have already crossed half a million numbers in the world. The world's biggest cities are shut; stock market is in free fall. The virus has triggered an unprecedented crisis in human history and disrupted the whole world. Almost every business is standstill and logistics is no exception. The logistics industry is in panic because of disruptions caused by the nationwide lockdown. Following the crisis, it was decided that the critical sector should be allowed to function, however things are starting to fall. **CARGOTALK** tries to explore how this prevailing situation has made logistics business come to a standstill with no freighter operations. The industry is trying to clear few urgent shipments of both import and export but stuck because of one or the other reason.

"The COVID-19 pandemic has caused a logistical slowdown. This unexpected shutdown, across the world, has stalled the movement critically. However, it is just the beginning of crisis and certainly it is set to cause disruption beyond imagination," says, **Vipin Vohra**, Past President & On-Board Advisor, ACAA.

Explaining the current movement of the industry, **Samir Shah**, Advisor, Federation of Freight Forwarders Association in

India (FFFAI), says "The industry is at a standstill; from an average of 51,000 consignments per day we are down to less than 1000 consignments being cleared through customs. It has already disrupted everything; there is nothing which is not disrupted. The important thing to consider is that people have been infected, the health of the people is more important since any and everything to be solved, attended and corrected can be done by people only."

Sharing the feedback from business associates abroad, **Shantanu Bhadkamkar**, President, Association of Multimodal Transport Operators of India (AMTOI), informs that sadly our business associates and international association colleagues are among the victims and indirectly affected, in addition he says, "Since the volume of cargo is considerably reduced, at present, the support groups created by associations with help of the government are relying on mutual help to solve problems, except for lack of drivers and to some extent skilled labour problems are being solved."

CONSTRAINTS

The Indian logistics sector has had its own set of peculiar problems for long,



Shantanu Bhadkamkar
President, Association of Multimodal Transport
Operators of India and Gallery of Legends
India Cargo Awards 2016

✦ The two most critical challenges our industry will have to deal with are fund flow and the establishment cost ✦



which will get further augmented due to COVID-19. Shedding light on current issues, Vohra says, "Though freighters are allowed to fly but airport facilities are badly affected. Due to staff shortage, cargo offloading has become a herculean task. With less export, high freight rates, rising oil prices, unavailability of in-house staff, truck drivers and delivery boys and significant fall in demand, everything is messed up and making it difficult to keep the business operational. COVID-19 outbreak has disrupted the supply chain cycle across countries."

According to Bhadkamkar, "The two most critical challenges our industry will have to deal with are fund flow (colloquially called cash flow) and the establishment cost, with salary constituting the biggest component, estimated between 60-75 per cent of the revenue, that is, net receipts even among the most productive and efficient companies. The government needs to pay or compensate salary for at least two months to those committed for zero job losses. Since the sector is already under financial stress, the problem is more severe than it appears on the surface."

Adding to this, Shah says, "We are service providers to industry. The manufacturers and traders are not operating and we can execute only if they start working. Our consignments are stuck at different stages in the process; the payments are done but processes are not being completed. It does not facilitate our billing and correspondingly our payment cycles are disrupted. Hence, staff salaries, statutory payments and CASS payments are all going for a toss."

Echoing similar views, Bhadkamkar adds, "We'll be able to assess the consequences of problems due to delays only after everyone starts working normally. The impact of detention and demurrage, and complaints about delay will start over clients function full strength."

Commenting on how to manage with the trouble already caused, Vohra informs, "We are reviewing the operations on daily basis and trying our best to manage supply chain operations in this challenging situation. We were foreseeing other problems but shortage of staff has emerged as an unexpected additional hindrance. We look forward to government's urgent initiative on instructing related agencies to support in the smooth movement of essentials."

ROADMAP TO RECOVERY

The loss has been done already and the country's logistics industry believes that the issue is very complex to be addressed immediately.

However, sharing few positives, Bhadkamkar, informs, "Since there's an information overload and there are frequent updates, we are advising members and the larger EXIM and logistics fraternity to track government orders and follow them in word and spirit. We have created platform to disseminate urgent information and address challenges of critical consignments. The response from the officials is both prompt and constructive. For anyone who needs an update or help, it's available for asking."

Stressing on giving the blanket window which should permit everyone to delay all payments by 21 days without any penal clauses, Shah notes, "The Indian forwarder is stretched financially and this is going to be the biggest challenge in addressing. Blanket waiver of late filing in customs, demurrage and other penal charges for every possible activity, interest waiver for late payment of customs duty, mandatory instructions to all receipt ends to accept payments late by 21 days without any legal or penal actions, are few initiatives required from the government to put up with the loss."

Vohra adds, "Government should take urgent measures to ensure that air cargo supply lines remain open, efficient and effective. Coordination between police, authorities and other related supply chain operators needs an urgent streamlining. Government must come out with some package to relieve operators from the commercial liabilities that arise out of disruptions caused by COVID-19." ✦



Time to turn crisis into opportunity

COVID-19 pandemic has caused disruption like never before but at the same moment, it has also given a valuable lesson which is to reduce the dependency to other countries. Industry experts talk about why and how India should take this crisis as an opportunity and what should be done to avoid such situations in future.

Bharat Thakkar

Joint Managing Director, Zeus Air Services and Member & Past President, Air Cargo Agents Association of India (ACAAI)



Experts predict that the peak impact of COVID-19 on global supply chains will occur post first quarter forcing thousands of companies to throttle down or temporarily shut manufacturing plants in the US and Europe. The most vulnerable companies are those which

rely heavily or solely on factories in China for parts and materials. Chinese raw materials which India sources cut across in almost all industries, such as, automotive, consumer electronics, healthcare & pharmaceutical, industrial automation, electrical systems, appliances and auto industry, etc.

However, before we take it as an opportunity for India, it is important to mention that post China shut down and not many new virus cases announced, their manufacturing is slowly back on track and with goods which were ready to move, their supply chain is bouncing back with increased demand for air freight charters in view of commercial flights banned and ocean freight. The outbreak which has disrupted supply chain of China has opened new opportunities for Indian companies. This has opened new avenues with exports to EU North South Americas and meets domestic industries with much required job creation in India; less dependence on supply from China will increase exports, enhance Indian economy which will result in lesser imports and trade deficit.

Government of India has announced ₹ 41,000 crore boost to local manufacturing of mobile phone and component by giving four to six per cent incentives under its flagship scheme 'Make in India' and additional ₹7,000 crore for manufacturing of electronic components for setting up manufacturing clusters. Indian companies should adapt to these offers and all industry bodies must work in tandem with government to accomplish the rolled out roadmap of our Prime Minister to make India a manufacturing powerhouse.

Vaibhav Vohra

Managing Director, Continental Carriers and Face of the Future, India Cargo Awards 2017



Today, rest of the world, including India, is locked down while China is resuming as the only manufacturing base. The coronavirus pandemic did slow down China's growth but recent estimates show that China is learning fast to come out of the crisis. It has resumed operations

recently with 20-50 per cent workforce.

Import and export are already showing downward trend as the global economy is slowing down and if COVID-19 spreads further in India, this sector will be badly disrupted further.

Post-pandemic, experts are expecting that more foreign investments will come to India, mainly to reduce the dependence on China. In present scenario, the world's over-dependence on China is certainly hurting global growth. Post-pandemic, India will certainly have an opportunity to increase production capacity along with an export-driven model to enhance trade with 'Make in India' schemes. We must remember that India is a land of resources. We can take advantage of the available resources and work on skill development along with concentration on infrastructure and lower administrative bottlenecks to convert this crisis into an opportunity to gain over China.

Soham Chokshi

Founder Shippy



In the wake of the COVID-19 pandemic and the resulting supply shock out of China, supply chain leaders across the world have realised that 'backup for China' should not just be one of the 'good to have' slides on a presentation for supply chain strategy, but something that has to be

looked into seriously. Over the past two decades, China has moved up the value ladder to become the world's largest exporter of intermediate goods used to make final products with 33 per cent global market share. China is the desired place to obtain supplies for almost all industries due to the significant cost advantages it offers. However, if we calculate the probability adjusted cost for events like COVID-19 having backups for China start making financial sense. Implementing large scale changes to supply chains is hard but necessary. Countries with sufficiently large supplies of available labour, adequate logistical capabilities and comparatively low dependence on China will be most attractive for new production sites. When demand comes, back up countries such as Mexico, Turkey and Eastern European nations, India and Bangladesh are among those which should soon be busy entertaining visits from major multinationals.

Quick Facts

- Import and export are already showing downward trend as the global economy is slowing down and if COVID-19 spreads further in India this sector will be badly disrupted further.
- Post epidemic, experts are expecting that more foreign investments will come to India, mainly to reduce the dependence on China.
- China is the desired place to obtain supplies for almost all industries due to the significant cost advantages it offers.



Abhik Mitra

MD & CEO
Spoton Logistics



The big lesson from the current crisis is that overdependence on any one country or region for critical supplies of life-saving drugs and medical equipment is a recipe for leaving large sections of the population vulnerable to disease, illness and worse. As a country, we

need to make large scale strategic investments in production, sourcing and supply of vital goods and components across key sectors; petroleum and petrochemicals, agricultural commodities and packaged food products, clothing and household goods, pharmaceuticals and medical equipments, and electronics to name a few.

These facilities should ideally be located within the country, but if that is not feasible, then at least in friendly countries with which we are aligned strongly through shared values and common interests. We should plan to build alternate sources of production as close to the markets where products are to be consumed. This will reduce dependence on long, unreliable supply chains or production facilities concentrated in disaster affected areas.

The logistics industry as a whole would do well to review and reinforce processes and protocols to be adopted, in case of any emergent situation in the future. We must ensure that our physical and communication infrastructure are of high quality and resilience. We would also do well to review our recruitment, hiring and training systems at regular intervals to strengthen the preparedness of our operations, IT and support staff.

Mansingh Jaswal

Director
Genex Logistics



As the pandemic's epicentre started shifting toward Europe and America, the knock-on effects started to change and multiply. While nobody could have predicted the scale, speed, severity, or timing of the outbreak, COVID-19 has caused the disruption like never

before, where large number of governments is telling their population to stay home and to not work. This has created a new set of constraints to businesses as their consumers behaviour was forced to change overnight. Most businesses were not ready for such a change and as a result, we are going to see massive restructuring of supply chains across geographies and industries. The epidemic is going to test the robustness of global supply chains at multi-levels. So far, no supply chain seems to be withstanding its impact. And India is no exception. Now the way countries, industries and organisations respond to this onslaught of outbreak would define their standing in the world arena.

Piyush Kumar Singh

Industry Expert
Logistics & SCM



Every multinational must now be looking at how to reduce its dependence on China, as a production site or as a source of inputs, as soon as possible, whether through moving purchasing and manufacturing back to its home market, to the markets of its customers or to

third countries. Implementing such wholesale change to supply chains is hard but necessary. COVID-19 is putting the well-established model for integrated supply chains of production to the test. China was allowed to become too important to multinationals even as it remained vulnerable to shocks like the US-led trade war and now COVID-19. RBI should also target certain sectors such as pharmaceuticals, auto, construction, tourism, etc, to reduce cost of doing business. These could be time-bound actions for three to six months. More funding for MSMEs could also be considered by increasing assets of Mudra Bank and other MSME-focused banks.

Quick Facts

- We need to make large scale strategic investments in production, sourcing and supply of vital goods and components across key sectors; petroleum and petrochemicals, agricultural commodities and packaged food products, clothing and household goods, pharmaceuticals and medical equipment, and electronics to name a few.
- These facilities should ideally be located within the country, but if that is not feasible, then at least in friendly countries with which we are aligned strongly through shared values and common interests.

Inputs by Kalpana Lohumi

Traffic statistics (Domestic Freight)

S. No.	Airport	Freight (in tonnes)					
		For the Month			For the period April to January		
		January 2020	January 2019	% Change	2019-2020	2018-2019	% Change

(A) 19 International Airports

1	Chennai	6,584	6,398	2.9	69,576	79,433	-12.4
2	Kolkata	7,302	6,650	9.8	83,638	80,871	3.4
3	Ahmedabad	4,742	4,453	6.5	49,744	47,481	4.8
4	Goa	426	223	91.0	3,784	2,275	66.3
5	Guwahati	1,906	1,987	-4.1	17,997	19,756	-8.9
6	Lucknow	1,105	290	281.0	10,171	3,324	206.0
7	Jaipur	1,416	1,024	38.3	13,447	12,836	4.8
8	Trivandrum	154	123	25.2	1,775	1,286	38.0
9	Bhubaneswar	920	858	7.2	8,336	7,734	7.8
10	Calicut	0	69	-	578	514	12.5
11	Coimbatore	873	775	12.6	8,388	8,989	-6.7
12	Varanasi	302	284	6.3	3,097	2,259	37.1
13	Srinagar	305	574	-46.9	6,224	6,753	-7.8
14	Amritsar	51	28	82.1	898	744	20.7
15	Mangalore	279	27	-	1,118	330	238.8
16	Portblair	454	689	-34.1	5,584	5,007	11.5
17	Trichy	0	7	-	2	16	-87.5
18	Imphal	681	528	29.0	6,756	5,196	30.0
19	Vijayawada	164	0	-	1,872	382	390.1
Total		27,664	24,987	10.7	2,92,985	2,85,186	2.7

(B) 6 JV International Airports

20	Delhi (DIAL)	29,651	36,014	-17.7	3,05,267	3,21,630	-5.1
21	Mumbai (MIAL)	24,684	24,206	2.0	2,42,582	2,40,760	0.8
22	Bangalore (BIAL)	12,335	10,785	14.4	1,29,717	1,22,734	5.7
23	Hyderabad (GHIAL)	5,418	4,932	9.9	52,682	50,437	4.5
24	Cochin (CIAL)	1,085	1,065	1.9	11,725	11,501	1.9
25	Nagpur (MIPL)	839	665	26.2	7,511	7,205	4.2
26	Kannur (KIAL)	0	0	-	0	0	-
Total		74,012	77,667	-4.7	7,49,484	7,54,267	-0.6

(C) 9 Custom Airports

27	Pune	3,323	2,838	17.1	31,744	41,182	-22.9
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S. No.	Airport	Freight (in tonnes)					
		For the Month			For the period April to January		
		January 2020	January 2019	% Change	2019-2020	2018-2019	% Change

28	Patna	943	899	4.9	10,637	9,599	10.8
29	Bagdogra	624	561	11.2	6,486	5,461	18.8
30	Visakhapatnam	316	360	-12.2	4,351	4,193	3.8
31	Chandigarh	585	306	91.2	7,812	4,423	76.6
32	Madurai	162	191	-15.2	1,383	2,869	-51.8
33	Surat	159	51	211.8	1,067	830	28.6
34	Aurangabad	105	132	-20.5	661	1,780	-62.9
35	Indore	959	896	7.0	8,635	10,025	-13.9
Total		7,176	6,234	15.1	72,776	80,362	-9.4

(D) 25 Domestic Airports

36	Ranchi	557	347	60.5	5,096	4,476	13.9
37	Raipur	583	462	26.2	5,339	4,111	29.9
38	Agartala	1,058	411	157.4	4,281	4,515	-5.2
39	Udaipur	2	0	-	5	2	150.0
40	Jammu	103	159	-35.2	1,185	1,667	-28.9
41	Dehradun	16	26	-38.5	148	186	-20.4
42	Vadodara	380	217	75.1	3,042	2,502	21.6
43	Leh	138	220	-37.3	1,680	1,373	22.4
44	Bhopal	184	171	7.6	1,227	1,550	-20.8
45	Jodhpur	0	0	-	1	6	-83.3
46	Hubli	10	12	-16.7	90	12	-
47	Rajahmundry	0	0	-	0	51	-
48	Silchar	59	86	-31.4	684	738	-7.3
49	Dibrugarh	63	58	8.6	766	717	6.8
50	Rajkot	5	15	-66.7	29	206	-85.9
51	Jabalpur	0	0	-	0	1	-
52	Dimapur	28	23	21.7	289	408	-29.2
53	Bhuj	0	2	-	0	28	-
54	Tuticorin	3	2	50.0	44	31	41.9
55	Prayagraj						
56	Jorhat	0	2	-	0	34	-
57	Juhu	30	30	0.0	311	287	8.4
58	Kanpur(Chakeri)	4	0	-	119	0	-
59	Jamnagar	0	1	-	0	4	-
60	Agatti	8	3	166.7	63	24	162.5
61	Jharsuguda	9	0	-	51	0	-
Total		3,240	2,247	44.2	24,450	22,929	6.6

(E) 2 St Govt./ Pvt Airports

60	Lengpui (Aizwal)	32	47	-31.9	381	449	-15.1
61	Nasik (Hal Ozar)	0	14	-	7	169	-95.9
Total		32	61	-47.5	388	618	-37.2

Grand Total (A+B+C+D+E)		1,12,124	1,11,196	0.8	11,40,083	11,43,362	-0.3
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* Estimated

Traffic statistics (International Freight)

		Freight (in tonnes)					
		For the Month			For the period April to January		
S. No.	Airport	January 2020	January 2019	% Change	2019-2020	2018-2019	% Change

(A) 15 International Airports

1	Chennai	21,377	23,143	-7.6	2,33,492	2,65,908	-12.2
2	Kolkata	4,275	4,673	-8.5	49,527	51,107	-3.1
3	Ahmedabad	4,157	3,097	34.2	42,054	38,516	9.2
4	Goa	75	104	-27.9	916	1,567	-41.5
5	Guwahati	0	7	-	3	27	-88.9
6	Lucknow	261	226	15.5	2,797	2,436	14.8
7	Jaipur	236	248	-4.8	1,977	2,150	-8.0
8	Trivandrum	1,629	1,801	-9.6	20,378	18,548	9.9
9	Bhubaneswar	20	0	-	62	18	244.4
10	Calicut	2,352	1,694	38.8	23,282	12,798	81.9
11	Coimbatore	200	178	12.4	2,205	1,813	21.6
12	Varanasi	0	0	-	5	0	-
13	Amritsar	48	73	-34.2	1,023	624	63.9
14	Mangalore	335	148	126.4	2,563	2,506	2.3
15	Trichy	694	601	15.5	6,837	5,612	21.8
Total		35,659	35,993	-0.9	3,87,121	4,03,630	-4.1

		Freight (in tonnes)					
		For the Month			For the period April to January		
S. No.	Airport	January 2020	January 2019	% Change	2019-2020	2018-2019	% Change

(B) 6 JV International Airports

16	Delhi (DIAL)	50,370	50,326	0.1	5,15,620	5,49,889	-6.2
17	Mumbai (MIAL)	48,608	51,828	-6.2	4,92,346	5,64,155	-12.7
18	Bangalore (BIAL)	18,196	18,363	-0.9	1,89,269	2,02,276	-6.4
19	Hyderabad (GHIAL)	6,778	6,497	4.3	69,766	69,780	0.0
20	Cochin (CIAL)	3,651	5,042	-27.6	50,639	46,266	9.5
21	Nagpur (MIPL)	27	83	-67.5	856	843	1.5
Total		1,27,630	1,32,139	-3.4	13,18,496	14,33,209	-8.0

(C) 4 Custom Airports

22	Pune	46	39	17.9	235	84	179.8
23	Visakhapatnam	50	37	35.1	419	77	444.2
24	Madurai	123	126	-2.4	1,372	1,372	0.0
25	Indore	23	0	-	641	0	-
Total		242	202	19.8	2,667	1,533	74.0

(D) Total 9 St Govt./ Pvt Airports	0	0	-	0	12	-
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Grand Total (A+B+C+D)	1,63,531	1,68,334	-2.9	17,08,284	18,38,384	-7.1
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(Source: AAI)

Monthly Traffic and Operating Statistics during 2019

(Provisional) (Scheduled Domestic Services) (Cargo Carried)

	Freight in Tonnes	Mail in Tonnes	Total in Tonnes	Freight in Tonnes	Mail in Tonnes	Total in Tonnes	Freight in Tonnes	Mail in Tonnes	Total in Tonnes	Freight in Tonnes	Mail in Tonnes	Total in Tonnes
JAN to MAY	Air Asia			Air India			Air India Express			Alliance		
JAN	11,791.1	0.0	11,791.1	30,549.8	3,884.7	34,434.5	267.9	0.1	268.0	52.7	0.0	52.7
MAY	2,857.6	0.0	2,857.6	6,208.2	673.3	6,881.5	82.4	0.1	82.6	13.6	0.0	13.6
JUN	2,837.8	0.0	2,837.8	6,081.4	709.6	6,791.1	84.1	0.0	84.1	11.7	0.0	11.7
AUG	3,110.9	0.0	3,110.9	5,940.0	755.1	6,695.1	49.1	0.0	49.1	21.6	0.0	21.6
SEP	3,415.5	0.0	3,415.5	5,936.4	684.2	6,620.6	60.6	0.0	60.6	25.0	0.0	25.0
OCT	3,857.5	0.0	3,857.5	6,740.8	630.8	7,371.6	89.6	0.0	89.6	25.8	0.0	25.8
NOV	3,246.2	19.1	3,265.3	5,913.4	755.9	6,669.4	82.3	0.0	82.3	22.8	0.0	22.8
DEC	3,432.7	58.6	3,491.3	7,549.2	659.7	8,208.9	76.3	0.0	76.3	24.3	0.0	24.3
TOTAL	34,549.4	77.7	34,627.1	74,919.20	8,753.30	83,672.70	792.3	0.2	792.6	197.5	0	197.5
JAN to MAY	Blue Dart			GoAir			SpiceJet			Indigo		
JAN	47,289.0	0.0	47,289.0	31,493.8	0.0	31,493.8	39,817.0	0.0	39,817.0	85,049.9	8,999.8	94,049.7
MAY	10,110.7	0.0	10,110.7	7,445.3	0.0	7,445.3	9,841.7	0.0	9,841.7	19,024.6	1,548.6	20,573.1
JUN	11,224.2	0.0	11,224.2	8,094.7	0.0	8,094.7	10,706.2	0.0	10,706.2	20,020.0	1,730.2	21,750.2
AUG	10,921.1	0.0	10,921.1	8,752.8	0.0	8,752.8	11,256.8	0.0	11,256.8	20,637.4	1,499.9	22,137.4
SEP	10,502.6	0.0	10,502.6	9,086.7	0.0	9,086.7	10,962.9	0.0	10,962.9	21,670.8	1,291.9	22,962.7
OCT	10,430.4	0.0	10,430.4	10,082.4	0.0	10,082.4	12,337.4	0.0	12,337.4	22,166.4	1,303.0	23,469.4
NOV	10,375.4	0.0	10,375.4	8,673.2	0.0	8,673.2	10,811.6	0.0	10,811.6	19,120.1	1,540.7	20,660.8
DEC	11,367.3	0.0	11,367.3	0.0	0.0	0.0	13,282.5	0.0	13,282.5	21,009.4	1,661.5	22,670.9
TOTAL	1,22,220.70	0	1,22,220.70	83,628.9	0.0	83,628.9	1,19,016.10	0	1,19,016.10	2,28,698.60	19,575.60	2,48,274.20

(Source: DGCA)

Technology prevails in the time of corona

Under the prevailing circumstances in the world, when everything is at a standstill, logistics cannot stay behind, especially when it is about supplying essential goods. Now is the time, when logistics industry has to consider technology as an investment and not expense. With technology, all one needs is a laptop or desktop with internet connectivity.



Kalpna Lohumi

The novel coronavirus outbreak has forced the organisations, across the globe, to discover innovative techniques to keep the business going while ensuring safety of their employees. When the entire world is sitting at home and working remotely, social distancing and work from home has become a jargon, technology is the only hope for seamless operations. The cloud-based ERP solutions are conquering the market all over the world, logistics and freight forwarding business is no exception.

Commenting on the role of IT in continuing business, **Parvinder Singh**, Managing Director, Hans Infomatic - **DDP Trailblazer 2019**, says, "IT plays an important role while continuing with the business as it is correlated to the basic requirements (daily consumptions) in the movement of cargo, while working from home. With IT, information flows globally and being accessible to all supply chain players in real time, thereby enabling efficiency and benefitting both, logistics service providers and the end user (consumer)."

Stating logistics industry is indispensable, especially when it comes to essentials and healthcare goods, **Amar More**, Director, Kale Logistics Solutions & **India Cargo Awards Winner 2019**, "Cloud-based systems make work from home easy. Cargo Community Platforms connect the entire community on a single window, automates data exchange, facilitate online payments, e-approvals,



Parvinder Singh
Managing Director
Hans Infomatic

Large LSPs are more agile now in adoption of technology but the small & medium segment LSPs are very slow and usually cut corners

digital signatures and paperless trade. These community platforms are secured with cloud-based systems like Microsoft Azure, which ensures data integrity and management." Stressing on the need of a fully automated, integrated and single window gateway, **Amrishi Kumar**, Founder & CEO, LogYcode Tech Solutions - **India Cargo Awards Winner 2019**, states, "While most of the larger multinationals have their own ERP systems linking their global offices and the smaller set-ups and MSMEs have



Amar More
Director
Kale Logistics Solutions

These times have taught us the importance of having robust IT systems that can support the stakeholders during lockdowns

outsourced or purchased software for digitising and integrating their internal processes, working from home gets them access and connection with their customers. Due to the lack of integration of various entities like shippers, freight forwarders, transporters, warehousing providers, CHAs, customs, carriers, carrying out business remotely is a huge challenge."

"There are certain areas where manual intervention is required but

Simplify the supply chain

All the stakeholders of the logistics and supply chain ecosystem should be equipped with digital platform and centrally connected or integrated.

The latest technology and tools like machine learning, AI should be accepted and imbibed in the working, to make the supply chain risk-free, predictable and optimisable creating transparency, visibility and accuracy.

INDIA CARGO AWARDS



Amrish Kumar
Founder & CEO
LogYcode Tech Solutions

✦ The inception of technology has only taken place at entity level, thereby de-linking automation at every stage of the supply chain ✦

largely the logistics players who were early adapters are unscathed and are managing work from home dictate easily. For them it is business as usual, all their departments whether it is documentation, customs filing, billing, accounting and customer service is continuing without any interruption," shares, **Amit Maheshwari**, CEO & MD, Softlink Global – **India Cargo Awards Winner 2019** - Supply Chain Management.

FREIGHT FORWARDERS: AN IMPORTANT LINK

Explaining the role of freight forwarder in the supply chain, More says, "Freight forwarders handle a lot of documentation. When cloud-based systems are implemented, all operations are online with minimal supervision, data-entry, manual intervention and zero possible errors with complete visibility and transparency in business."

Commenting on how cloud-based digital platforms give a logistics professional a pedestal to carry



Amit Maheshwari
CEO & MD
Softlink Global

✦ A cloud-based logistics ERP software helps to build a highly collaborative community of users to share information in the real time ✦

out most of the logistics workflow virtually, Kumar says, "Starting from query management, spot pricing of freight, online booking of shipments, availing transportation and warehousing, getting freight documents prepared online, invoice availability, e-transmission of shipment information, live tracking are some of the features that the online platform like LogYcode offers to the users."

"A cloud-based logistics ERP software helps to build a highly collaborative community of users who can communicate from their own respective locations and share information in the real time thus issues get solved quickly with minimum resources. With mobile app, field staff can easily update customers with the shipment status from the location," explains Maheshwari.

Adding to this, Singh shares, "Taking advantage of cloud-based freight forwarding solutions, industry players can really help overcome such calamities in the future too."

CHALLENGES

The COVID-19 has definitely cleared one fact that even though many of the logistics players have invested in state-of-the-art IT infrastructure but the lack of processes to handle such situations is posing a big challenge. Maheshwari notes, "Logistics industry has two types of teams; ones who work in field and others who work from office. Close coordination among all stakeholders is necessary to ensure fast turnaround. This requires not only latest software and infrastructure but also robust processes. Companies who did not invest in technology are repenting as their departments are working in silos, using multiple desktop systems which have resulted in complete breakdown of operations."

"The large Logistics Service Providers (LSPs) are more agile now in adoption of technology but the small and medium segment LSPs are very slow and cut corners as they see this as a cost rather than an asset which is giving them competitive edge. Moreover, medium segment LSPs have the mindset, that technology will enable everyone to be at same level and they will lose competitive edge by being transparent," elucidate Singh.

According to More, the challenge is lack of awareness among all stakeholders. He says, "From technology providers' perspective we now have to get used to 'no-touch' implementations now and with the customers facing challenges, a lot of new contracts are likely to be delayed."

According to Kumar, "One of the foremost challenges is that the inception of technology has only taken place at an entity level and not in the whole of supply chain, thereby de-linking automation at every stage of the workflow. Still the airlines and shipping lines are not completely digitally equipped as far as freight forwarding is concerned." ✦

Simplify the supply chain

✦ Good internet connectivity and uninterrupted power supply along with good security software are the key infrastructural requirements.

✦ For most SMEs, IT investments are not affordable, so community platforms and software such as cloud-based ERP systems are the answer.




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Diminishing utility of ICDs in cargo

The utility of Inland Container Depots (ICDs) is diminishing. Considering the seriousness of the subject, North India Steamer Agents Association (NISAA) has organised a Business Forum 2020. Industry experts talk about the present scenario of ICDs and tried to bring out few solutions in order to save their future.

 Kalpana Lohumi

An ICD is basically a container handling and storage facility situated at inland points away from sea ports. This facility was invented to help importers and exporters to handle their shipments near their location and to improve the ports access to hinterlands. However, over the period of time the utility of ICDs is being questioned. Considering the current situation crisis, **Sachin Bhanushali**, Director & CEO, Gateway Rail Freight, says, "ICD business, primarily by rail, is an important intermodal vertical of the overall containerised trains. It has been facing challenges of high cost of operations primarily arisen out of trade imbalance, pricing pressure due to commoditisation and weak rail infrastructure resulting into lack of transit assurance in India which has been impacting delivery commitments."


The utility of ICDs is diminishing. Calling it a worrisome situation for the promoters who have invested heavily in such facilities, **Capt Sanjeev Rishi**, Managing Director, Sanjvik Terminals, says, "The use of ICDs as railway hubs is diminishing because of the vibrancy of road transportation. By vibrancy I mean

excellent highways, bigger turnaround and faster transit because of the GST regime. There is even a deliberation that rail is viable for long hauls and road is viable for short hauls. But with infrastructure improvement of roads across the country, the road is as cost efficient as rail."

According to **S Ramakrishna**, Chairman & Managing Director, Balaji Mariline, "ICDs are not in doom. But what is more important is to understand why DPD is not being replicated in the ICD level itself. We need to be very sensitive towards cost."

"The utilisation of northern ICDs is 42 per cent as against a handling capacity of about 3.28 million TEUs. It's because of various factors such as aggressive and easily available trucking option with good transit ability, last-mile connectivity, constant improvement in highways, ease in taxes, higher capacity trucks available and above all the cargo can be monitored now through GPS," informs **Capt Anil Sahni**, Vice President (North India), Yang Ming Line (India).

Sahni continues, "Shipping lines are particularly affected because we have huge imbalance in ex-im and the imbalance is leading to costly equipment repositioning from ICDs to ports, we are losing out into that. To improve the situation, train terminal operator needs to offer competitive rates because one of the major factors in the whole process is rail freight which again is not determined by the rail operator but by the railways. This model needs a change."

"The debate is about rail versus road, since this is the primary component of cost in the utility of ICD," says, **Amit Kumar**, Director, Pristine Logistics. He continues, "DPD comes into picture to increase the ranking in World Bank Index but did it help? Did it bring efficiency or reduce cost? Can ICDs get more business? Most of the traffic moves by road, because it is cheap. The real structural problem is high railway freight. Railways just need to reduce the rates. CTOs are not earning, shipping lines are struggling, and even the railway finances are also struggling. All stakeholders need to speak up more and voice their concern. We need to have more clarity as far as government strategies are concerned." 

 To improve the situation, train terminal operator needs to offer competitive rates because one of the major factors in the whole process is rail freight 

Capt Anil Sahni



Mumbai International Airport goes digital

GVK-run Mumbai International Airport (MIAL) has not only become the flag-bearer of the 'Make in India' movement with its 'Cooltainer' but is also bringing all elements of the supply chain together to create greater synergies. **Manoj Singh**, Senior VP and Head Cargo, MIAL, share some hopeful insights on how digitalisation will further bring value to supply chains.



Hazel Jain

The pharmaceutical industry has done wonders for the cargo supply chain without any doubt and taking this idea further, GVK-run Mumbai International Airport (MIAL) has been putting a lot of its focus on this industry. Speaking about this is **Manoj Singh**, Senior Vice President and Head - Cargo, MIAL, who says, "This sector is bound to grow further. We handle almost 110,000 tonnes of purely temperature-controlled pharmaceutical cargo products and it is growing in double-digits. Other products that are growing are agro-based. Of course, the coronavirus has been posing a challenge since the last few months. But I am optimistic that things will improve soon. It has been a challenging first quarter for

the air cargo industry but Q2 could be more positive."

Making strides in this direction is the world's largest facility that has come up at MIAL called Export Cold Zone (Agro & Pharma Excellence Centre). "With the new pharmaceutical and agro terminal catering to around 0.53 million tonnes of cargo, we are the first airport to get this. We have been working on this since the last three to four years. The world's largest temperature-controlled airport facility has facilities for processing, storing agricultural and pharmaceutical products and can hold up to 700 tonnes of cargo at a time," Singh shares. MIAL becomes the first airport in India and third in Asia to achieve IATA

CEIV certification – a recognition that supports the air transport industry to comply with pharmaceutical manufacturers' requirements.

Singh added that education on how shipments should be handled is also vital and MIAL is getting shippers onboard and the synergy between all the supply chain elements has become very aggressive. In terms of digitisation, he adds, "We have created a digital corridor with Schiphol Airport for the pharmaceutical lane and the POC has been successful. Our endeavour in the next three months is to make this a complete compliance, 100 per cent process-oriented system for all the pharmaceutical shipments moving



Manoj Singh
Senior Vice President and Head - Cargo
MIAL and DDP Game Changer
India Cargo Awards 2016

Our endeavour is to give real-time visibility to shippers and to connect with every supply chain stakeholder in order to move things in a professional way





out from Mumbai to the rest of the world. This is only to keep our shippers updated with live information and real-time tracking of the shipments. Our endeavour is to give real-time visibility to shippers and to connect with every supply chain stakeholder in order to move things in a professional way."

MIAL has also taken the 'Make in India' initiative of the government further and developed a 'Cooltainer'. He says, "The problem was how to take care of the integration of the pharmaceutical

shipments on the tarmac. We have the indigenous 'Cooltainer' which has now been very successful. We have done almost ten successful trials already and are speaking with six top pharmaceutical companies for this at a very lean cost. Two companies are already using this and we will continue to add value-added features to this."

MIAL, along with logistics service provider Kale Logistics has been instrumental in bringing the industry closer through its GMax portal which enables real-



MIAL resume operations in COVID-19

- The airport has suspended all the commercial passenger flights until April 14 midnight with the recent directive by the Government of India.
- However, the airport continues to remain operational with a curtailed staff of over 500 personnel working endlessly for vital cargo operations and emergency evacuation flights, if any at the same time safeguarding safety precautions at the airport.
- To cater to the greater need of mobilising and supplying essential commodities across India and the world, the airport is operating its cargo handling activities.
- The items include pharmaceutical goods and medical equipments, which are approved by the regulatory bodies and customs.

time tracking of the shipment through a mobile app, thereby bringing value to every supply chain using this product.

Meanwhile, there are a lot of new projects that MIAL is planning in the next six months which are all related to pharmaceutical. "After adding this facility, Mumbai Airport will be catering to around 1.65 tonnes of cargo capacity annually. Things have been moving in the right direction. Plans are huge for the Navi Mumbai Airport as well. It is just about a temporary slowdown but things will improve in the next quarter for sure," Singh adds on a positive note. 🍀

GHIAL signs MoU to boost agro exports

In line with the Ministry of Civil Aviation's (MoCA) Krishi Udan Scheme, GMR Hyderabad International Airport (GHIAL) has signed a tri-partite MoU with SpiceJet and Ras-Al-Khaimah International Airport, UAE. As part of this initiative, Hyderabad Airport has collaborated with Spicejet and Ras-Al-Khaimah International Airport to create a dedicated freight corridor to leverage the tremendous agro and farming sector potential from centrally located Telangana and the neighbouring regions. The target market for this endeavour includes Dubai, Abu Dhabi, Sharjah and Bahrain. Specially designed equipment will be used for transportation of goods through the dedicated freighter aircraft of SpiceJet.



SGK Kishore, CEO, GMR Hyderabad International Airport, said, "Through this endeavour, we are also collaborating with farmer associations towards enabling a perennial supply of farm products through a dedicated freighter corridor. This MoU will create a robust platform to harness our agricultural markets and help create an entire ecosystem for

exporting perishable agro products from Hyderabad."

Ajay Singh, Chairman and Managing Director, SpiceJet, said, "This partnership will immensely help boost our farmer's income by providing them ready access to international markets, strengthening the government's 'Krishi Udaan Scheme' and promote

export of agro products from India."

Sanjay Khanna, CEO, Ras Al Khaimah International Airport, said, "We will be committed to assist and ensure smooth cargo operations at our airport and support point-to-point value chain. With our partnership, we shall be opening-up new markets and increase options for the home market and neighbouring countries."

Chandigarh Airport to get air cargo facility soon



Manpreet Singh Badal, Finance Minister, Punjab announced setting up of an air cargo unit at the Chandigarh International Airport, while presenting the annual budget. According to Badal, "The air cargo facility will give a fillip to the industry and provide exporters better access to international and domestic markets." On this announcement, Mohali Industry Association (MIA), states, "Exporters need to send consignments by road to the Indira Gandhi International

Airport in Delhi. The freight is lined up for 24 to 48 hours before being loaded in aircraft. A cargo facility closer to home will save time, effort and money. Besides, it will promote ease-of-doing-business."

The Finance Minister states that efforts were being made to expand facilities of air cargo to give a better access to domestic and international market. "The air cargo facilities would start at both the international airports of Chandigarh and Amritsar," informs Badal.



SpiceJet to open FTZ facility at GHIAL

GMR Hyderabad International Airport (GHIAL) has signed an agreement to lease with SpiceJet, to develop a first-of-its-kind airport based Free Trade Zone (FTZ), on approx. 1.6 acres of land parcel within the Special Economy Zone (SEZ) land of GMR Aerospace & Industrial Park. The facility will be a value addition to aerospace, pharma, ecommerce, agri and marine to enhance their business in domestic and foreign markets by catering to the warehousing, value-

added services and distribution needs of importers and exporters.

According to the agreement, GHIAL will be constructing a facility for SpiceJet to carry out the warehousing, distribution and trading activity within the Free Trade Warehousing Zone (FTWZ) of multi-product SEZ, popularly known as GMR Aerospace & Industrial Park. This facility will be 33,000 sq ft initially, with a potential to expand to 100,000 sq ft, based on demand.

DHL & BVC to take 10,000 SME jewellers global

DHL Express and BVC entered a partnership to enable Indian SMEs, in the gems and jewellery industry, to grow their presence



in the international marketplace. This partnership will enable SME jewellery exporters/importers to take advantage of growing cross-border business opportunities in the finished goods space. The service is targeted at 10,000 Indian jewellery SME exporters to help them expand their presence in international markets for B2C shipments. Commenting on the partnership, **Sandeep Juneja**, Vice President - Commercial, DHL Express India, said, "There is a significantly large cross-border ecommerce opportunity, that this sector can leverage using our ecommerce supply

chain solutions. Our vast network of over 220 countries and territories opens the door to expand beyond traditional trade lanes."

Yogesh Bansode, President - International, BVC, said, "BVC is digitising the jewellery industry through its offerings and the DHL partnership expands the shipping solutions." The exporter/importers will benefit from a wide-range of logistics offerings such as lower shipping prices, 360 degree shipping solutions, unique value-added offerings like break-bulk, consolidated returns, slot based deliveries and other industry-first offerings that will create a hassle-free experience for both shippers and buyers. The partnership, at present, primarily covers B2C players who seek to leverage the increasing demand from international customers.

Maersk sets up Inland Container Depot in Madurai



Maersk announced the Inland Container Depot (ICD) Madurai as a new acceptance point to help the trade in the hinterland of Tamil Nadu. Equipped with a warehouse to support faster cargo clearance, the ICD will help reduce the overall logistics costs by up to 30 per cent, while also providing operational transparency to customers. Spread over a total area of about 70 acres, the state-

of-art ICD is one of the largest in the country and will serve as a major infrastructural hub for South India.

Steve Felder, Managing Director, Maersk South Asia, said "We are also tapping into the hinterlands' potential by opening up new trade possibilities and enabling ease of doing business for the trading community in the region."

JNPT reduces cost under EoDB initiative

Jawaharlal Nehru Port Trust (JNPT) hosted delegates from the Bombay Chamber of Commerce & Industry (BCCI), facilitating a dialogue with the end customers to showcase the various ease of doing business initiatives taken by port which will significantly benefit in their overall logistics cost reduction.

Unmesh Sharad Wagh, IRS, Dy Chairman, JNPT has encouraged the delegates to understand the overall port operations and the initiatives undertaken by the port for the benefit of the trade. A detailed presentation was given highlighting the strategic initiatives undertaken by ports like Direct Port Delivery (DPD) and Direct Port Entry (DPE). DPD has benefitted the trade as there is prompt and timely delivery leading to reduction in inventory costs; saving in transportation costs; saving in handling and storage



charges at warehouse and reduction in dwell time for containerised cargo. This tactical initiative is making a significant impact on the end users by enabling savings in cost ranging from ₹8,000 to ₹20,000 per TEU and time saving ranging from 5-7 days.

JNPT has also introduced DPE, a facility created exclusively for exporters to bring in the export containers directly to port instead of routing it through CFS. This is saving

about 1-2 days time which in turn is enabling savings in cost of ₹2,000 per TEU.

To further aid the trade and provide quick solutions to customers, numerous measures have been taken to help the port authorities match global trends in the maritime sector, apart from reducing cost. The port has also introduced Inter Terminal movement of Tractor Trailers (ITT) and ITRHO which has further streamlined

the movement of containers between the terminals. This has helped in reduction of overall import dwell time by 32.8 per cent from 55.55 hours (April-January 2019) to 37.33 hours from April-Jan 2020. This system has resulted in the benefits to transporters/users like turnaround time of trucks is reduced, thereby increasing number of trips between CFSs and port terminals, cost of handling is reduced and hence, more containers can be moved in less time.



MAY 2020

► Domestic

Annual Conference on Modernisation & Digitalisation of Ports Terminals & Logistics	Mumbai	6-7
Annual Warehousing and Inventory Optimization Summit	Mumbai	21-22

JUNE 2020

► Domestic

India Warehousing Show	New Delhi	18-20
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► International

2020 TMSA Logistics and Marketing Sales Conference	Nashville	7-10
3PL & Supply Chain Summit	Chicago	16-18
Air Cargo China 2020	Shanghai	16-18

JULY 2020

► Domestic

Transport India Expo	New Delhi	7-9
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AUGUST 2020

► Domestic

Supply Chain Excellence Summit	Mumbai	6
SupplyPlus	New Delhi	6-9
ChemLogistics India	Mumbai	19-20
E-Commerce Logistics Summit	Bengaluru	20
Material Handling Technology Expo	New Delhi	26-28

SEPTEMBER 2020

► Domestic

ASCTL Summit	Mumbai	1
The Coastal Shipping & IWT Business Summit	Kochi	25
Food Logistics India	Mumbai	23-25

OCTOBER 2020

► Domestic

India Warehousing & Logistics Show	Gandhinagar	29-31
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Modest growth in exports amidst pandemic is satisfactory: FIEO

There has been a nominal growth of exports in February, 2020 by 2.91 per cent at US\$ 27.65 billion during the month, reacting to this **Sharad Kumar Saraf**, President, FIEO, said, "In the wake of novel coronavirus, which not only pulled down the global sentiments but also affected the supply chain both internationally and domestically, such modest growth is encouraging. However, the impact of pandemic will be more visible in exports figure of March onwards. With major global players including China, US, economies of Europe, Japan, South Korea, Australia, Russia, Gulf countries are also facing the brunt as oil and commodity prices have also shown drastic decline in recent days."

16 out of the 30 major product groups were in positive territory during February 2020 including petroleum, engineering goods, organic & inorganic chemicals, drugs & pharmaceuticals, electronic goods, ceramic products & glassware, iron-ore, man-made yarn/fabs/made-ups, handicrafts and handmade carpet, carpet, marine products, oilseeds and few more agri products have shown some positive or nominal growth. However, all other major sectors of exports including almost all labour-intensive sectors of exports are still in negative territory.

Further imports of US\$ 37.50 billion with a marginal increase of 2.48 per cent during the month have also been subdued. With crude prices moving southwards and supply disruptions extending to Europe and the US, due to COVID-19, more comfort is expected in imports during the next few months.

According to Sharaf, "Domestic issues including uncertainty over MEIS scheme has been a major cause of concern as exporters' are indecisive to firm up new contracts in the absence of clarity over MEIS beyond March 2020. The problem of risky



Sharad Kumar Saraf
President, FIEO

✦ In the wake of novel coronavirus, which not only pulled down the global sentiments but also affected the supply chain both internationally and domestically, such modest growth is encouraging ✦

exporters has further compounded the liquidity problem as their GST and drawback claims have also been held up."

Going with the current trend, FIEO Chief is of the view that the total merchandise exports for FY 2019-20 will remain in the range of US\$ 320-325 billion ending the fiscal with a trade deficit of around USD 155-160 billion reducing the CAD further.

Key Point

✦ With crude prices moving southwards and supply disruptions extending to Europe and the US, due to COVID-19, more comfort is expected in imports during the next few months

Nominations Open



INDIA CARGO AWARDS 2020

India Cargo Awards 2019
Part1



India Cargo Awards 2019
Part2



India Cargo Awards 2019
Part3



India Cargo Awards 2019
Part4



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MOVEMENTS



MAHINDRA LOGISTICS MUMBAI

Mahindra Logistics has announced the appointment of **V. S. Parthasarathy** as its Non-Executive Director and Chairman of the Board. Parthasarathy was the Group CFO and Group CIO of Mahindra & Mahindra until March 31, 2020. From April 1, 2020 he has taken the charge of the newly created Mobility Services Sector of the Mahindra Group. He began his career with Modi Xerox as a Management Trainee. Before joining Mahindra & Mahindra in 2000, he was the Associate Director at Xerox.



ESSAR CAPITAL MAURITIUS

Essar Capital (ECL) has appointed **BC Tripathi** as the Non-Executive Chairman of Essar Exploration and Production Mauritius (EEPLM) and Board Member of Essar Oil UK (EOUKL). Tripathi's induction signals EGFL's renewed interest in the energy sector. He will drive the investment strategy and play a key role in providing strategic direction to EGFL. Tripathi was the Chairman and Managing Director of GAIL (India) for over a decade. He is credited with transforming GAIL into a multi-asset multinational portfolio company.

EMIRATES SKYCARGO DELHI

Emirates SkyCargo has appointed **Abdulla Alkhalafi** as its new Cargo Manager for India. Alkhalafi will be overseeing all commercial and operational aspects of the airline. He previously worked as Cargo Manager, North India, for Emirates from June 2017 and joined Emirates in 2014 as part of SkyCargo's commercial management programme. Following his initial training at Dubai, Alkhalafi was posted to Singapore where he gained first-hand experience of Emirates' operations in an overseas market.



AGILITY ASIA PACIFIC

Agility has announced **Chris Price** as its new Chief Executive of Global Integrated Logistics (GIL) business, effective from May 1. Price has worked at Agility for 36 years, in roles including Chief Executive Netherlands, the UK and Ireland and for Northern Europe. He currently leads Agility's Asia Pacific logistics business, which is worth nearly US\$1.5 billion. Price brings strategic vision and deep operational understanding to this role. His strong relationships in company's business and with customers will help ensure a smooth transition.



UPS US

The UPS board of directors has named **Carol Tomé** as its new Chief Executive Officer, effective from June 1. She has been a member of the UPS board of directors since 2003 and serves as Chairperson of the audit committee. Tomé began her career as a commercial lender with United Bank of Denver (now Wells Fargo) and then spent several years as Director of Banking for the Johns-Manville Corporation. Prior to joining The Home Depot, Carol was VP and Treasurer of Riverwood International Corporation.



JETTAINER AMERICAS AMERICAS

Jettainer Americas has appointed **Shailendar Kothari** as its new Managing Director. In his new role, Kothari is responsible for the company's operational activities, as well as business and market opportunities in the Americas. During his career, Kothari worked for Pan-Am, Deutsche Lufthansa and the Lufthansa Group. Most recently, he was Director for global category management at Lufthansa where he took the responsibility for the Group companies' procurement of all warehouses, aircraft handling services and logistics.

AIR FRANCE KLM MARTINAIR CARGO EUROPE

Gertjan Roelands is appointed Senior VP of Sales & Distribution of Air France KLM Martinair Cargo. He will be in-charge of all global commercial activities, including digital services. He joined KLM in 1999 and gained commercial and operational experience in various managerial positions at KLM, Air France-KLM and its Cargo division. He previously held managerial positions at various Passenger division departments, including pricing & revenue management, sales at KLM Netherlands and global sales at Air France-KLM.



MENZIES AVIATION AMERICAS

Menzies Aviation has named **Jennifer Gourley** as its new Chief Financial Officer. Gourley's role is to oversee the financial activities for the Americas region, where Menzies has operations at 115 airports in seven countries. Prior to joining Menzies Aviation, she spent 14 years at the Sysco Corporation serving roles including Senior Director and Project Lead on its global transformation project.





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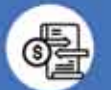
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