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contents

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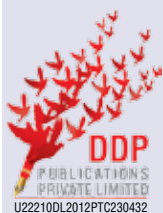
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10



16



27



28

Pg.6  INTERNATIONAL NEWS
News from the industry

Pg.9 INDUSTRY REPORT
Delhi-NCR sees 45% CAGR growth in warehousing

Pg.10 CONCLAVE TALK
Digitisation Trepidation: Turning worries into action

Pg.14 CONCLAVE TALK
Trucking & Logistics: Enduring the bumpy ride

Pg.18 AIRPORT TALK
Bengaluru Airport: All set to be seamlessly connected

Pg.22 INDUSTRY OPINION
Role of air cargo amidst the pandemic

Pg.27 TECHTALK
Adopt re-engineering to cut down costs

Pg.28 GUEST COLUMN
Logistics costs: Areas where the shoe pinches

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Distribution Redefined

Delta Cargo partners with PayCargo, Unisys

With an aim to offer customers an additional option to pay for their shipments' destination charges, Delta Cargo has partnered with PayCargo and Unisys. PayCargo's system has cost benefits directly for Delta Cargo's customers as it automates data flows, eliminates the need to send paper checks and enables same-day release of cargo. To use the system, customers must first register via the PayCargo website. Customers will then receive updated charges information and efficiently process payments due at the destination. Once payment is made, Delta Cargo is notified in real-time to process the shipment and expedite

shipment release. "As we strive to become the airline of choice for our customers, we know that offering secure payment options is one way we can achieve this. We are focused on making it easy to do business with us and our new collaboration with PayCargo and Unisys does just that," says **Shawn Cole**, Vice President, Delta Cargo.

Benefits

- PayCargo's system has cost benefits directly for Delta Cargo's customers as it automates data flows



Jan de Rijk signs up with Trucking CDM

As part of its efforts to reduce waiting times at airports, Jan de Rijk Logistics, the road feeder firm, has signed up with Trucking CDM to manage slot allocation planning mechanism between truckers and handlers. The industry is under pressure to reduce costs but also achieve faster transit times between European airports, because much of the trucking operation is spent waiting at airports. **Stefan Pieters**, Manager of Operations & Development, Jan de Rijk, says, "Our biggest challenge boils down to the waiting hours spent at cargo handling facilities, caused by lack of communication and transparency. As there is often no contractual relation between the trucker and the handler, both parties

operate on behalf of the airline but are not directly connected to each other. If we could share data about when the freight is available, the status of vehicle combined shipment information, we could communicate much better with the handler



thus creating, insight and data sharing for all parties involved." The Trucking CDM platform provides transparency, predictability and allows data sharing between the involved stakeholders in regard to the truck movement.

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Etihad Cargo, E2open to automate cargo screening



To automate its cargo screening processes in compliance with global regulations, Etihad Cargo has formed a partnership with supply chain solution app E2open. The app will improve efficiency, streamline workflows, minimise the risk of fines and penalties,

and reduce the manual time associated with screening cargo.

The airline said E2open will also help it to intercept attempts at illegal animal trafficking by preventing the carriage of endangered and threatened species, hunting trophies

containing any animal parts, shark fins and live animals intended for use in scientific research. Etihad Cargo will go live with E2open from November this year.

Andre Blech, Head – Operations & Delivery, Etihad Cargo, says,

"Aside from being labour-intensive, navigating the constantly changing regulations and export/import requirements often requires coordination across multiple parties and compliance checks. Our partnership with E2open, which shares our vision for a truly digital logistics

supply chain, increases Etihad Cargo's service quality to customers, who benefit from the increased efficiency of real-time verification."

Santosh Nanda, General Manager, E2open's logistics service provider business unit, adds, "Together with Etihad Cargo, E2open is streamlining the process to dramatically simplify the complexity of staying abreast of ever evolving trade regulations, automating the screening of shipments, thereby providing best-in-class compliance safeguards for Etihad customers while reducing shipment processing costs."

Air cargo recovery happening at a slow pace: IATA

According to the International Air Transport Association (IATA), air cargo demand is recovering slowly from the effect of COVID-19. The association has released data for global air freight markets in June showing improvement, but at a slower pace than some of the traditional leading indicators would suggest. Global

demand, measured in cargo tonne-kilometres (CTKs), fell by 17.6 per cent in June (19.9 per cent for international operations) compared to the previous year.

That is a modest improvement from the 20.1 per cent year-on-year drop recorded in May.




June Regional Performance





- Asia-Pacific airlines saw demand for international air cargo fall by 20 per cent in June 2020 compared to the same period a year earlier. International capacity decreased 32.3 per cent.
- North American carriers reported a single digit fall in international cargo demand of 8.8 per cent year-on-year in June. International capacity decreased 30.7 per cent.
- European carriers reported a 27.6 per cent annual drop in international cargo volumes in June. This was a slight improvement from May's performance of 29.5 per cent but still the second weakest performance of all regions. International capacity decreased 40.7 per cent.
- Middle Eastern carriers reported a decline of 19.1 per cent year-on-year in June, an improvement from the 24.9 per cent fall in May. International capacity decreased 25.8 per cent, the best of all regions.

However, global capacity, measured in available cargo tonne-kilometres (ACTKs), shrank by 34.1 per cent in June (33.9 per cent for international operations) compared to the previous year. This was on par

with the 34.8 per cent y-o-y drop in May. Belly capacity for international air cargo shrank by 70 per cent in June compared to the previous year due to the withdrawal of passenger services amid COVID-19.

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CEVA Logistics introduces myCEVA

CEVA Logistics has launched an all-in-one portal named myCEVA to enable shippers in managing their complete shipping journey online. The online tool provides a seamless customer experience by giving them greater control over every function and a larger range of options whatever the circumstances.

The portal has been designed to give customers greater control over the booking process while simultaneously improving efficiency through greater process automation. Customers can instantly receive quotes, make bookings and track



shipments in real-time, which will enhance the customer experience. After a successful pilot phase in

the US in May 2020, myCEVA is working towards covering all transport modes in every region of

the world and has been launched in a phased manner with FCL and LCL ocean freight customers using specific trade lanes from/to the US, China and India.

Across myCEVA, customers will have access to every function they need to make their business run smoothly, including schedules, quotes, eBooking facilities, eDocumentation, online support, track & trace and account management.

The platform is fully integrated into CEVA's global operations for both imports and exports.

DB Schenker launches service for battery transport



According to expert scenarios forecast, there will be more than 130 million electric vehicles on the roads globally by 2030. Seeing the strict legal requirements for transporting and warehousing batteries, DB Schenker has launched a new and dedicated service that combines individual national and international regulations concerning battery types and transportation modes. Power and availability of batteries are key to this transport shift, manufacturers

face new challenges managing the logistics around their supply.

Jochen Thewes, CEO, DB Schenker, says, "Batteries are the main drivers of the ongoing electrification of the world. With our global network, we can cover the whole logistics spectrum to create reliable solutions for safe and customised battery transport and storage. With our new service dedicated to battery logistics, we are proud to be a facilitator of this game-changing development."

Unilode partners with dnata to equip its warehouses

In order to enhance the efficiency of ULD operations in the global network of their customers, Unilode Aviation Solutions and dnata have signed an agreement to equip all dnata warehouses with Unilode's Bluetooth readers. Unilode's digital solution transmits data on the geolocation of the ULDs and can also share other relevant information such as temperature, humidity, shock and light, using ULDs equipped with Bluetooth digital tags and a network of Bluetooth readers and mobile devices.

Benoit Dumont, CEO, Unilode, says, "Unilode is currently digitising its entire ULD fleet of 140,000 units with tags and is rolling out a Bluetooth reader network infrastructure in over 250 locations worldwide. Our new agreement with dnata will help us accelerate the creation of Unilode's digital ecosystem and enable us to increase ULD visibility, data accuracy and asset stock control, in addition to providing our customers with important information on their cargo."



Delhi-NCR sees 45% CAGR growth in warehousing

The warehousing clusters in NCR are spread along with major industrial hubs on peripheral road networks with easy access to Punjab, Haryana, Uttar Pradesh, and Rajasthan apart from Delhi. Industrial warehousing dominates the landscape due to the presence of large-scale manufacturing units.



According to the India Warehousing Market Report 2020 by Knight Frank, National Capital Region (NCR) emerges as the foremost market recording the highest volume of leasing at 8.6 million square feet (mn sq ft). It also recorded a 45 per cent CAGR growth in demand over a three-year period. The report also notes that an additional 193 mn sq ft of warehousing space can be built on the existing land committed to warehousing across the top eight cities of India. This works out to a 63 per cent addition to the existing 307 mn sq ft of warehousing stock in these markets

NCR has a development potential multiple of 1.75, which implies that 75 per cent more warehousing space

can be added to the region. The current stock is reported to be 57 mn sq ft with a potential of expansion to 100 mn sq ft on warehousing land of 4,178 acres in NCR.

In FY2020, 28 per cent of the warehousing space was leased by e-commerce followed by the manufacturing sector (24 per cent). Major occupiers such as Flipkart and Amazon took up warehouses at the exit points of the Kundli Manesar Palwal Expressway (KMP).

The CAGR for warehousing transactions for the period FY2017-20 in NCR remained positive with 45 per cent. The warehousing demand in the NCR market has kept vacancy levels low at 13.9 per cent compared to other



markets such as Bengaluru and Pune which have vacancy levels of 29.7 per cent and 21.8 per cent, respectively. The report cited nationwide implementation of Goods & Services Tax (GST) in the year 2017 as amongst the most meaningful interventions in the Indian warehousing sector. GST led to a transformative shift to efficiency-based location and size strategy rather than tax saving focused objective.

Mudassir Zaidi, Executive Director

– North, Knight Frank India, said, “The demand for warehousing in NCR saw an upward swing in FY2019, however due to the pandemic, occupiers and developers have become cautious. Demand from the e-commerce segment is expected to rise, albeit for mid-sized facilities along the NH-48 belt to capitalise on essential services demand from Delhi, Gurgaon, Noida, Greater Noida and other peripheral consumption centres.”

Warehousing stock and supply

Market	Total warehousing land (acres)	Existing stock in mn sq m (mn sq ft)	Total warehousing FSI potential in mn sq m (mn sq ft)	Development potential multiple*
Mumbai	6,625	11.2 (121)	15.5 (167)	1.37
NCR	4,178	5.3 (57)	9.3 (100)	1.75
Chennai	2,361	2.2 (24)	4.6 (49)	2.02
Bengaluru	2,210	2.3 (25)	4.5 (48)	1.89
Pune	1,814	2.4 (26)	3.9 (42)	1.61
Ahmedabad	1,587	1.7 (18)	3.4 (37)	2.09
Hyderabad	1,291	1.2 (13)	2.7 (29)	2.19
Kolkata	1,098	2 (21)	2.6 (28)	1.29
Total	21,163	28.3 (307)	46.5 (500)	1.63

Transaction in warehousing space

City	FY2020	FY2020	FY 2017-20 CAGR
	mn sq m (mn sq ft)	change YoY	
NCR	0.8 (8.6)	-32%	45%
Mumbai	0.7 (7.5)	8%	69%
Ahmedabad	0.5 (5.1)	5%	43%
Pune	0.5 (4.9)	42%	35%
Bengaluru	0.4 (4.3)	-23%	50%
Kolkata	0.4 (3.9)	-15%	43%
Chennai	0.3 (3.4)	-19%	22%
Hyderabad	0.3 (3.4)	-14%	41%
Total	3.8 (41.3)	-11%	44%

Source: Knight Frank Research



DIGITISATION TREPIDATION

Turning worries into action

With a focus on 'how digitalisation is building and enabling confidence in the air cargo industry', **CARGOTALK**'s digital conclave looked at how this pandemic has enhanced the use of technology in business. The industry has achieved more in the last four months as compared to the last four to five decades.



Kalpana Lohumi

Although the world's biggest lockdown brought every sector to nearly a standstill but air cargo is one of the few sectors that has not stopped working even for a day. With technology being its saviour, the industry has proved itself to be more resilient and agile to deal with the crisis within no time.

The first session of the third CargoTalk's digital conclave aimed at decoding how technology has come into play with this pandemic going on. The session was led by Keku Bomi Gazder, CEO, AAICLAS; Saurabh Kumar, CEO, Hyderabad Air Cargo; and Amar More, CEO, Kale Logistics Solutions.

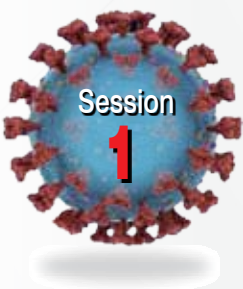
COVID-19; AN OPPORTUNITY TO TAKE DIGITISATION SERIOUSLY

According to Gazder, digitisation is an enabler and not a revenue generator. He said, "It is a value-add to our industry which is long due. We are the land of IT professionals and yet we are not 100 per cent digitised. It seems to be a bit of a challenge to understand why we are not moving at least into an e-airway bill mode. We need to think even beyond paperless or digitisation which is to do with being contactless. It means less interaction in the physical world."

With a belief that the pandemic is an opportunity for us to look at digitisation

seriously, Gazder said, "We have data, but we don't have big data; we have technology, what we don't have is adaptability to technology; we have the way, what we don't have is a will. The entire world is facing this problem but what distinguishes us from the rest of the world is the fact that they have moved at a much faster pace as far as digitisation is concerned. Leave the rest, look at how much the shipping industry and road industry have gone into technology. There is a huge gap between what we should be doing and what we are doing at this moment."

"Thirdly, this pandemic has given us the time to experiment with new technologies



and relook at various processes. Let's not waste this crisis," stressed Gazder.

Adding to this, Kumar said, "The last four months have been a great time for us to think, rethink and innovate. Air cargo is a multi-decade industry but what we have achieved in last four months is many times of what we have achieved in the last four to five decades."

He added, "If we look at digitalisation, air cargo industry had started talking about new initiatives to reduce paper and to digitalise the processes, four to five years back. However, the process of adoption has been slow. If we compare ourselves with other industries as well, air cargo has been slightly slow in terms of adopting technologies. We started thinking about digitisation in the last four months when confinement has not left us with any other option."

He continued, "We started challenging ourselves to process the same amount of cargo with minimal number of people. The pandemic has led us to challenge the existing way and leverage all the existing technologies. The busiest people in the industry are the people who are giving solutions to the emerging needs. The pandemic has set a clear roadmap in front of airports and air cargo complexes to become more sustainable and resilient in the future in case of any such pandemic."

TECHNOLOGY, NO LESS THAN A BUSINESS DRIVER

Taking about the role of technology in the crisis, More said, "Nobody could have envisaged a situation like this. However, an extraordinary crisis always leads to extraordinary opportunities. If we look at the attitude towards digitisation, technology has moved from a nice to have thing to a necessary evil to now a business driver. The role of technology is increasing in the industry; those who had the right technology could operate in those pandemic days."

Sharing facts right from 1978, he said, "In 1978, IATA found that average time to move an air cargo shipment

anywhere across the world is 6.3 days. The association did that study in the first decade of the century also and the average time was still 6 to 6.1 days. Hence, nothing much has changed in 20-25 years. An average air cargo shipment accompanies 30 types of documents, 104 copies of paper because there are so many parties involved in it."

INDIA SHOULD BE LEADING, NOT FOLLOWING THE WORLD

Sharing the perils associated with paper, More calls paper just not a piece, it means delays, environmental damage and in some places it means corruption. He continued, "India is a big success story, We have come to sixth rank globally from 116. Our country is the world's IT backbone and we should not be following the world; however, we should be leading the world. In our industry, the time is now and we shouldn't be wasting this opportunity considering paper not only delays and damages but with COVID-19 it is a death threat because the virus stays on paper for three to four days. So, if we are handling more paper, we are putting our own staff and industry at more risk. Hence, we should use technology not just for paperless operations but contactless."

"If we leverage this opportunity, we will be at a different level of automation and this has happened in the past as well. After the 9/11 incident, most of the electronic communications got a major boost when US customs and border protections wanted information in advance. Our industry woke up and suddenly there was EDI flowing all around. Then the Yemen incident happened, and then there is big rush on providing a date before the aircraft is loaded. This kind of crisis has always created the pleading ground for higher technology adoption, and I am extremely confident it will take our industry, especially India to a new level," he added.

GOVERNMENT IS AHEAD OF THE GAME

Talking about what government has done or what can we expect from the government to do, Gazder stressed on



Keku Bomi Gazder

CEO, AAICLAS and India Cargo Awards Winner 2019

Digitisation is an enabler and not a revenue generator. It is a value-add to our industry which is long due. We are the land of IT professionals and yet we are not 100 per cent digitised

how CBIC has enabled the faceless and paperless evaluation of our shipments. Considering the two portals that the Ministry of Civil Aviation has rolled out almost two years ago and how ICEDASH has improved the monitoring of customs clearance of imported goods, the government is faster than the private sector in digitisation. He believes, "It is more for us in the industry to keep up with the government rather than asking what the government can do."

"The government is ahead of the game now, at least in India," said More. Government is used to issuing guidelines, however More believes, "They should move towards making rules and laws. Digitisation shouldn't be a guideline anymore; it should get translated into rules and laws."

AIR CARGO EMERGES WITH COVID-19

Commenting on how COVID-19 has changed the metrics, Kumar noted, "Airfreight was growing at a very fast

Technology, a business driver

→ India is a big success story. Our country is the world's IT backbone and we should be leading the world.

→ If we look at the attitude towards digitisation, technology has moved from a nice to have thing to a necessary evil to now a business driver.



Saurabh Kumar
CEO, Hyderabad Air Cargo

🔥 If we compare ourselves with other industries, air cargo has been slightly slow in terms of adopting technologies. We started thinking about digitisation in the last four months when confinement has not left us with any other option 🔥

pace in Asia-Pacific and particularly in India before COVID-19 happened. Another important thing to note is that in India the bulk of cargo goes via the belly of passenger aircraft and not via dedicated freighter aircrafts. When international flights stopped in the end of the March, we have missed out in the entire belly capacity and the only capacity which was available was freighter. However, in the last three months we have grown significantly as an industry. The freighter capacity which used to be a miniscule 25-30 per cent across the country has more than doubled, primarily on account of several passenger aircrafts getting converted into cargo (P2C) as well more special charters and additional freighters that started coming into India to facilitate the trade. The air cargo industry has seen a very encouraging recovery in the last three months. Having said that, if we compare air cargo with other segments of the industry, we are in a position where we are at least able to see the dreams of complete recovery. The recovery is few quarters away."

Speaking on the size of the new market, once the recovery happens in few quarters, Kumar highlighted, "In the last three months we have fundamentally realised that air cargo is a very significant component. It used to be an add-on ancillary, however, today the significance of air cargo is much high. The focus is on ensuring that supply lines are efficient and adequate capacity is available and people believe that air cargo is the most reliable and fastest mode of transportation that would still be available to the economy even if a similar pandemic hits in the future. There will be better growth after we overcome the threshold recovery in the next few quarters."

More highlighted the kinds of technologies that require navigating through this pandemic. He said, "Going back to pre-COVID and post-COVID, to understand that how can the industry be safer and more efficient, we have to understand the behaviour of the virus. This virus spreads through paper and social interaction."



He added that one has to consider the following facts.

- ❖ The virus stays on paper for three to four days, thus, we have a war on paper. We have to strongly consider how we can eliminate paper in today's age when electronic data can be moved. Hence, first we have to ponder on any technology that eliminates paper.
- ❖ Secondly, the virus can be stopped with social distancing so anything that causes congestion is damaging. Our air cargo complexes, around peak time, are crowded with many people at the terminal, at the documentation counter or queue of trucks; that also doesn't help social distancing. So, technologies that can reduce congestion are very important.

More emphasised on community systems or common platforms for the industry where no one needs to share paper anywhere. He said, "The exchange of data through these community platforms replaces paper. Secondly, to avoid congestion, one needs to inform the airport in advance about the time of truck arrival and do the documentation beforehand and not at the airport. This will not only help in avoiding congestion but also help in operating in a safer and efficient manner. Finally, for the industry to come out of this shock,

we definitely need technologies that can help them reduce cost or earn more revenues."

On available technologies, he said, "The most pertinent technology is community platforms where we are replacing human interaction and paper with digital interaction. And, once we adopt them, the benefits are tremendous in terms of cost saving, customer satisfaction and transparency. I believe the time has come to adopt these technologies and to declare this war on paper."

Will P2C stay for long?

"P2C is here to stay but not for a long time. We should realise one underlined fact that there is huge amount of cargo to be handled. We were waiting for capacities to come and take the cargo. To address the demand of the market, the airlines quickly converted their passenger aircrafts into freighters. Hence, from the airline perspective, P2C is an opportunity to utilise aircrafts which were anyway there on the ground but can still be utilised effectively for carrying double or three times of typical cargo which it used to carry in a belly," shared More.

"P2C operates under a regulatory framework in India but people cannot stay away from travelling for long. Once it will bounce back, the same aircrafts will re-deployed and there will be less



Amar More

CEO, Kale Logistics Solutions and India Cargo Awards Winner 2019

➤ The most pertinent technology is community platforms where we are replacing human interaction and paper with digital interaction. And, once we adopt them, the benefits are tremendous in terms of cost saving, customer satisfaction and transparency ➤

of P2Cs but still the overall cargo keeps increasing," he added.

Can technology replace manpower?

"Almost all the sectors have taken a beating but in cargo and logistics more manpower is still required. Today the industry is looking to consolidate and focusing its resources in critical areas. Some people may perceive this as a slowdown in cargo and logistics industry but it's very momentary. It is one of the industries which always requires more manpower, in spite of technology adoption in the future," pointed Kumar.

Bridge the gap

"Let's work towards everything that the government can do rather than what it is doing. While coming up with issues in front of the government, the industry should suggest a probable solution so that the gap between the problem and the solution can be minimised," opined Gazder. ➤

UPDATES

We have data, but we don't have big data; we have technology, what we don't have is adaptability to technology; we have the way, what we don't have is a will.

— Keku Bomi Gazder

In the last three months we have grown significantly as an industry. The freighter capacity which used to be a miniscule 25-30 per cent across the country has more than doubled.

— Saurabh Kumar

The government is ahead of the game now, at least in India. They should move towards making rules and laws. Digitisation shouldn't be a guideline anymore; it should get translated into rules and laws.

— Amar More

Reliable mode of transportation

➤ People need to believe that air cargo is the most reliable & fastest mode of transportation that would still be available if a similar pandemic occurs in the future.

➤ Cargo & logistics is one of the industries which always requires more manpower, in spite of technology adoption.

TRUCKING & LOGISTICS

Enduring the bumpy ride

With an agenda to find out practical solutions for the present and strategies for future, **CARGOTALK** held its third digital conclave. Eminent speakers put forward their views on how to use this time to turn the crisis into opportunities and what could be the way forward for a better future.



Kalpana Lohumi

While transportation stands to be the backbone of logistics, the industry serves as an umbrella to other key business areas like warehousing, packaging, inventory management, supply chain management and procurement etc. As soon as the lockdown was announced on March 25, 2020, the movement came to a near standstill with the exception being the

transportation of essential goods. The second session of CargoTalk's digital conclave discusses how industry has managed to keep the cargo moving and turned the crisis into an opportunity by focusing on the current crisis and sighting the prospects in the new normal. The session aimed at brainstorming ideas with three eminent speakers; Ashok Goyal, Managing Director, BLR Logistik; Aditya

Shah, Executive Director, V-Trans India; and Chander Agarwal, Managing Director, TCI Express.

COLLABORATION IS THE KEY TO FLOURISH

Sharing how industry came to a halt when the lockdown was announced but recovered, Goyal said, "COVID-19 has brought a new change in our lives. When

the lockdown started in March, industry got into a very bad shape and everyone was worried about the future. However, we have gone through it well. If we look at last three months, the progress is phenomenal in terms of how the economy has picked up and businesses are back to 75 per cent level. Hence, I see no reason why are not we going to grow the way we were growing earlier as we can also see the younger generation taking over the business, especially road transport which is even considered to be a tough one."

"The crisis has taught us collaboration and has brought everyone closer. We never used to have this kind of unity which we have now and big players are taking the help of smaller players in the areas where they are not strong," he added.

LOGISTICIANS NEED ACKNOWLEDGEMENT TOO

"The period of end of March and mid of April was filled with uncertain times," said Shah. He continued, "Business came to a standstill, trucks were stranded, and cargoes were held up whether it is road, airport or seaport. However, logistics being such an essential industry for the backbone of the country, it had to bounce back very fast. The government has ensured the delivery of essentials, right from the beginning, and slowly and steadily also enabled the entire ecosystem around essentials. Things have started moving pretty fast for the industry, however, it was filled with challenges; from obtaining local permissions to ensuring the safety of people and also if people are in place to operate. The challenges which we as an industry have faced have been immense but still the resilience and hard work with which each one of us stood up deserves some acknowledgement."

RE-ENGINEER BUSINESS WITH TECHNOLOGY

Agreeing with Goyal on getting numbers back to 70-75 per cent, as an industry, Shah said, "The future seems to be positive and bright. We should learn from the crisis; it has taught so many things from

managing people, be it drivers or labour or our staff, to be digitally connected with the entire universe of stakeholders. The crisis showed us that physical presence is not required everywhere and we can work from anywhere using various platforms."

"It has helped us in re-engineering the business to those directions which probably were not possible in normal working hours. So, technology has definitely shown us the path of how to operate in such scenarios. We are a people heavy industry and being connected during these times to those who were striving and going on the ground, full of risk, was crucial," he added.

"The industry has been through tough times and learnt good things. If we would be able to survive through these times, then we will surely thrive in the better times ahead," feels Shah.

GO DIGITAL TO SAVE COST

According to Agarwal, "The most striking thing that has emerged from this entire lockdown is that it has given every company an opportunity to improve their performance, way of working and re-understanding the entire operations."

"Interestingly, with the use of technology we have had the lowest cost ever in the history of the company in spite of the fuel prices going up. This crisis has made us much stronger; all the things which were left undone could be done now for the betterment of the company and this has made our foundation stronger," he maintained.

Stressing on the difficulties being faced by the unorganised sector and how difficult it is going to be for them to survive, Agarwal said, "The unorganised segment is going to go through a tough time in the next few years because if they are not asset light or manpower heavy, it's going to be very challenging."

He continued, "Looking at the way the organised segment is positioned, the entire crisis has helped us to manage our cost



Ashok Goyal
Managing Director, BLR Logistics

We need COVID-19 cover for drivers because they are the ones who are on road from day one and making the supplies available. The COVID cover is required to make them feel safe

and become more lean." Adding to this, Goyal said, "With the help of technology, manpower cost has come down; it has made us realise that a number of field staff were not even required."

EXPECTATION FROM GOVERNMENT

"We are expecting a lot. Honestly, nothing has been done by government as far as logistics is concerned," said Goyal. He listed four concerns where the industry needs help from government:

- Firstly, we need COVID-19 cover for drivers because they are the ones who are on road from day one and making the supplies available. The COVID cover is required to make them feel safe.
- Secondly, we are working on credit with our customers, hence we feel that either the interest on the working capital should be waived off completely or they should give us some reduction.
- There has been imbalance in terms of GST norms the government has put up especially for logistics business. We are under RCM and FCM both; there is no

Learnings from the crisis

→ The crisis as taught us collaboration. Now big players are taking the help of smaller players in the areas where they are not strong.

→ This pandemic has made us stronger; all the things which were left undone could be done now for the betterment of the company.



Aditya Shah
Executive Director, V-Trans India

🔥 To bring in efficiency, aggregation models should be strengthened, and they must be accessible to everyone, be it a truck aggregator or direct consumer 🔥

level field for all the players. Simplification is needed.

- Last but not the least is diesel which is our key component and is 55 per cent of our freight cost; the way its price is going up needs to be streamlined or if it can be similar in all the states.

Adding to the diesel price, Agarwal informed, "Most of the logistics companies in India are asset heavy. These companies cannot survive due to the increasing diesel price. They can have growth of 60-70 per cent but their bottom line will be 40 per cent. And, imagine 95 per cent of the unorganised economy is having heavy losses; how they are going to continue providing services? The government has to get a hold on this."

Suggesting the solution, he continued, "One important way of doing that could be if there is a change in diesel price, the manufacturing companies which are using the transportation services should be made liable to pay for that change. If the government imposes this on

manufacturing companies, a large chunk of the unorganised segment will not face a massive cash crunch and they will be able to survive longer."

BUILD UP OUR OWN CAPABILITY

Talking about industry's readiness on working on its own, Shah said, "Working on our own is sort of a reality for logistics and the transport industry. The government body is doing its job but the real essence is, we have to build up our own capability and stand up tall. Eventually, if there is no help in future the question remains how will the business model sustain? We have to figure out a business model that would sustain without help and the larger part is already standing on its own. As an industry, we can collaborate amongst ourselves; have some best practices or hand-holding with each other."

Continuing on the collaboration, he said, "Collaborations are opening up slowly but we still have a long way to go."





LOGISTICS; A STRONG CORRELATION WITH GDP

Explaining the size of the market, Agarwal stated, "First, we must understand that Indian logistics is about 14 per cent of the GDP which is US\$ 340 billion and as per the NITI Aayog this is supposed to double in the next five years. Even if it does not double, it will come up to approx. US\$ 550 billion which is a substantial chunk of emerging business and 60 per cent of that will always remain road. So, if you look at 60 per cent of US\$ 500 billion, it equals US\$ 300 billion, as per the data by NITI Aayog, which will be road transportation in India. Here comes the important factor that 95 per cent of US\$ 300 billion is going to be unorganised. The challenge is that the GST which is not being collected by the unorganised segment will always be a threat to the economy. The government has to find ways and figure out how they can counter that."

INDUSTRY VERTICALS

"The standard story is that no industry is at 100 per cent levels; FMCG and pharma were the first ones who sprung

up because of requirement irrespective of lockdown as they fall into the essential category. These verticals recovered but not to 100 per cent; they also had their struggles in terms of manufacturing or last-mile delivery.

Chemical industry has also sprung back decently in May and June because chemicals are also required either in pharma or in FMCG. However, the auto industry is definitely a challenge for a little while and is not coming back so fast like other sectors. The entire chain in the auto is going to remain a challenge for a while whether it is a truck or car or two-wheeler. There will be a buying challenge at the consumer level. Probably, the sales of tractor and spare parts may not get impacted because of the agriculture and farm sector," informed Shah.

SCOPE OF AGGREGATOR MODEL

Commenting on the aggregation model where truck owners are connected by the goods supplier, Shah emphasised, "A lot of attempts have been made whether through private players or associations. To



Chander Agarwal
Managing Director, TCI Express and India Cargo Awards Winner 2019

The most striking thing that has emerged from this entire lockdown is that it has given every company an opportunity to improve their performance, way of working and re-understanding the entire operations

bring in efficiency, aggregation models should be strengthened, and they must be accessible to everyone, be it a truck aggregator or direct consumer. However, since the volume is so huge, probably one aggregating platform may not be able to sustain. It is only possible if three to four players merge, whether it is private or government, in order to make the truck seamlessly available to everyone. So, the data would be available but it is more about how easily we are able to access it with the use of technology and get the vehicle wherever you required it."

THE UNORGANISED SEGMENT

Service industry has always been manpower heavy. On this, Agarwal noted, "Being a part of logistics and transportation industry, we always have to be on ground to provide services. There is no way we can work from home. Hence, the next big challenge for the companies who are not going into automation will be managing their manpower during such a pandemic."

UPDATES

If we look at last three months, the progress is phenomenal in terms of how the economy has picked up and businesses are back to 75 per cent level.

— Ashok Goyal

We are a people heavy industry and being connected during these times to those who were striving and going on the ground, full of risk, was crucial.

— Aditya Shah

Indian logistics is about 14 per cent of the GDP which is US\$ 340 billion and as per the NITI Aayog this is supposed to double in the next five years.

— Chander Agarwal

The next big challenge

→ **Being a part of logistics and transportation industry, we always have to be on ground to provide services. There is no way we can work from home. Hence, the next big challenge for the companies who are not going into automation will be managing their manpower during such a pandemic.**

Bengaluru Airport: All set to be seamlessly connected



Facilitating shipment of essential commodities across India and the world, Bengaluru (BLR) Airport continued to operate round-the-clock during the lockdown and post the phased lifting of the lockdown. **Satyaki Raghunath**, Chief Strategy and Development Officer, Bangalore International Airport (BIAL) talks about the journey of the airport in the middle of the pandemic.



CT Bureau

CHALLENGES BEING FACED BY AIR CARGO STAKEHOLDERS

Airlines: In pre-COVID times, all BLR Airport's cargo capacities on airlines were distributed between freighter and passenger aircraft in the ratio of 40:60. However, following the lockdown, freighters have carried most of the cargo to/from BLR Airport. In the current scenario, with increasing demand and lack of cargo capacity on scheduled passenger aircraft, especially across international markets, DGCA has given special approval for operation of passenger flights as charter for cargo handling. As a result, about 40 per cent of our capacity is currently being served by Passenger to Cargo (P2C)

consignments. We have witnessed a significant increase in the number of Cargo ATMs in April and May 2020. During this period, we were able to record a total of more than 2,200 Cargo ATMs at BLR Airport.

Cargo Terminals: During the initial days of the lockdown, there was a shortage of manpower at both cargo terminals at BLR Airport. This was largely due to the lack of transport to/from the airport. However, BIAL worked closely with the Karnataka State Government and law enforcement agencies to ensure the safety of employees in transit to the airport, leading to the availability of requisite manpower to support cargo operations.

During the lockdown, BIAL was able to effectively manage capacities across cargo terminals with the support of Customs officials, who operated round-the-clock. On an average, between 100 to 200 metric tonnes (MT) was being cleared each day. During this time, BIAL also facilitated a meeting between perishable cargo agents and GoK's Minister for Horticulture to ensure smooth export of all perishables. Working with GoK, the movement of perishable cargo was tracked daily to ensure smooth flow of shipments. Due to these efforts during April and May 2020, BLR Airport processed ~3,000 MT of perishables to 31 international destinations, including Doha, London, Muscat and Singapore. This also



Satyaki Raghunath
Chief Strategy and Development Officer,
Bangalore International Airport (BIAL)

included 315 MT of mango exports to key destinations such as Doha, London, Muscat, Singapore and Sydney. In addition, BIAL supported the local manpower movement of our partners by obtaining movement passes from the Police Department.

After a brief lull in cargo operations due to the lockdown, positive signs of demand emerged in May 2020. Cargo volumes have showed a week-on-week growth in May, as India emerged from the lockdown, in stages. BIAL has been able to gain approximately 44 per cent of the previous year's tonnage during the same month, including 60 per cent of international volumes and 20 per cent of domestic volumes. The key markets served during this period were the Asia, Europe, Middle East and North America.

BLR Airport's cargo market share in terms of tonnage in India improved to 17 per cent up from 11 per cent for the period April-May 2020 due to agility, efficiency, latest technology, processes and BIAL's solution-driven approach.

Apart from consignments of perishables and pharma, BLR Airport Cargo Terminals handled 1.5 million units of COVID-19-related cargo in March and April 2020. A brief summary is provided in the table below:

ITEM	QTY (units)
Masks	1,000,983
Bodysuits (full PPE)	166,000
Gloves	101,059
Isolation Safety Goggles	100,000
Face Shields	100,000
Infra-Red Thermometers	65,000
COVID-19 Test Kits	14,500

INNOVATIONS THAT BENEFIT AIR CARGO INDUSTRY

To boost cargo movement, BIAL has strengthened connectivity to catchment areas with the introduction of a dedicated road feeder service under the brand name LOGI Connect by BLR. This service connects the South Indian cities



With the development of a D-D transshipment facility at BLR Airport, BIAL helps airlines to perform 'hub-and-spoke' operations at BLR Airport. Also, it is the first airport in India to have implemented a Variable Tariff Plan (VTP)

of Tirupur, Coimbatore, Ambur, Salem, Erode, Hyderabad and Chennai to BLR Airport, establishing BLR Airport as South India's preferred cargo gateway. The airport aims to be a hub for cargo traffic and shippers aspiring to reach this fast-growing region.

BLR Airport is the first airport in India to have implemented a Variable Tariff Plan (VTP). Over the years, BIAL has worked with various domestic carriers to enable the setup of their primary or secondary hub at BLR Airport, which, in turn, supports the 'transit-hub' model. With the development of a D-D transshipment facility at BLR Airport, BIAL helps airlines to perform 'hub-and-spoke' operations at BLR Airport.

DEVELOPMENTS UNDER WAY AT BLR AIRPORT

To make BLR Airport a 'Smart Airport – digitalised and seamlessly connected', BIAL is set to introduce the Air Cargo Community System (ACS), to further streamline air logistics. This digital platform will enable seamless collaboration between all stakeholders in the supply chain to deliver superior and efficient cargo operations at BLR Airport.

In addition to existing operations, BIAL has opened a Public Bonded Warehouse within the Cargo facility. This is a first-of-its-kind 'on-Airport Public Bonded Warehouse' in India, operational 24x7. This facility is expected to support the re-export of goods, long-term storage of bonded cargo, assist partial clearances, allow value added services by the supply chain, etc. from the Airport campus.

Additionally, to provide a dedicated handling facility for express courier shipments, the country's first dedicated Express Courier Terminal is under construction, and scheduled to be operational by the end of 2020. This terminal will house some of the world's best-known courier players such as DHL Express, UPS, EICI and FedEx at a dedicated facility, thereby offering additional benefits to the Bengaluru Metropolitan Region and our customers.

To facilitate the needs of the trucking community at BLR Airport, BIAL is developing India's first on-airport, dedicated truck management facility. This facility will provide various features like fueling, restaurant, medical, rest areas, etc.

Cargo Volume

- ➔ BLR Airport's cargo market share in terms of tonnage in India improved to 17 per cent up from 11 per cent for the period April-May 2020.
- ➔ Apart from consignments of perishables and pharma, BLR Airport Cargo Terminals handled 1.5 million units of COVID-19-related cargo in March and April 2020.

Traffic statistics (Domestic Freight)

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

(A) 19 International Airports

1	Chennai	3649	6813	-46.4	6492	21122	-69.3
2	Kolkata	6628	5293	25.2	9283	17932	-48.2
3	Ahmedabad	2565	4762	-46.1	2999	14472	-79.3
4	Goa	135	399	-66.2	150	902	-83.4
5	Guwahati	1075	1734	-38.0	1420	5389	-73.7
6	Lucknow	603	832	-27.5	649	2693	-75.9
7	Jaipur	560	1115	-49.8	577	3273	-82.4
8	Trivandrum	45	121	-62.8	61	720	-91.5
9	Bhubaneswar	355	761	-53.4	434	2266	-80.8
10	Calicut	46	217	-78.8	263	321	-18.1
11	Varanasi	83	237	-65.0	83	764	-89.1
12	Coimbatore	236	852	-72.3	285	2400	-88.1
13	Srinagar	0	1440	-	46	3068	-98.5
14	Amritsar	45	193	-76.7	46	463	-90.1
15	Mangalore	133	0	-	204	24	750.0
16	Portblair	319	488	-34.6	689	1568	-56.1
17	Trichy	0	1	-	0	2	-
18	Imphal	68	569	-88.0	228	1811	-87.4
19	Vijayawada	229	220	4.1	301	657	-54.2
Total		16774	26047	-35.6	24210	79847	-69.7

(B) 6 JV International Airports

20	Delhi (DIAL)	15997	29663	-46.1	24231	88770	-72.7
21	Mumbai (MIAL)	7286	22652	-67.8	12879	67394	-80.9
22	Bangalore (BIAL)	7411	12195	-39.2	10930	35774	-69.4
23	Hyderabad (GHIAL)	2998	5044	-40.6	3579	14910	-76.0
24	Cochin(CIAL)	670	1245	-46.2	951	3534	-73.1
25	Nagpur (MIPL)	53	579	-90.8	53	1729	-96.9
Total		34415	71378	-51.8	52623	212111	-75.2

(C) 9 Custom Airports

26	Pune	1025	3312	-69.1	1203	8710	-86.2
27	Patna	889	1077	-17.5	982	3020	-67.5
28	Bagdogra	337	729	-53.8	433	1998	-78.3

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

29	Indore	255	839	-69.6	287	2509	-88.6
30	Visakhapatnam	291	521	-44.1	608	1557	-61.0
31	Chandigarh	418	952	-56.1	430	2794	-84.6
32	Surat	355	331	7.3	968	1221	-20.7
33	Madurai	43	84	-48.8	76	282	-73.0
34	Aurangabad	3	47	-93.6	4	211	-98.1
Total		3616	7892	-54.2	4991	22302	-77.6

(D) 20 Domestic Airports

35	Ranchi	271	346	-21.7	290	1621	-82.1
36	Raipur	285	478	-40.4	330	1440	-77.1
37	Agartala	129	421	-69.4	129	1223	-89.5
38	Jammu	45	129	-65.1	47	379	-87.6
39	Bhopal	71	139	-48.9	76	330	-77.0
40	Dehradun	7	11	-36.4	8	33	-75.8
41	Udaipur	0	1	-	0	1	-
42	Vadodara	52	249	-79.1	57	921	-93.8
43	Leh	64	147	-56.5	69	621	-88.9
44	Jodhpur	0	0	-	0	1	-
45	Dibrugarh	32	72	-55.6	38	238	-84.0
46	Hubli	0	10	-	0	30	-
47	Silchar	54	77	-29.9	54	223	-75.8
48	Tuticorin	0	6	-	0	18	-
49	Kanpur(Chakeri)	0	14	-	0	31	-
50	Rajkot	0	3	-	0	7	-
51	Jharsuguda	0	1	-	0	3	-
52	Dimapur	16	17	-5.9	18	81	-77.8
53	Juhu	7	31	-77.4	12	89	-86.5
54	Agatti	0	3	-	0	9	-
Total		1033	2155	-52.1	1128	7299	-84.5

(E) 2 St Govt./ Pvt Airports

55	Lengpui (Aizwal)	18	29	-37.9	33	96	-65.6
56	Nasik (Hal Ozar)	0	0	-	0	7	-
Total		18	29	-37.9	33	103	-68.0

Grand Total (A+B+C+D+E)		55856	107501	-48.0	82985	321662	-74.2
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Traffic statistics (International Freight)

* Estimated

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

(A) 14 International Airports

1	Chennai	12910	23272	-44.5	26572	72194	-63.2
2	Kolkata	2468	5110	-51.7	3853	15232	-74.7
3	Ahmedabad	637	4966	-87.2	1338	13203	-89.9
4	Goa	1	68	-98.5	5	365	-98.6
5	Guwahati	0	0	-	18	0	-
6	Lucknow	71	286	-75.2	187	1037	-82.0
7	Jaipur	0	174	-	0	612	-
8	Trivandrum	1372	2017	-32.0	2797	5998	-53.4
9	Calicut	954	2287	-58.3	1737	6970	-75.19
10	Varanasi	0	0	-	0	5	-
11	Coimbatore	75	231	-67.5	108	705	-84.7
12	Amritsar	0	107	-	10	454	-97.8
13	Mangalore	68	188	-63.8	118	655	-82.0
14	Trichy	200	575	-65.2	317	1917	-83.5
Total		18756	39281	-52.3	37060	119347	-68.9

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

(B) 6 JV International Airports

15	Delhi (DIAL)	32614	48167	-32.3	60610	153676	-60.6
16	Mumbai (MIAL)	31618	47137	-32.9	69916	150877	-53.7
17	Bangalore (BIAL)	16236	18908	-14.1	35425	58486	-39.4
18	Hyderabad (GHIAL)	4798	6975	-31.2	12455	21940	-43.2
19	Cochin (CIAL)	3039	5752	-47.2	7619	16254	-53.1
20	Nagpur (MIPL)	0	113	-	0	223	-
Total		88305	127052	-30.5	186025	401456	-53.7

(C) 4 Custom Airports

21	Pune	0	4	-	0	9	-
22	Indore	5	119	-95.8	8	319	-97.5
23	Visakhapatnam	0	33	-	0	95	-
24	Madurai	1	109	-99.1	1	388	-99.7
Total		6	265	-97.7	9	811	-98.9

Grand Total (A+B+C)	107067	166598	-35.7	223094	521614	-57.2
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(Source: AAI)

1,377 exporters falsely claimed IGST refund

A total of 1,377 exporters, who fraudulently claimed IGST refund worth `1,875 crore, are untraceable at their place of business. Responding to this, **Sharad Kumar Saraf**, President, FIEO said, "This has caused great anguish and setback to the exporting community." On behalf of export organisations, Saraf extended full cooperation to the government to trace them.

"Every exporter has a PAN and a bank account before he applies for Importer Exporter Code. For opening the bank account, necessary KYC is done by banks

also besides introduction of account by another customer. DGFT also keeps their email, telephone and bank details including the photograph of the person who applies for IEC. Exporters are also required to have GST registration providing email and mobile number, which is cross verified through electronic mode.

The registration of exporters is also done at Customs and bank details are captured in which IGST amount is credited. These exporters may also be members of some



Sharad Kumar Saraf
President, FIEO

Export Promotion Councils/ Authorities/Commodity Boards/FIEO who can also help in providing necessary information available with them. The Star exporters also submit Chartered Accountant

Certificates, which are also at times verified by the licensing authorities," informed Saraf. "We need to pool the information available, with all the agencies, to locate them as a few black sheep should not dent the image of genuine exporters of the country," he said.

Saraf added that the government should further proceed in the matter by immediately issuing them suitable show cause notices. If they do not respond, DGFT should initiate action to suspend/cancel their IEC making them ineligible for further exports/imports and authorities should initiate proceedings against them to recover government money.

🔥 We need to pool the information available, with all the agencies, to locate them as a few black sheep should not dent the image of genuine exporters of the country 🔥

(Source: DGCA)

Role of air cargo amidst the pandemic

GMR Hyderabad Airport organised the third webinar on 'Air Cargo-Changing Dimension' as part of its ongoing webinar series on 'Reposing the faith in flying'. The webinar focussed on several issues from how the express industry is dealing with COVID and what is the future to logistics cost and to ensuring the vaccine reaches every nook and corner of the world.



Kalpana Lohumi

With the intent to come to some findings and takeaways which our industry will be able to implement in future and perhaps also to share some inputs with the policymakers who may want to consider how to improve the overall well-being of the sector, GMR Hyderabad International Airport organised a webinar. The speakers on the panel were **Pradeep Panicker**, CEO, GMR Hyderabad International Airport (GHIAL); **Tulsi Mirchandaney**, Managing Director, Blue Dart Aviation; **Keku Gazder**, CEO, AAI Cargo Logistics and Allied Services (AAICLAS); and **Satish Lakkaraju**, CCO, Agility Logistics.

Pradeep Panicker CEO, GMR Hyderabad International Airport (GHIAL)

Air cargo industry has shown improvement over the years. After the first round of privatisation in Indian airports and the Greenfield airports coming in the mid 2005-06, we have seen significant growth in both cargo and passenger segments. In these COVID-19 times, cargo has played a large role, to some extent, in the revival of the aviation industry.

"As a cargo industry, we are competing with manufacturers in Indonesia, Taiwan, or China who are competing with Indian manufacturers and unless we, as a logistics industry, really put an act together, Indian manufacturers tend to suffer."

Vandana Aggarwal Senior Economic Advisor, Ministry of Civil Aviation

We are planning to roll out e-gate pass facility at cargo terminals of major airports by the end of this year. E-gate pass facility reduces paperwork, makes entry and exit quicker, and helps in social distancing as it ensures minimum physical contact. On e-gate pass, we have been internally debating whether January 1, 2021 will be too late or too loose a target to give. But by January 1, we expect the entire country would still be in the process to get approvals for it. The ministry has had a discussion with various stakeholders and it is trying to make sure that at least for those gateway airports, the ones that are large, the e-gate pass facility should come earlier than January 1, 2021. We can reach out to the smaller ones (airports) and get them in position by January 1.

Tulsi Mirchandaney Managing Director, Blue Dart Aviation

The crisis has brought out the significance of air cargo and finally air cargo is something more than just a by-product of passenger airline. While the other modes of transportation were inaccessible, airplanes were flying.

COST HAS BEEN AN ISSUE

We have been looking at various components of cost but as a cargo airline or as an air express operator, Air Turbine



Pradeep Panicker
CEO, GMR Hyderabad International Airport
(GHIAL)

Fuel (ATF) accounts for 40 per cent of total direct cost of aircraft operation. Perhaps it is time now that freighters should be treated differently; at least bring them under the GST regime.

Secondly, it is the cost of infrastructure. Now privatisation has brought us many benefits, be it the efficiency that has come in the airport, the kind of facilities we have or reduced dwell times but still the cost is high. The model of revenue sharing needs to be viewed differently so that it is cost neutral between the government as well as the airport operators. Thirdly, it is important that we deliver on time certain modules and for that we need to do our own self-handling which is possible for an airport operator and



Vandana Aggarwal
Senior Economic Advisor,
Ministry of Civil Aviation

we have had that in several airports, but some airports still view us differently. The solution to this could be to lease the facility directly from an airport operator rather than from a third party who neither adds quality nor more efficiency in terms of process nor reduces the cost.

Satish Lakkaraju CCO, Agility Logistics

India is one of the largest manufacturers of vaccines and this vaccine has to reach to all ends of the world. I would like to focus on five key areas in order to ensure the vaccine reaches every nook and corner of the world: Firstly, the vaccine needs greater temperature maintenance between 2 degrees to 8 degrees because otherwise the potency of drug is not



Tulsi Mirchandaney
Managing Director
Blue Dart Aviation

going to have the impact and that is one area where airports need to be prepared. Secondly, I want to focus on airports and seaports. Fortunately, all airports have



Satish Lakkaraju
CCO
Agility Logistics

pharma zones and in the present scenario what is critical for us is to increase the awareness of handling at the airports when the vaccine comes.

Thirdly, we would need government policy because we don't have any clear policy in terms of green channels if the vaccine comes into the country. Fourthly, I want to stress on people because we don't have sufficient trained people to handle the vaccine across the country. Once we are talking about exports, we also have a larger chunk of domestic movement that will happen.

The fifth aspect technically would be to see how we price it at this point of time for the common man to also get the medicine because if you are doing by airfreight then it is going to be maintained at a certain temperature. We need to find innovative solutions which will ultimately help everyone get this vaccine.

Facts

→ The ministry is planning to roll out e-gate pass facility at cargo terminals of major airports by the end of this year.

→ Air Turbine Fuel (ATF) accounts for 40 per cent of total direct cost of aircraft operation. Perhaps it is time now that freighters should be treated differently; at least bring them under the GST regime.

Government to create national logistics law

POLICY

In order to streamline the logistics ecosystem in the country, a National Logistics Efficiency and Advancement Predictability & Safety Act (NLEAPS) is under consideration," informed **Pawan Agarwal**, Special Secretary (Logistics), Ministry of Commerce & Industry at a webinar organised by the PHD Chambers of Commerce.

Stressing on defining the various elements in the logistics sector, he said, "What the logistics sector is all about is not very clear to us as of now. The govt is considering replacing the multimodal transportation of goods law with national logistics law to promote growth of the sector." "The high logistics cost of the country is impacting the competitiveness of domestic goods in the international market. India's logistics sector is highly fragmented, and the government aims to reduce the logistics cost from the present 14 per cent of the GDP to less than 10 per cent," said Agarwal.



Pawan Agarwal
Special Secretary (Logistics), Ministry of
Commerce & Industry

He continued, "During the times of COVID-19, there has been a disruption in the supply chain and movement of trucks with many of the supplies diverting to the rail; making it a reliable and cost-effective mode of transportation. In these indispensable times, we have realised the importance of essential services with their regular supply chains. Digitisation of logistics is the need of the hour which will increase the efficiency in movement of goods."

Vallarpadam Terminal to become a transshipment hub

While reviewing the development activities of Vallarpadam Terminal of Cochin Port, **Mansukh Mandaviya**, Minister of State for Shipping, Government of India, said, "We are developing the transshipment facility on the Indian port to ensure that the Indian cargo trans-ship through the Indian port. Resolving various issues of Vallarpadam Terminal is one of the priorities of the Ministry of Shipping." The terminal is envisaged as the first transshipment port of India, managed by DP World. According to the statement issued by the ministry, "The Kochi International Container Transshipment Terminal (ICTT), locally known as the



Mansukh Mandaviya
Minister of State for Shipping
Government of India

Vallarpadam Terminal, is located strategically on the Indian coastline. It successfully fulfills all the criteria which are needed to develop it as a transshipment hub."



Hyderabad Air Cargo launches Multi ULD Cool Dolly

In order to maintain unbroken cold chain for time and temperature sensitive shipments such as pharmaceuticals and perishables, GMR Hyderabad International Airport has ramped up its cargo


capabilities by inducting a unique Multi ULD (Unit Load Device) Cool Dolly. The Multi ULD Cool Dolly at Hyderabad Air Cargo was virtually launched by Vandana Aggarwal (IES), Senior Economic Advisor, Ministry of Civil Aviation (MoCA)

during the third webinar on 'Air Cargo-Changing Dimensions' organised by GMR Group as part of its ongoing webinar series on 'Reposing the faith in flying'.

Comprising of a steel trailer and

aluminium insulated container, the Cool Dolly acts as a mobile storage unit from air cargo terminal to the aircraft. They provide an unbroken cold chain to all the perishable shipments of temperatures of +2°C to +8°C and +15°C to +25°C and can handle around 7-tonnes of cargo in a single trip.

Pradeep Panicker, CEO, GHIAL, said, "Cool Dolly is a crucial value addition to the unbroken cold chain at Hyderabad International Airport for life saving and temperature sensitive cargo. With more than 70 per cent of cargo being pharma, our Cool Dolly has enhanced the airport's capabilities multi-fold in our efforts to provide customers safe handling of the essential cargo."



Benefits

- ▶ Cool Dollies counter hostile temperatures and smoothly facilitate the increasing traffic of temperature sensitive pharmaceuticals & other perishables.
- ▶ Despite short transfer times from the terminal building to aircraft, hot runways during summers can seriously compromise the efficacy of the life saving pharmaceutical products and shelf-life of other perishables. The Cool Dolly ensures that these highly-sensitive commodities are transshipped in a seamless and controlled environment throughout their journey.
- ▶ It has been designed to accommodate various configurations of ULD loading and does not have any restrictions to cater to all kinds of aircrafts – narrow or wide-body aircrafts (passenger belly or freighter aircrafts).
- ▶ It has features like dual-side opening for effortless loading & unloading of ULDs, flexible locking system to safeguard the cargo pallets positioned during the movement, non-slip flooring and excellent heat insulation.

DHL Global Forwarding India opens facility in Hyderabad

DHL Global Forwarding has opened its first temperature-controlled facility in Hyderabad to meet the growing demand for reliable temperature-controlled transportation from point of departure to arrival. The new facility offers conditioning of packaging materials in different chambers for varying temperatures up to -20°C, to meet the stringent needs of pharmaceutical shipments.

"To meet the intricate requirements of each life science and healthcare shipment, our goal is to ensure that all goods are vigilantly handled by DHL's core team of professionals with customised end-to-end solutions," says **Niki Frank**, CEO, DHL Global Forwarding, India. "By sending pre-conditioned packaging units to our customers' premises to pick up temperature-sensitive medicines and vaccines,



Niki Frank
CEO
DHL Global Forwarding

we ensure that the highest possible integrity of temperature control is achieved within the supply chain during export," he adds.

Also, this facility offers online temperature monitoring and SMS alerts with all data available for download from a cloud-hosted service.

Kuehne+Nagel launches eTrucknow in India

In order to bridge the supply and demand of road logistics via a digital marketplace, Kuehne+Nagel has launched its AI-enabled road logistics platform eTrucknow in India in a webinar with the participation of top company officials and its vendors and distributors from across the country.

With eTrucknow, shippers get access to a simplified quotation and booking process for domestic road logistics shipments. Once the shipper provides the shipment details, the AI-enabled engine streamlines and automates the quotation comparison process by validating multiple data points and presents the customer with the most competitive quotation and route.

"The intuitive and easy-to-use digital solution has been developed based on our customers' needs and market trends. The platform's functionalities are continuously evolving to create an



Chellan Ganesan
Senior Vice President – Road Logistics,
Kuehne+Nagel

optimal customer experience from an ad-hoc shipment to the regular large volume of shipments," says **Chellan Ganesan**, Senior Vice President – Road Logistics, Kuehne+Nagel, Asia Pacific. Real-time visibility, an important concern of customers and carriers especially for the fragmented Indian market, is a key feature of eTrucknow.

SoftLink partners with ODeX for efficient EXIM trade

In order to help EXIM trade work more efficiently, SoftLink Global and ODeX have announced a collaboration enabling custom brokers, freight forwarders and other logistics service providers to file VGM and Form 13 seamlessly. SoftLink is the platform for freight forwarders and custom brokers and ODeX

shipping lines and NVOCC's that accept VGM and Form 13 on ODeX.

"Digital partnership with SoftLink will assist freight forwarders and custom brokers complete all their tasks seamlessly. Additionally, during these tough times ODeX has focused on digitising many



provides a digital platform for documentation and payments for EXIM Trade. Integrating ODeX's e-VGM and e-Form 13 modules with SoftLink's Logisys saves critical time and effort spent in entering and submitting data in multiple systems. This integration will be effective over 200+

document workflows including endorsement of HBL, seaway BL, etc., thus enabling work from home. For us, partnership is all about being innovative, accelerating outcomes, and achieving new things that simply aren't possible alone," said **Liji Nowal**, Managing Director, ODeX India Solutions.

Hindustan Infralog to invest ₹1,000 crore in JNPT FTZ

Hindustan Infralog Private Limited (HIPL), a joint venture between DP World and National Investment & Infrastructure Fund (NIIF) has announced an investment of ₹1,000 crore in developing its Nhava Sheva Business Park (NSBP) Free Trade Zone (FTZ) in Mumbai. NSBP, a Special Purpose Vehicle, is a co-developer for the Jawaharlal Nehru Port Trust (JNPT) SEZ. The company has signed a lease agreement with JNPT for the project. The FTZ is on a long-term lease of 60 years and is located 5 kms away from JNPT.



Rizwan Soomar
CEO & MD
DP World Subcontinent

Rizwan Soomar, CEO & Managing Director, DP World Subcontinent, said, "The Free Trade Zone will be ready towards the end of 2021. This investment reinforces DP World's strategy and commitment to India, and strengthens our integrated logistics portfolio in the country. Alongside DP World's global network of ports & terminals and inland logistics infrastructure in the region, the FTZ will provide a seamless experience for both domestic and international customers."

Its strategic proximity to the port, the upcoming Navi Mumbai International Airport, Western Dedicated Freight Corridor and National Highways, provides quick and direct access to domestic and global markets. It will offer long-term advantages to domestic as well as global traders and manufacturers, by enabling reliable and fast movement of cargo. The facility will be equipped with state-of-the-art infrastructure like specialised multi-product and temperature-controlled warehouses, and a container yard.

APM Terminal Pipavav handles over 622 container trains

Marking the highest number of trains ever handled at the port in a single month, APM Terminal Pipavav handled 293 trains in April 2020. Additionally, a new benchmark was also set in the area of safety with the completion of 500 days of safe operations with zero fatality and Lost Time Incidents (LTI) in May 2020.

The port successfully handled more than 622 container trains. The port handled 1,86,000 TEUs and out of which 1,10,000 TEUs were transported by trains. The port also handled dry bulk shipments of 0.41 million MT and 0.21 million MT liquid from April to June 2020 without any delay. The port created additional yard space and worked with

extended logistics partners to ensure smooth flow of goods and addressed many emergent supply chains' needs from the customers.

During these challenging times, the company took immediate and proactive measures to ensure safety as well as continued services. The port adopted standard crisis protocol at both the international and local

levels as per the various relevant guidelines of Government of India, Government of Gujarat and other statutory bodies & administration. In addition to providing a safe working environment for its colleagues and stakeholders, the port also reached out to communities in and around the port to provide necessary support to battle the COVID-19 pandemic.



JNPT Special Economic Zone aims to boost exports



Sanjay Sethi
IAS, Chairman, JNPT

Uwaharlal Nehru Port Trust (JNPT) has announced that two units of its Special Economic Zone namely, OWS LLP and Krish Food Industry have completed

their first phase of operational activity and are declared operational units by Development Commissioner, SEEPZ, SEZ. The port has been developing a multi-product Special Economic Zone (SEZ) on its freehold land of 277 hectares at Navi Mumbai. The SEZ aims to boost exports by enabling port-led industrialisation under Sagarmala initiative of the Ministry of Shipping.

Sanjay Sethi, IAS, Chairman, JNPT, said, "JNPT is confident of attracting leading global companies for making India a manufacturing hub as the infrastructure development underway in JNPT SEZ is as per

the international benchmark. The potential units investment and the employment generation will give a boost to the entire ecosystem around JNPT region." All together there are 19 MSME and one Free

Trade Warehousing Zone (FTWZ) co-developer who have been allotted the plots in JNPT SEZ till date. It is expected that all the remaining units will become operational in the near future.



Shipwaves joins TradeLens to speed up digitisation

Shipwaves has joined Maersk-IBM developed TradeLens platform to accelerate the digitisation of the ocean logistics space in India and the Middle East. Having recently allowed shipping bill of lading to

access to secure and immutable transportation documents while bringing together stakeholders such as shipping carriers, ports, customs offices, and other players in the ecosystem through its blockchain-led platform.



be filed over a blockchain platform, India has been betting big on blockchain-enabled solutions to digitise its maritime supply chains. Along the same vein, TradeLens provides controlled, permissioned

Through this linkage, Shipwaves will be able to provide timely end-to-end supply chain visibility, secured sharing of digital shipping documents, and data directly from partners. This will enable the forwarder to improve efficiency and decrease

operational costs by a significant margin. Additionally, the smart-contract based workflows will automate and digitise multi-party interactions, which will result in improved efficiency.

Container cargo handling at major ports drops over 30%

According to the latest data from the Indian Ports' Association (IPA), container cargo in terms of TEUs (twenty foot equivalent unit) at India's 12 major ports dropped 32.28 per cent to 1.74 million in the first quarter of the current fiscal. In terms of tonnage, the container cargo declined 30.11 per cent to 26.34 million tonnes (MT) in the quarter. These ports had handled containers to the tune of 2.57 million TEUs and 37.69 MT in terms of tonnage in the April-June period of the previous financial year. India has 12 major ports -- Kandla, Mumbai, JNPT, Mormugao,

New Mangalore, Cochin, Chennai, Kamarajar (Ennore), V O Chidambaram, Visakhapatnam, Paradip and Kolkata (including Haldia) -- that handle about 61 per cent of the country's total cargo traffic. Total cargo traffic includes container cargo, coal, fertilisers, petroleum products and other segments.

Cargo handled by the country's major ports declined by 19.68 per cent to 141.92 MT in the first quarter of this fiscal. These 12 ports had together handled 176.69 MT of cargo during April-June period of 2018-19.



Adopt re-engineering to cut down costs

Digitisation is the foremost solution in handling the situation better but it requires technological and business expertise. **Parvinder Singh**, Managing Director, Hans Infomatic talks about how the company is supporting the industry with adaptive and fast digitised solutions to speed up business processes with social distancing.



OFFERING BUSINESS CONTINUITY TO CLIENTS WITHOUT LOWERING QUALITY

The COVID-19 pandemic has forced companies around the world to adapt to new ways of working and doing business, which experts believe will be the new normal. We do not have a choice and will have to live and work with this pandemic for long. Now the business houses will have to re-engineer their organisations to reduce costs and follow social distancing

and came out with numerous solutions to counter work crisis during lockdown and post COVID-19. We have transitioned and enabled our customers to work from home rather smoothly, providing business continuity to clients without lowering quality or productivity.

THERE IS NO WAY TO AVOID DIGITISATION

Many companies still have problems coming to grips with the concept, but there is no way for them to avoid digitisation. It

to be digital and handled from remote areas. Hans Infomatic is committed to helping organisations stay connected; and facilitating remote access to information while being productive during such challenging times.

SOLUTIONS TO KEEP BUSINESS RUNNING

To keep businesses moving fast and smoothly, various web-based solutions by Hans have been put in place. We have, 'ICAFFE', a customs clearance and freight forwarding with accounts software for complete operations for freight forwarding.

Another one is 'HR Expert', the HR management solution, taking care of the complete manpower operations efficiently. It ensures the presence of employees and their accountability to the organisation by marking their attendance remotely.

To avoid physical handling of all important documents, we came out with 'WiseDox', an e-office system, which is the central repository of all office documents and can be accessed from anywhere securely.

Having said that, remote working is no more a privilege or a special accommodation, rather it is a new way of working. In fact it is a skill every business, profession or service has to learn and adapt in days to come. The focus should be on digitisation and innovation which is the key to achieving the success mantra of knowing all, seeing all and connecting all. 🚀



Parvinder Singh
Managing Director, Hans Infomatic
and DDP Trailblazer (India Cargo Awards)
Winner 2019

🚀 **Remote working is no more a privilege, rather it is a new way of working. The focus should be on digitisation and innovation which is the key to achieving the success mantra of knowing all, seeing all and connecting all** 🚀



norms among other things. The key is to get the most optimal model, based on several parameters such as type of work, security requirements, customer constraints etc.

In today's scenario, without any doubt digitisation is the foremost solution in handling the situation better but it requires technological and business expertise. We understood the fast changing market

is important for companies to understand that digitisation will only be successful if the cloud and IoT solutions are secure and facilitate privacy of their corporate and customer data. So be it securing data, file management system, HR management, employees performances or booking orders & fulfilling them and all major financial transactions including invoicing and receipt generation, everything is going

Logistics costs: Areas where the shoe pinches

The cost of logistics in India remains high at 14 per cent of the GDP, as compared to eight to nine per cent in the case of the developed economies of the world. **Sunil K. Vaswani**, Executive Director, Container Shipping Lines Association (CSLA) India talks about major factors which have led to an increase in the cost of logistics in the country.

While on the one hand, India aspires to be a US\$ 5 trillion economy by 2024-25, on the other, its cost of logistics remains high at 14 per cent of the GDP, as compared to eight to nine per cent in the case of the developed economies of the world. The reasons for these are varied, some of which are commonly known while the others, although equally important if not more, are not generally talked about. Here are some of the spots where the shoe really pinches.

HIGH PORT CHARGES

India's port charges remain amongst the highest in the world. Total port call cost of a vessel of the same size calling at Indian ports viz-a-viz the foreign ones – the vessel related charges at Indian ports are far higher than those at neighbouring foreign ports. These work out to USD 108,437 at the New Terminals at Nhava Sheva i.e. BMCT / NSIGT & USD 64,592 at the Old Terminals at Nhava Sheva i.e. JNPCT / GTI / NSICT, as compared to USD

12,043 at P. Klang, USD 16,158 at Jebel Ali, USD 17,235 at Singapore & USD 19,308 at Colombo. These charges at Indian ports will increase even further if the tariffs are revised.

Total container related cost – These costs too are much higher at the New Nhava Sheva Terminals (BMCT & NSIGT), Mundra & Pipavav, as compared to those at foreign ports. Again, these costs at Indian ports could increase further, including the ones at the Nhava Sheva old terminals, should the Indian ports go ahead with a revision in their tariffs.

Unit cost per move – Even at the existing rates, the unit cost per move, works out much higher (approximately double or even almost triple the cost) for a vessel calling at Indian ports, as compared to it calling at foreign ports.

Under the circumstances, it is not only economically challenging for the shipping

lines to call at Indian ports but also difficult for Indian exports to be globally competitive and Indian imports to be price-sensitive in the domestic market. A reduction in the Indian port charges would therefore help in bringing down the cost of logistics.

DUAL CHARGE

Some of the ports like JNPT for instance, charge a dual charge to the lines calling there.

This is with reference to the MBPT dues paid by all the shipping lines at Nhava Sheva. Presently, all the container vessels call at either of the five container terminals at JNPT. During the year 2019, a total of 1,586 container vessels called at the five terminals at JNPT.

Since the inception of JN Port during the year 1989, all the shipping lines have been paying both the MBPT as well as the JNPT dues. Earlier the MBPT dues were not so

✈ Even at the existing rates, the unit cost per move, works out much higher (approximately double or even almost triple the cost) for a vessel calling at Indian ports, as compared to it calling at foreign ports ✈



unaffordable due to the smaller size of vessels and the lesser number of calls at JNPT. Now with the sizes of vessels having increased from 2700 TEUs (26,000 GRT) to the range of 9,000 TEUs (109,712 GRT) / 14,000 TEUs (128,000 GRT), the MBPT dues are indeed getting to be unaffordable for the shipping lines.

In order to allow larger parcel size vessels to call at Nhava Sheva, JNPT carried out capital dredging, thereby enabling vessels with 15 Mtr arrival draft and 14,000 TEU capacity (over 100,000 GRT) to call at the port. While the cost of the capital dredging was borne by JNPT, with no contribution from MBPT, it still recovers a significant chunk of the port dues through JNPT, from vessels calling therein. The vessels entering into JNPT, are managed by the JNPT Marine Department and no services whatsoever are provided by MBPT.

Due to the prevailing market scenario in view of the COVID pandemic, most of the vessels are in any case under-utilised and these additional costs further impact the bottom lines of the vessels calling at JNPT. The above port costs therefore prove detrimental towards the government's initiative of reducing the transaction cost and further improving India's ranking in the Ease of Doing Business.

IMO REQUIREMENTS

IMO requirements of usage of fuel with no more than 0.5 per cent sulphur, from January 1, 2020, put additional pressure on the shipping lines. Many lines had to either install scrubbers or go in for new vessels.

HIGH INLAND HAULAGE CHARGES

With rail operators padding on margins, which can go up to about 20 per cent, over and above the rail freight, the increased cost impacts India's exports & imports adversely. The monopolistic nature of CONCOR's operations adversely impact the logistics' cost of the country – a point that cannot be ignored.

CABOTAGE RELAXATION

Cabotage relaxation was recently allowed because:

- It was at the behest of importers who could avail of cheaper and quality coastal shipping from the west to the east coast of India and vice versa.
- It provided an incentive for India to be a transshipment hub so as to retain cargo, at least partially, that was otherwise lost to neighbouring foreign ports like Dubai, Singapore & Colombo. Besides, it would help retain / provide additional employment.
- If the relaxation was to be lifted, India could end up losing about one million TEUs of transshipment containers a year that it has gained due to this relaxation.
- It is also pertinent that coastal shipping may attract ships that are well past their good shelf-life or due to reduced SOLAS, MARPOL or other relaxations could constitute a possible environmental threat. Also considering there may not be a P&I protection insurance or adequate insurance in case of a mishap, there could be an issue of handling such a threat. All this could further add to the cost of logistics of the country.

FRAGMENTED MARKET

A fragmented market spread across the length & breadth of the country calls for infrastructure development, efficient and cost-effective inland transportation, first & last-mile deliveries, modern warehousing, etc.

CARGO MIX

The country's import & export commodities have different transportation

requirements. While India's imports are mostly 40 ft driven, its exports need, by & large, 20 ft boxes. This creates an equipment imbalance which poses both operational as well as financial challenges for the shipping lines.

INTERMEDIARIES

Thousands of so-called logistics providers have mushroomed across the country. However, barring a few, the remaining essentially tend to pad on margins without offering any real value to the end customer, thereby adding significantly to cost of logistics of the country.

SHORTAGE OF SKILLED MANPOWER

With limited availability of recognised courses & preference of the younger generation for other professions, shortage of trained manpower in logistics continues. This gap can be bridged, to an extent, through online programmes, simulation models, on-the-job training, etc., to help improve the service levels & bring down the costs.

DIGITALISATION

The way to go, particularly in today's COVID environment is, elimination or at least minimisation of manual intervention would help improve efficiencies and thereby assist towards reduction in the cost of logistics.

India has, by & large, been doing economically better than many other countries in the world. However, understanding where the real problems lie and addressing those systematically, would help improve efficiencies and reduce the cost of logistics.



JNPT opts for capital dredging

→ In order to allow larger parcel size vessels to call at Nhava Sheva, JNPT carried out capital dredging, enabling vessels with 15 Mtr arrival draft and 14,000 TEU capacity to call at the port.



Sunil K. Vaswani
Executive Director
Container Shipping Lines Association
(CSLA) India

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

MOVEMENTS



ACFI DELHI

Air Cargo Forum India has (ACFI) elected **Cyrus Katgara** of Jeena & Company as the President of ACFI for the year 2020-2022. Katgara, who held the post of Vice President earlier, takes over from Tushar Jani of Cargo Service Centre. Yashpal Sharma of Skyways Air Services, who previously served as Hon. Secretary, has now been appointed as Vice President of ACFI. Sanjiv Edward of Delhi International Airport and Avinash Razdan of Delhi Cargo Service Center have taken over as Hon. Secretary and Hon. Treasurer respectively.



GATI MUMBAI

Express logistics company Gati has appointed Allcargo CMD **Shashi Kiran Shetty** as its Chairman in a move that will expedite its turnaround in a big way. Shetty, a logistics industry pioneer and visionary leader, has spearheaded a number of successful mergers and acquisitions with Indian and international companies over the past decade. His acumen for spotting growth opportunities and unrelenting belief in the potential of Gati will help catapult the company to the next level of transformation and growth.

AMERICAN AIRLINES TEXAS

American Airlines announced that **Jessica Tyler** has been named President of Cargo and Vice President of Airport Excellence, leading the teams responsible for the success of the cargo business and delivering operational and customer service excellence for both airports and cargo. This new appointment and role are part of American's recent right-sizing of its management and support staff as the company rebounds from the impact of the COVID-19 pandemic. Tyler will report directly to Jim Butler, Senior Vice President of Airport Operations and Cargo.



DACHSER KEMPTEN

Effective January 1, 2021, **Robert Erni** will take over as CFO from Burkhard Eling, who will become CEO of the family-owned company. Erni will begin his onboarding phase at Dachser as Deputy Director on September 1, 2020. Most recently, the 54-year-old was CFO at listed logistics provider Panalpina. Erni began his career at logistics company Kühne+Nagel, where he held posts in Hong Kong, India, Argentina, and the US before returning to his home country Switzerland, where he was in charge of global controlling at company headquarters.



DELTA CARGO ASIA PACIFIC-

Delta Cargo has appointed **Gonzalo Hernandez** as General Manager – Cargo Sales, Asia Pacific, effective July 1, 2020. In his new role, Hernandez will manage the Cargo Sales functions for Japan, Korea and throughout Southeast Asia, including the cargo business for Delta's joint venture partnership with Korean Air. Hernandez joined Delta Cargo in 2009, and has held a number of roles since his first position within the Latin America and Caribbean cargo revenue management entity.



WORLD FZO INDIA

Ranjit Ray, heading FTZs for DP World Subcontinent has been appointed as the National Contact Point (NCP) of the World Free Zones Organisation (World FZO) for India Region. A certificate to this effect has been issued to DP World by WFZO. As an NCP, Ray will be the focal point to facilitate the development of Free Zones ecosystem in India along with the World FZO, and the Indian Government. DP World is building two FTZs in India. The projects are being developed at Nhava Sheva (Mumbai) and Chennai.

DELTA CARGO EMEA1

Jonathan Corbi, who is based in Atlanta, has been appointed as interim General Manager for the Europe, Middle East, Africa and India (EMEA1) region, effective July 1, 2020. Corbi, a nine-year Delta veteran, joined Delta Cargo's Division Revenue Management team in 2013, responsible for interline products. Amid the pandemic, Corbi has been leading the Delta Cargo Charter team from Atlanta. The team is focused on the reliable transportation of essential goods worldwide.



VIRGIN ATLANTIC CARGO UK

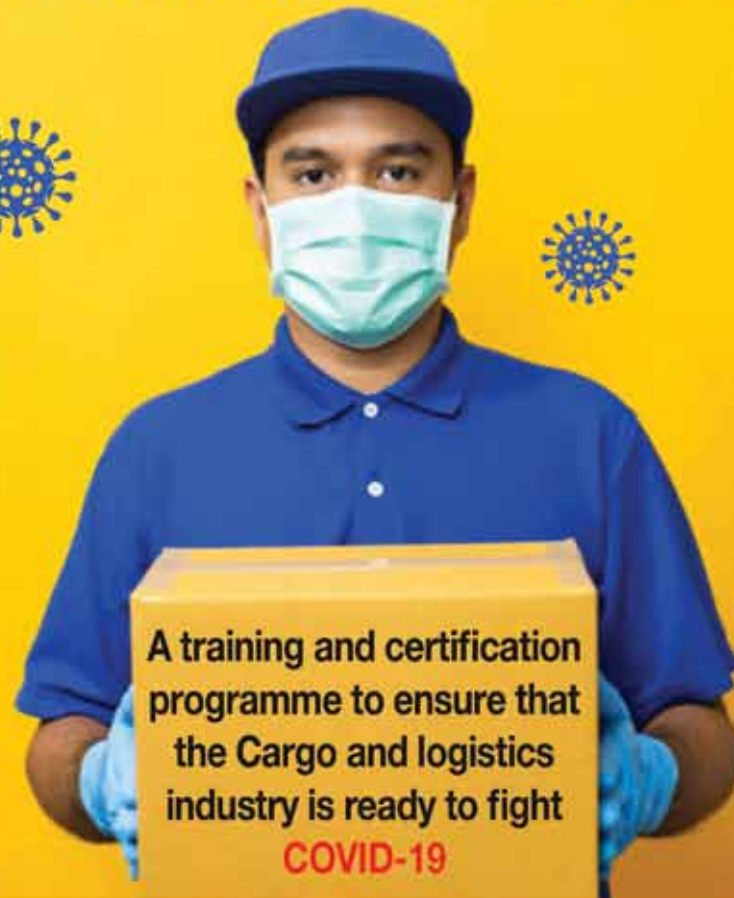
Virgin Atlantic Cargo has announced the appointment of **Ryan Ellis** for the position of Head of Global Accounts. Ellis joined Virgin Atlantic in 2010 and has previously held the roles of regional Sales Manager – Continental Europe and, most recently, head of GSA territory management. In his new post, based at Virgin Atlantic's VHQ headquarters close to London Gatwick Airport, Ellis succeeds Steve Hughes, who left the airline in April.





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