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SOUTH ASIA'S LEADING CARGO MONTHLY

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DIGITAL CONCLAVE

LOGISTICS
will bounce back; call
for strategic decisions

Collaboration, cooperation
& cooperation:
WAY TO GO



KEEPING AIR CARGO FLYING

1 IN CIRCULATION & READERSHIP

SOUTH ASIA'S LEADING CARGO MONTHLY

CARGO TALK®

Published from : ★ India

conducted
various digital conclaves
to help the industry
understand the global pandemic
and its impact on business.

View our previous webinar recordings



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Pg.4 **INTERNATIONAL NEWS**
News from the industry



Pg.7 **POLICY**
Government to revisit National Logistics Policy



Pg.8 **CONCLAVE TALK**
Logistics will bounce back; calls for strategic decision



Pg.15 **ASSOCIATION TALK**
Review business with financial planning



Pg.16 **CONCLAVE TALK**
Air cargo proves to be resilient amidst crisis

Pg.20 **INDUSTRY OPINION**
A paradigm shift to India's cold chain

Pg.22 **CONCLAVE TALK**
Collaboration, cooperation & cooperation: Way to go

Pg.26 **INDUSTRY INTERVIEW**
Quarantine restores value of essential services



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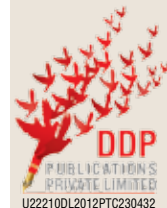
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Ethiopian turns 9 passenger aircraft into freighter



Ethiopian has reconfigured passenger cabins of four B777-300ER, three B737-800 and two B767-300 aircraft to boost its capacity in response to the growing demand for cargo shipment. Ethiopian has 12 freighter aircraft operating

in full capacity. However, as the need for cargo shipment increases for timely delivery of medical supplies in the wake of the pandemic, additional cargo capacity has become essential. With conversion of its A350, B787 and Q400 passenger

aircraft in the pipeline, nine of Ethiopian aircrafts have been modified to provide cargo service only. Ethiopian has been transporting vital supplies across Africa to support the fight against COVID-19. It is also loading cargo in the cabins as well as the belly of the passenger aircraft without removal of seats to support its operation.

Regarding the increase in cargo service, **Tewolde GebreMariam**, Group Chief Executive Officer, Ethiopian Airlines said, "We are demonstrating the knowledge and

skill at our Africa's largest MRO centre with our flexibility in times of unprecedented circumstances. The conversion of passenger aircrafts into freighter is one of our strategies to meet the increasing demand in cargo shipment to help us get through this hard time. This will enable us to strengthen our capacity and reach as many customers as possible. People all over the world are in dire need of necessities and emergency medical equipment. We are happy to be active players in the battle against this global pandemic. We are also mulling over various possibilities to enhance our cargo service."

SWISS to add new intercontinental destinations



Swiss and its cargo division Swiss WorldCargo have operated more than 200 cargo-only flights, transporting over 4,000 tonnes of cargo between Asia and Switzerland, since the end of March. Most of the goods transported included medicines and medical supplies to support Switzerland and its population.

By including further intercontinental destinations to the Swiss route network, the company's airfreight division, Swiss WorldCargo, has expanded its services and, as of May 15, has been offering frequent flights to Hong Kong (twice weekly), New York JFK (four times weekly), Johannesburg (weekly, performed initially by Edelweiss as cargo-only flight and from June by Swiss) and

Mumbai (thrice weekly). At the end of June, another 160 cargo flights are expected to be carried out on behalf of various private companies and public institutions. These will include the first-ever services to destinations such as Toronto and Shenzhen.

The first of four such flights from Zurich to Toronto was conducted on May 12, and 10 cargo-only flights will be operated to Shenzhen from May 22 onwards. All these services will be performed with Boeing 777-300ER aircraft. In addition, preparatory work is underway for the conversion of 4 Boeing 777-300ER. The Economy Class seats would be removed in order to increase the cargo volume on the aircraft.

flydubai focuses on cargo operations & repatriation flights

In line with the updated Notice to Airmen (NOTAM) issued by the General Civil Aviation Authority (GCAA), Dubai-based flydubai's passenger operation remains suspended until June 4, 2020 as part of the precautionary measures being implemented in response to COVID-19. The carrier continues to focus its efforts on supporting government requests with repatriation flights and enabling the movement of essential goods across its network and beyond.

Since the directive came into effect on March 24, 2020, flydubai has enabled the movement of more than 1,651,929 kgs of perishables, medical supplies, express courier and essential goods.



Hamad Obaidalla
Chief Commercial Officer
flydubai

Hamad Obaidalla, Chief Commercial Officer, flydubai, said, "Air cargo operations will continue to be our focus over the next few weeks. We have been working closely with our strategic partners enabling flydubai to transport cargo seamlessly to where it is needed the most, while adhering to the safety standards set by the industry and the World Health Organisation (WHO)." flydubai Cargo is maximising its cargo capacity by transporting goods in the cargo hold on repatriation flights as well.

Qatar Airways Cargo delivers vaccines to India

Qatar Airways Cargo transported 56 SkyCell containers with vaccines from one of the largest vaccine manufacturers worldwide on its scheduled freighter and belly-hold cargo flights for its customer, CEVA Logistics. The 54 tonne shipment consisting of pneumococcal and varicella vaccines were flown from Brussels to Mumbai via the carrier's hub in Doha on two separate flights.

The SkyCell containers were loaded on Qatar Airways aircraft in Brussels and arrived in Doha where they were stored at the carrier's airside Climate Control Centre for pharmaceuticals, before connecting on the aircraft to Mumbai the following day. The

innovative Climate Control Centre is equipped with segregated temperature-controlled sections for storing pharmaceuticals transiting the hub. It has two zones operating for 2°C to 8°C or 15°C to 25°C, with a capacity to hold a total of 156 unit loading devices (ULDs) at a time, in addition to the 64 temperature-controlled cells at the cargo terminal's cold room. The airline has been supporting global trade by operating its scheduled freighters, special charters and freight only passenger flights, offering businesses with much needed capacity and access to markets during these challenging times.



United Cargo launches cargo-only passenger flight



To help export the critical pharmaceutical exports from India, United Cargo has launched a twice-weekly cargo-only passenger flight service to Mumbai. This is the first cargo-only non-stop direct flight connecting India and the US. The US-based carrier will be using B777-300 ER aircraft with a belly

capacity of 35 tonnes or 150 cubic metres (CBM). The airline is waiting for approval of the Federal Aviation Administration of the US to carry cargo on seats of passenger flights. After approval, the aircraft will be able to carry an additional 50 CBM. Group Concorde is the general sales agent for United Airlines in Mumbai.

WebCargo join hands with IBS Software

To empower airlines to become fully digital with an easy and cost-effective solution, WebCargo and IBS Software have announced a strategic partnership which would also ensure a faster and smoother movement of supply chains during the COVID-19 pandemic.

"The digital evolution across the air freight industry is gaining significant momentum and at IBS Software we are convinced that over the next few years it will transform the way we do business. Digitalisation in the sales and quotation function facilitated through digital sales channels will bring in greater transparency, improve responsiveness, and bring better value to the end



Ashok Rajan
SVP & Head of Cargo & Logistics
IBS Software.

customer. We are delighted to partner with innovative providers such as WebCargo to make such capabilities easily accessible to our airline customers," said **Ashok Rajan**, SVP & Head of Cargo & Logistics, IBS Software.



Manel Galindo
CEO
WebCargo.

Manel Galindo, CEO, WebCargo, said, "35 per cent of all global imports by value arrive by air, yet the vast majority of airlines don't have automated prices today. WebCargo has been transmitting air cargo rates globally for over a decade, giving

Trivia

- IBS Software iCargo platform is used by more than 30 airlines, including American Airlines, Etihad Cargo, IAG Cargo, and Korean Air.
- This integration with WebCargo provides every airline working with IBS a solution to offer real-time eBookings to WebCargo's customers.
- WebCargo is used on a daily basis for airfreight quoting by 18,000 monthly user log-ins across 1,900 forwarders who collectively run nearly a million air searches every month.

us access to the largest network of airline rates in the world."

Motus One enters Indian market with cost-effective solutions



Indian logistic sector has been witnessing a 10 per cent annual growth and the latest a 1.5 lakh crore package to strengthen infrastructure and logistics to help value addition is expected to boost it further. Recognising the huge potential of Indian logistic sector and following bold reforms, UAE-based premier event logistics company 'Motus One' has emerged as the first global giant to enter the domestic market with its cost-effective and innovative solutions and services.

The company has initiated the process of establishing its offices and centres in India and is all set to embark on a massive expansion

of its services and solutions in India. Having carved a niche in the global transportation and logistics industry, the company is expected to invest nearly 5,00,000 USD in India and would create huge employment opportunities.

Motus One offers event transportation logistics consultation and event-transport-related planning services. In India, Motus One would focus extensively on Mobility as a Service (MaaS) technology services with proprietary fleet management and booking software. Their goals align towards finding innovative solutions to problems that generally plague the logistics industry.

InstaFreight, SAP Logistics speed the supply chain

InstaFreight announced that key digital service offerings are now integrated with SAP Logistics Business Network, helping to ensure fast and efficient handling of road transportation in Europe. Users of SAP Logistics Business Network now have access to more than 12,000 carrier companies through InstaFreight. By leveraging digital processes, shippers can reduce complexity and carriers can reduce administrative effort, both key benefits during this challenging time of need across the globe.



Philipp Ortwein
Co-Founder and Managing Director
InstaFreight

"InstaFreight is working with the same legal standards as its analog competitors and is subject to the same industry laws, but customers using InstaFreight's end-to-end digitalised processes can save time and money while gaining maximum transparency," says **Philipp Ortwein**, Co-Founder and Managing Director of InstaFreight. The request for freight capacity, also known as RFQ (Request For Quotation),

and the resulting order placements are forwarded via an application programming interface (API) from SAP Logistics Business Network to the InstaFreight platform.

InstaFreight, the contractual party to shippers and carriers, generates a quote immediately. Compared to analog freight forwarders, this real-time pricing saves a significant amount of time from the quote to the placement of orders.

Ceva Logistics launches TRT service

Ceva Logistics has designed an innovative Truck-Rail-Truck (TRT) solution to keep customers' freight moving across Asia during the COVID-19 crisis. China and the Southeast Asian region are facing flight suspensions and reductions, space limits and operational restrictions in addition to long waits at border crossings due to the pandemic. Ceva Logistics introduced TRT as a practical and innovative multi-modal transport solution to remedy these issues. Several Ceva technology customers have already taken advantage of it to keep their cargo moving. Export



documentation requirements for the TRT service are the same as an all-trucked service and Customs clearance can be achieved

within three hours. The China-Vietnam road border crossing point between Pingxiang and Lang Son currently suffers from

backlogs of two to four days. To avoid this, shipments are picked up by Ceva across South and East China and loaded into 45' hi-cube (HQ) containers.

They are taken by truck to the cross-border train, which operates three times a day, and into Vietnam, where they are then unloaded onto trucks and delivered to the final destination. Shipments bound for Thailand which were taking up to eight days are now arriving in three to four days. The new service is also being used by Ceva customers in Vietnam, Malaysia and Singapore.

Govt to revisit National Logistics Policy

The government has decided to revisit the Draft National Logistics Policy in order to include emergencies like COVID-19 pandemic in the policy. **Pawan Kumar Agarwal**, Special Secretary – Logistics, Ministry of Commerce & Industry, Government of India underlines eight mantras that can transform the country's logistics sector.



The government is revisiting the finalised draft of National Logistics Policy in order to include norms on disaster management to govern emergencies like the COVID-19 pandemic and other developments," reveals Agarwal. He adds, "This will give an opportunity to further fine-tune the policy and discuss issues that have not been addressed in the previous draft."

He requested the industry to share their recommendations and bring new ideas in formulating the policy to make India's supply chain more

resilient and responsive to disasters and emergencies. Stressing on the integrated development of logistics sector so that different players can be brought on the same platform, the Special Secretary said that there is a need to develop national logistics that is fully integrated with global logistics ecosystem. The focus is on connecting the local supply chain with global logistics.

Agarwal, while underlining the eight mantras for transforming India's logistics sector, said that there is need for standardisation, improving

quality and promoting excellence in the sector. He highlighted the importance of digitisation that has been further underscored by COVID-19 pandemic and the need for skilling human resources, improving quality of work and professionalism in the sector. The emphasis is on making the overall logistics sector more innovative, resilient, and sustainable. He further added that focus is on green logistics as it will bring in medium and long-term gains for the sector. He expressed these views in a webinar organised by FICCI



Pawan Kumar Agarwal
Special Secretary – Logistics, Ministry of
Commerce & Industry, Government of India



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Logistics will bounce back; call for strategic decisions

In the first-ever **CARGOTALK** digital conclave, with the theme 'Weathering the storm and gearing up for better days', 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

With an agenda to find out practical solutions for the present and strategies for future, **CARGOTALK** held its first-ever digital

conclave with the theme 'Weathering the storm and gearing up for better days'. The session was led by **N Sivasailam**, Former Special Secretary

(Logistics), Department of Commerce, Ministry of Commerce & Industry, Government of India; **Vipin Vohra**, Chairman, Continental Carriers; and

Reassess logistics cost

→ Indian manufacturing or foreign investment for Indian manufacturing can take off but when we make in India, we have to move it as well and the movement is quite costly because every logistics chain, even at the lowest level, constitutes a monopolistic entity

→ In the air cargo industry, Air Freight Stations (AFS) would be the way forward in the post-COVID era



Samir J Shah, Partner, JBS Group of Companies. The session was well attended and all the three speakers elaborated on new ideas which need to be focused on for a better future of the logistics industry.

COMBATTING THE CRISIS

COVID-19 outbreak has derailed the supply chain cycle across countries. Sharing the problems faced by Indian freight forwarders, Vohra said, "Daily movements of trucks got collapsed drastically due to shortage of drivers as most of them left for their hometowns and further getting passes for movement within a city was also not easy. There was a time delay for clearance at airport terminals, seaports, CFSs, ICDS as initially not many flights were operating with an acute shortage of staff for loading and unloading at these terminals. The

cooperation given by the Customs in clearing medical supplies arriving from different countries in this crucial time was noticeable."

He continued, "This pandemic has given some lessons to learn for a better future. There has always been a global discussion about China plus one policy. In today's scenario, it should be a priority to reduce dependence on Chinese products. No doubt, looking at its size and democratic nature, India has the potential to be a global choice as a preferred and reliable destination for investments. And, for that we have to provide new reforms to improve our industry, transparent dealings, ease of doing business rules, financial support by improving banking rules, better infrastructure warehousing facilities, labour laws, rules to 'Make in India' initiatives to self-sustain in terms of various small path manufacturing



Vipin Vohra

*Chairman, Continental Carriers
and Gallery of Legends India Cargo Awards 2015*

There should be more collaboration and cooperation among each other in order to reduce expenses wherever we can



N Sivasailam

*Former Special Secretary (Logistics)
Department of Commerce,
Ministry of Commerce & Industry*

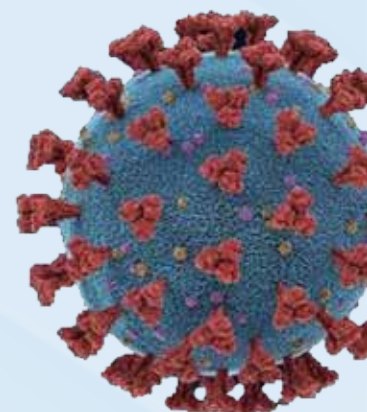
The liquidity crunch has got to do with the integrity of a country's trade. In India, we have been very notorious for not paying people on time

for which we are still dependent on other countries."

Talking about the optimism on the new manufacturing front, Sivasailam said, "I see exciting days ahead. However, looking at it from the entrepreneur side who is coming from abroad seeking a complete value chain, a value chain in manufacturing also includes logistics. In India, unfortunately the benefits in manufacturing have been eaten away in logistics and I believe this is the first mindset issue which logistics professionals need to address."

He added, "Indian manufacturing or foreign investment for Indian manufacturing can take off but when we make in India, we have to move it as well and the movement is quite costly because every logistics chain, even at the lowest level, constitutes a monopolistic entity."

On the other hand, Shah focused on the new normal in post-COVID scenario. He





Samir J Shah

Partner, JBS Group of Companies
DDP Game Changer, India Cargo Awards 2017

✦ We need to understand that government is not a logistician. As an industry, we should suggest to the government what all needs to be done for the logistics sector ✦

said, "The industry should not change its basic goodness and nature. The way of doing business will change but the 'what' and 'why' are not going to change." He continued, "The optimism in the air is right but we need to understand that Indian logistics industry cannot be talked about as one; the industry has 11 verticals and the solutions for the future and the changes in the future for all these 11 verticals are going to be different."

GOING DIGITAL

Considering the present scenario, Vohra said, "With lockdown, there is no doubt left that digitalisation is the only way forward for logistics industry. Post-COVID, we may have many challenges, but it is time we took digitalisation seriously to streamline our operations and provide transparent and better services to our customers."

Shah shared a different opinion on this. He said, "We are talking a lot about digitalisation but our problems

are different. The type of people we have employed over the last many years are people right from the spectrum. For them, English and digitalisation is a problem. Apart from facing challenges in continuing the employment of these people, the major issue will be that the newer kids will not have the experience which these people have. The obliquity to solve a problem because logistics solutions to a large extent in India have been jugaad based and that experience is something which the newer kids are not going to have. We have to find something in the middle where we can take full advantage of their experience, retain them as well as hand hold them into being in a position to work under the new schemes."

Commenting on the loss of employment by going digital, Sivasailam stressed on the inefficiency and the rent seeking behaviour in our system. "With digitisation in place, the same people who were going to airports will go to clients and create more opportunities," he added.

LIQUIDITY CRUNCH

Sivasailam shared his views on how to deal with the liquidity crunch. He said, "It has got to do with the integrity of a country's trade. In India, we have been very notorious for not paying people on time. If we have 90 days credit, we will like to make it to 900 days."

Shah stated that contracts with clients need to be drawn more carefully. He continued, "Most importantly everyone needs to respect each other; this will bring self-discipline because it is we who told the market that we work on credit."

On this, Vohra said, "If a shipper is not paying us on time, it is because of our own faults. If we are united, nobody can take us for granted. Secondly, these multinationals get money at one or two per cent rate of interest from their country whereas if I have to pay money

from a bank, the rate of interest will be nine to 10 per cent. So, they are the ones who offered 90 days credit period to get business from the Indian agents otherwise service-wise we are not less than them."

WAY FORWARD

Sharing the changes possible for the industry's better future, Sivasailam suggested, "The logistics sector should operate on the principle of cooperative competition and this can be facilitated through open platforms."

Vohra said, "This is the right time to maximise opportunity by being innovative, utilising skilled labour, bringing professionalism, networking aggressively and adopting PR strategies along with identifying the latest technology. We must always keep in mind that we have pharma and agriculture sector ready to take the lead. The country's pharmaceutical sector has great potential and government must encourage it by investing in R&D and by providing better facilities and incentives to the private sector to enhance its production for exports. Also, there should be more collaboration and cooperation among each other in order to reduce expenses wherever we can."

Sharing his viewpoint, Shah noted, "This is the time where we as an industry should come forward and suggest to the government what all needs to be done for the logistics sector. We need to understand that government is not a logistician, we are going to people who don't understand our business and asking for solutions."

Sivasailam stated, "In the air cargo industry, Air Freight Stations (AFS) would be the way forward in the post-COVID era." On this, Shah pointed, "Why are we still using the word Air Freight Stations or Container Freight Stations and not Cargo Freight Stations? It is the time to think big otherwise we will go back to the same old mess we were in pre-COVID times." ✦

Cooperative Competition

✦ This is the right time to maximise opportunity by being innovative, utilising skilled labour, bringing professionalism, networking aggressively and adopting PR strategies along with identifying the latest technology

✦ The logistics sector should operate on the principle of cooperative competition and this can be facilitated through open platforms

Celebi Delhi Cargo's tilt towards India

The recent times have been witnessing unprecedented challenges owing to the global outbreak of COVID-19. **Burak Kurt**, CEO, Celebi Delhi Cargo Terminal Management India talks about how the company has remained consistent in its services through continued operations at the Delhi International Airport.



CT Bureau

How Celebi is ensuring medical supplies to India to fight against the COVID-19 pandemic?

Businesses and operations across the world have come to a standstill due to the pandemic. Through a joint venture between DIAL and Çelebi Hava Servisi A.S., Turkey, Celebi Delhi Cargo Terminal Management India has been showcasing its commitment towards India by maintaining

the national and international trade bridge at the Delhi Terminal throughout the coronavirus pandemic situation. The company has also been playing a vital role in the distribution of medical essentials.

What is your comment on giving cargo more importance in future?

Cargo handling is one of the key pillars of the aviation industry.

The value of air cargo to airlines, governments, shippers and consignees has become more evident in the response to the COVID-19 crisis. For the future, one of the key tasks would be to safeguard the functionality of the air cargo supply chain to the maximum extent possible. We have also been looking up for licenses to operate at multiple Indian airports. 🇮🇳



Burak Kurt
CEO

Celebi Delhi Cargo Terminal Management India

GUEST COLUMN

Can India be a transshipment hub?

With DIAL's dedicated transshipment excellence centre, our country is already on its way towards becoming a desired transshipment hub for global trade. **Soham Chokshi**, Founder, Shippy talks about what is stopping India from becoming an air cargo transshipment hub like Dubai and Hong Kong.

Delhi International Airport has launched a dedicated transshipment excellence centre exclusively for cargo services, mid last year. Spread across approximately 70,000 sq. ft., it can handle around 20,000 tonnes of cargo in a month. While these are good initial steps towards making India a desired transshipment hub for global air trade, we have a long way to go, especially in terms of creating 'free zones' that are lucrative for businesses to operate.

Let's take a look at Dubai for instance. Dubai Airport Free Zone (DAFZ) is located on 1.2 million sq. mt. of land and is within walking distance from Dubai International Airport. Not just warehouses and commercial spaces, the

incentives offered by DAFZ include exemption from corporate tax, import and export taxes and personal income taxes; 100 per cent foreign company ownership; repatriation of capital and profits; and abundant and inexpensive energy and excellent air, sea and land transportation links. Apart from this, it has free zones across the city and the benefit of having a huge portal (Jebel Ali) from where it can conveniently convert ocean shipments to Air and vice versa. All this makes it not just very convenient to do business, but financially very attractive too.

Hong Kong has similar advantages too. While these two regions do have an advantage over India in terms of being around for a long time, India should take the

following steps to becoming the next transshipment destination for global trade:

- Creation of dedicated free zones very close to airport areas
- Financially lucrative policies with tax exemption and more to encourage businesses to operate
- Improving connectivity to various dry / wet ports for Ocean shipments
- Improving infrastructure and throughput rate

India has an inherent advantage of being much higher than the other countries in terms of domestic consumption. We should leverage this with some of the above-mentioned initiatives to make India an air cargo transshipment hub. 🇮🇳



Soham Chokshi
Founder, Shippy

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

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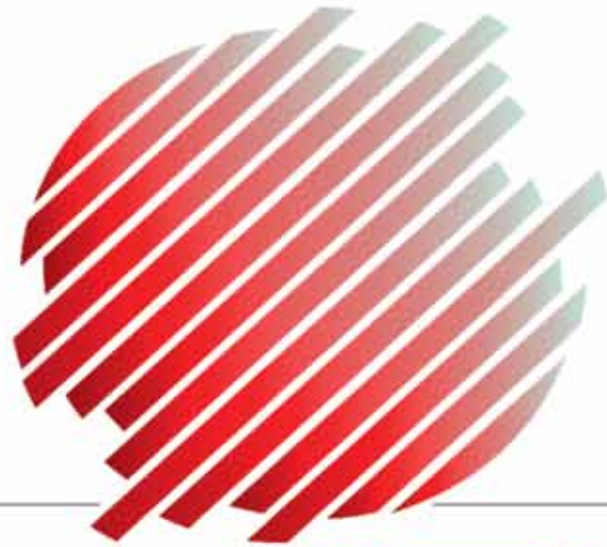
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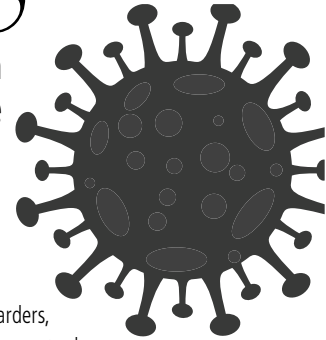
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FIATA lauds FFFAI collaboration with govt

Federation of Freight Forwarders' Associations in India (FFFAI) in association with International Federation of Freight Forwarders known as FIATA has recently organised a webinar to give a global perspective on the consequences of COVID-19 pandemic on the logistics industry.



The keynote speakers of this international webinar were **A.V. Vijaykumar**, Chairman, FFFAI and **Basil Pietersen**, President, FIATA. Commenting on the present crisis and challenges owing to the pandemic and lockdown, Vijaykumar said, "We will, as has been our approach and past experiences, overcome with no damage. But the reality of what the possible damage could inflict on human life and the human race, changed the

complexion of handling the pandemic on a global scale."

Mentioning the government's quick and proactive intervention, Vijaykumar stated that Indian Customs rolled digital solutions at an amazing speed. "In fact, by the time the first phase of lockdown could end on April 14, 2020, we had a fully electronically-driven customs platform. This enabled seamless, paperless, contactless transaction of cargo clearance. Other than physical handling of cargo, rest was fully automated and implemented thereby literally maintaining real social distancing," he added.

"The air cargo custodians were also advised by the Ministry of Civil Aviation to waive storage charges. Commerce Ministry played a nodal role in connecting the stakeholder requirements and expectation with the related government authorities to balance the situation," he informed.

Pietersen applauded the inclusion of freight forwarding within many nations' definitions of essential services. "However, more needs to be done. Greater consistency in global responses, together with the implementation of facilitative measures, are required to ensure the continuance of well-functioning supply chains to move essential goods to where they are most needed throughout this crisis and beyond," he added.

Freight forwarders, well-represented by FIATA's 40,000 members, ensure the supply of the world's cargo to communities and economies around the world, including food and basic necessities. Disruptions to this activity will affect the national supply and stocks of necessities such as food, medicine, hygiene products and other important goods in the fight against COVID-19. Already, global reports indicate shortages of necessary equipment.

"It is therefore crucial that governments continue to recognise the freight forwarding industry as an 'essential service' and FIATA encourages them to continue to do so with greater consistency and coordination. It is internationally acknowledged that governments must first recognise the nature of the freight forwarding activity as an 'essential service', and then put in place policies that facilitate the effective rendering of these services," Pietersen highlighted.

Commending FFFAI's strength and its successful collaboration with the government, Pietersen called on its worldwide members and national governments to collaborate, so that freight forwarding industry can continue to perform its vital role in delivering the world's cargo, including essential goods, to those who need it most. 🐦



A.V. Vijaykumar
Chairman, FFFAI



Basil Pietersen
President, FIATA

🐦 Commerce Ministry played a nodal role in connecting the stakeholder requirements and expectation with the related government authorities to balance the situation 🐦

🐦 Greater consistency in global responses, together with the implementation of facilitative measures, are required to ensure the continuance of well-functioning supply chains 🐦



Review business with financial planning

'Cash is king', 'survival of the quickest' and 'digitisation' will be the new mantras for customs broking, freight forwarding and logistics service providers in the days to come irrespective of small, medium or big companies. Federation of Freight Forwarders Association in India (FFFAI) discusses the financial planning of custom brokers post COVID-19 lockdown.



S RAMAKRISHNA
Immediate Past Chairman, FFFAI

Signing a contract in rightful manner and cash management would definitely play pivotal roles behind the success of a company at this difficult time. I believe in taking advantage of the lockdown situation for developing knowledge base, which needs to be passed on to the company's workforce. Work from home is such a good concept as far as better results are concerned.

The lockdown has provided us an opportunity to think about the work from home concept. We do not require a huge working set up at our office, nor do we need to opt for downsizing the staff strength. Infact, we can think of utilising staff in better ways.

TEJ CONTRACTOR

President, Indian Institute of Freight Forwarding

Presently, we are all in the middle of a crisis and we never imagined such a devastating scenario in our lifetime. At this juncture, we need to work together for a common goal. Knowledge is power. We will have to acquire proper knowledge for our survival which can be disseminated by domain experts.



DEBASHIS DUTTA
Past Chairman, FFFAI

The silver lining is that we are updating ourselves. A few months ago, we were seemingly stuck up but currently we are learning many more things like better utilisation of digitisation, working from home or working in a way which our future generations would follow. Considering the fact that this will be the new normal irrespective of lockdown, our focus should be on less field workers (exception will be clearing or

delivery purpose) and digitisation which would give new dimension to custom brokers and freight forwarders fraternity and its work pattern.



SHANKAR SHINDE
Chairman-Elect, FFFAI

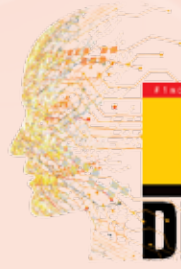
We never went through rigorous financial planning during our entire journey from 'mukadam' to logistician as a profession with MSME status. We have to do this meticulously now. The industry should focus on adopting new technologies that COVID-19 especially taught them. Adding to this, the recent initiatives of government policies in terms of reduced human interfacing and digitisation/digitalisation are bringing in drastic changes in traditional custom brokers/freight forwarders business. Customs are implementing so many things ahead of what we can think of. Our future will be very challenging if we cannot cope up. New e-initiatives by Ministry of Shipping and Civil Aviation will push us towards a completely new structure of our industry, where everything will be online and through portals. In the days to come customers' loyalty, integrity with the customers and within the custom brokers for win-win situation, internal confidence building mechanism and searching for new areas of business will also play critical roles.

SANDESH VASANT MESTRY

Management Consultant & Professor

In this precarious scenario, industry should seriously think about drastic cost-cutting measures. The industry would need more money to comply with new norms and compliances guided by MHA and local authorities. As a result, they would have to work with half of strength of staff, less public conveyance, social distancing, frequent sanitisation, 'work from home' model with techno savvy people, health insurance as organisation's responsibility, substantial investment in technology, etc. On the other hand, there will be tremendous crisis in both demand and supply sides worldwide, which would significantly reduce volume of business and revenue earning. Entire logistics and supply chain and logistics system will witness severe disruption. Under this critical condition we should focus on conserving cash as 'cash is king'.





DIGITAL CONCLAVE

Air cargo proves to be resilient amidst crisis

The session of **CARGOTALK** digital conclave looked at how this pandemic has brought the industry together and made every possible effort to keep moving the air cargo supplies. In addition, eminent speakers emphasised that India is not only self-reliant, but can actually feed the world.



Kalpna Lohumi

The COVID-19 pandemic has impacted the industry globally; however, it's the air cargo industry which is working round-the-clock to keep the cargo flying since the beginning of the nationwide lockdown.

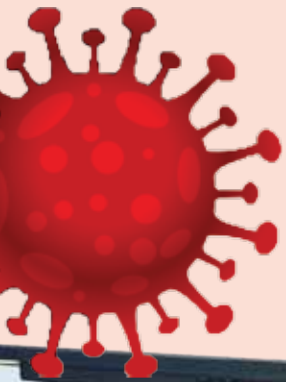
The first session of the second digital conclave of **CARGOTALK** aimed at brainstorming ideas with three eminent speakers – **Vandana Aggarwal**, Senior Economic

Adviser, Ministry of Civil Aviation, Government of India; **Sanjiv Gupta**, CEO, SpiceXpress; and **Manoj Singh**, Senior Vice President & Head – Cargo, Mumbai International Airport.

KEEPING AIR CARGO FLYING

From an airline perspective, calling these last two months hectic or challenging would be an understatement, feels Gupta. He explained, "Our whole business which was based on carrying

cargo in the belly of passenger aircraft got completely changed in a day and airlines stopped ferrying travellers from one place to the next. The pandemic has changed the whole scenario. At that time, domestic demand was low; hence, we started working on the international routes because we have seen demand for perishables to the Middle East, medicines and equipment from South East and China. We had a fleet of five dedicated freighters which crisscrossed the global skies carrying vital supplies



including perishables, medicines, etc. in this global war against COVID-19 pandemic. We are seeing demand coming back to domestic market also. Presently we are remodeling three of our QR400 for going into small towns like Aurangabad or Surat which can't afford an 18 or 20 tonne freighter but have a lot of cargo. So, we are trying to connect the small towns to the metros through small aircrafts."

"We had earlier launched dedicated freighter flights for shrimp to prevent wastage and we continued helping the shrimp industry through the lockdown," he added.

"On an average, Mumbai Airport witnesses eight to nine cargo flights per day with export flights operating mainly to the U.S., Germany, South

Africa, France and the United Kingdom. With this, I can see that the freighter movement will possibly increase because there is paucity and challenge on the international passenger flights," informed Singh.

Sharing the government perspective, Aggarwal explained, "India is not a uniform or a harmonised kind of structure; it has all kinds of interests, be it poor, rich, micro sector vs. the big industry, etc. Government has to do the balancing act and it does."

She continued, "Secondly, there has been a lot of planning required for the growth of air cargo. The amount of work that had been put into place before the crisis has helped us to face the challenge."



Sanjiv Gupta
CEO, SpiceXpress

✈️ **With relaxation in lockdown, we are seeing demand coming back to domestic market. We are remodeling three of our QR400 for going into small towns like Aurangabad or Surat** ✈️



Vandana Aggarwal
Senior Economic Adviser
Ministry of Civil Aviation, Government of India

✈️ **Freight rates depend upon capacity and today we have a lopsided demand which is centered more on the eastern side of India rather than towards the western countries** ✈️

"We have been breaking ground into new markets," said Aggarwal, adding, "With the movement of medical and pharmaceuticals, we suddenly found Indian industry coming into the frame and asking to manufacture rather than importing. For example, Maruti Plant is manufacturing the testing kits for us. So, we have virtually a new industry which has risen to the occasion. Also, the government swiftly moved to give them licenses which they didn't have. Hence, from the availability of supplies we moved into production. We also energised 'Krishi Udaan' realising that there are going to be agricultural surpluses in the harvesting period. We have done 3,500 tonnes of agri export in a month under lockdown conditions."

COLLABORATION IS THE KEY

Stressing on the swiftness with which the entire machinery, whether it is government, airports, airlines, freight forwarders or truckers are moving to

Air cargo lifts life

✈️ **Despite transport constraints and stringent regulations due to COVID-19, Mumbai Airport handles 12,000 tonnes of export and 9,000 tonnes of import particularly during this lockdown period**

✈️ **Pricing cannot be looked at only from one perspective. We have to understand that 80 per cent of our cargo pricing was based on a large network of passenger aircrafts flying**

grasp the needs of the times, Aggarwal, shared the cataclysmic impact of the pandemic in the second digital conclave of CargoTalk. She said, "This crisis has brought out the most humane side of aviation as well. It's something that needs to be recognised. Till now, everything in cargo business used to be contract bound. But here we found that everybody looked to strengthen the weakest among them and to somehow bridge the gap in our supply chain in whatever way possible."

Despite transport constraints and stringent regulations due to COVID-19, Mumbai Airport handles 12,000 tonnes of export and 9,000 tonnes of import particularly during this lockdown period. Calling it a collaborative effort, Singh said, "We, as a stakeholder, have really worked hard to keep the things moving. It is not possible to achieve these numbers without the combination of all the stakeholders working toward the same goal."

Crisis matures industry

→ The crisis has helped Indian cargo industry to mature and hope this maturity will be seen in the days and years to come rather than just looking at some commercial opportunity

→ There has been a lot of planning required for the growth of air cargo. The amount of work that had been put into place before the crisis has helped the industry to face the challenge

AIRFREIGHT PRICES

Since the fuel prices are at the lowest, the trade is expecting a drop in price. Commenting on the same, Gupta clarified, "Pricing cannot be looked at only from one perspective. We have to understand that 80 per cent of our cargo pricing was based on a large network of passenger aircrafts flying.

At Spice, we used to fly 650 flights a day and



Manoj Singh

Senior Vice President & Head – Cargo, Mumbai International Airport and DDP Game Changer, India Cargo Awards 2016

✈️ **Freighter movement will possibly increase because there is paucity and challenge on the international passenger flights. Mumbai Airport witnesses eight to nine cargo flights per day, on an average** ✈️

today we are flying 60 flights of cargo in a day. We are flying only 10 per cent of that which means the benefit of the passenger which was being passed on to cargo is no longer there and airlines are stretched."

Echoing similar views, Aggarwal pointed, "Freight rates are a question of how much capacity is out there and today we have a lopsided demand which is centered more around the eastern side of India rather than towards the western countries. So, whenever there is such regional imbalance or a shrunk airfreight capacity then obviously freight rates will increase. However, we have already started to see some stabilisation. But it won't come immediately to pre-COVID levels."

THE WAY FORWARD

"It is no longer a question of brinkmanship or the supply chain to work in silos. So, when we are not doing brinkmanship, we are making

sustainable partnership, we are giving a signal that India is not providing air cargo which is a one of. It's all about sustainability, predictability of our supplies of our air transportation at norms which make sense to consignees as well, whether in the domestic or international arena. The crisis has helped Indian cargo industry to mature and I hope this maturity will be seen in the days and years to come rather than just looking at some commercial opportunity. We would like to show that India is not only self-reliant but can actually feed the world," stressed Aggarwal.

"We, as an industry, have learned a lot from the COVID crisis. It is a new experience for all of us and as an air cargo industry player we look forward for the continuity even after the pandemic is over. This sector is playing a major role at this stage and in future there is a possibility of further growth," concluded Singh. ✈️



Decentralise warehouse to streamline business

Decentralisation of warehousing network can be a game changer as it becomes an important part of business continuity plan. **Mansingh Jaswal**, Director, Genex Logistics stresses on rethinking the supply chain network and including the spreading out of their inventories to a decentralised network in a strategic way.

Business models are highly irreversible; they cannot be altered every day. Likewise, the basic supply chain models aligned to the business model cannot be changed abruptly and frequently. A business model coupled with the right supply chain model forms an integral part of the success story and these also form key part of the business continuity plans of organisations.

The warehouse network design or warehouse configurations form the building blocks of a successful supply chain model is generally seen as either centralised (Figure A), wherein all products are shipped from one primary location, or decentralised (Figure B), which shows a method of maintaining several smaller warehouses spread out to different areas in order to better serve different markets or stocking different products.

Each method has its own advantages and disadvantages. Centralised warehousing rests on the premise of reduced operating cost, enhanced customer service but it also faces increased shipping cost and lack of addressing emergencies. On the other hand, decentralised warehousing



builds its premise on enhanced speed to the customer with faster deliveries and positive impact on sales. It potentially increases the overall operating cost of supply chain.

While no single rule of storage and distribution fits all the organisations alike, the perception of a decentralised warehouse set-up increasing overheads and complexity has driven companies to bring resources into a central location. Further, the recent regulatory changes like implementation of GST and improved transport infrastructure etc. was tilting the action towards centralisation of warehouses.

However, COVID-19 crisis has caught the centralised warehousing model off-guard for being absolutely incapable of addressing emergencies. The crisis has also resulted in recognising the warehouses as key part of the business models and warehouse workers along with the delivery and retail workers as key workers. Occurrences such

as these would shift the balance of supply chain models towards a decentralised warehouse system. This further gets reinforced by the fact that with technology at the helm of affairs and the rise of robust data collection and integration tools, the perceived challenges associated with warehouse decentralisation are almost eliminated.

This shall give organisations an opportunity to rethink their supply chain network and include the spreading out of their inventories to a decentralised network in a strategic way.

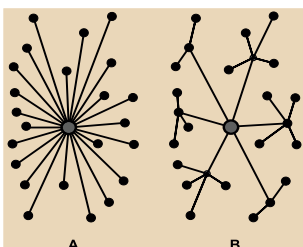
Further, as the events unfold, the structure of the distribution model is likely to change further as the buying behaviours of the consumers is changing due to a host of factors including technology, e-commerce and now COVID-19. In the emerging context, it would not be unfair to say that you may have the best product in the world, but if you can't seamlessly distribute it to consumers, you're already behind.

With technology at the helm of affairs and the rise of robust data collection and integration tools, the perceived challenges associated with warehouse decentralisation are almost eliminated



Mansingh Jaswal
Director
Genex Logistics

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



A paradigm shift to India's cold chain

The Centre has recently announced ₹ 1 lakh crore agriculture infrastructure fund at farm gate and aggregation point like primary cooperative societies and producers' organisation. Industry experts talk about how this would help in managing the gaps in value chain which has happened due to lack of adequate cold chain and post-harvest management in the vicinity of farm gate.

SUNIL KOHLI

Managing Director
Rahat Cargo



Always been lacking for want of adequate availability of required infrastructure backed by vital logistics tools to yield a robust and encouraging outcome. Thus, the grant of funds by the government is likely to provide the fiscal assistance to the cooperative societies comprising the farmers and aggregators to strengthen their in-house facilities and fruitful deliverance. Further, the wastage and loss of products could be minimised with an efficiently operated cold chain which includes temperature-controlled storage space, transportation, and trained servicing personnel with state-of-the-art management procedures. The available fund would also help the stakeholders to manage temperature-controlled storage space including the pack houses, ripening chambers to keep the perishables safe, delay degradation followed by improving their shelf-life. To have refrigerated transportation (reefer) at disposal is also a critical element of cold chain.

It is very unfortunate to have the outbreak of COVID-19 at a time when the crops are ready to be harvested. Furthermore, due to restriction on movement of vehicles, a shortage of farm workers has also emerged which has hampered the production. The local marketing of the products has suffered a setback because of the countrywide lockdown situation and curb on the movements. The export of perishables has also diminished due to non-operation of the scheduled flights from India whereas few available carriers have enhanced their freight rates to astronomical levels thereby desisting the shippers from exporting their products because of commercial constraints.

Due to the prevailing unfriendly situations having been caused by the natural calamity around the country, the stakeholders, farmers and farm labourers are at the receiving end and the products are getting lost due to several issues in the supply chain. Let us expect to have an improved and favourable scenario in the coming days which would again witness a surge in the cold chain supply activities.

PANKAJ MEHTA

Managing Director
Carrier Transicold – India & South Asia



The Indian cold chain landscape is witnessing a paradigm shift as the government has unveiled various measures to bridge the cold chain gap in the country. Indian agriculture is one of the main drivers of the country's economic growth. It ranks high in production and is moving from a supply-driven to a market-driven segment. The announcements of Kisan Rail (or rail-based agriculture supply chain) in the budget for the seamless national movement of perishables, including refrigerated rail coaches and economic stimulus package announcement for agriculture will provide an impetus

for the growth of sustainable cold chain in India.

Government support to create cold chain infrastructure at farms and marine and inland fisheries has focused on reducing food loss and achieving higher incomes for farmers. These measures are a testament to the growing and evolving cold chain ecosystem in India. An efficient post-harvest management and agri logistics system including aggregation, pre-conditioning, pre-cooling, and refrigerated transportation not only helps reduce food loss but also aids in expanding the reach to distant markets.

One of the most crucial links in the cold chain is refrigerated transport, as it maintains product integrity, translating to safe and nutritious food. The high waste produced from the absence of refrigerated transportation and lack of proper usage can lead to lower income for farmers since it is factored in the product cost. A well-established cold chain will play a pivotal role in establishing food security in India, thus opening a plethora of opportunities to farmers and various stakeholders in the agriculture value chain.





HARPREET SINGH MALHOTRA

Chairman & Managing Director,
Tiger Logistics India and
India Cargo Awards winner 2019



As per previous estimates by the Associated Chambers of Commerce of India, India loses approximately ₹926 bn (US\$ 14.33 bn) on account of PHL (Post-harvest food losses). Crop worth approximately US\$ 19.4 mn is wasted on a daily basis only due to rejection at the farm gate and delays in the distribution process. A countrywide study measuring crop losses revealed that 3.9 - 6 per cent cereals, 4.3 - 6.1 per cent pulses, 2.8 - 10.1 per cent oilseeds, 5.8 - 18.1 per cent fruits, and 6.9 - 13 per cent vegetables were lost during harvesting, post-harvest activities, handling and storage. In a move to strengthen infrastructure in agriculture, financing facility of ₹1 lakh crore will be provided for funding agriculture infrastructure projects at farm gate and aggregation points. Agriculturally-driven economic growth

can have a strong impact on reducing poverty and hunger. Rapid productivity growth in rice and wheat and increasing market participation of smallholder farmers growing staple food crops have been driving the process of agricultural transformation in many places. Rising productivity of the agriculture sector also stimulated growth in non-agricultural sectors through forward and backward linkages. The sequence of steps and participants involved in the process from production to delivery of a product to market is called a value chain.

Post-harvest losses in India stem from a range of factors including lack of post-harvest infrastructure, limited technical know-how on good agricultural practices, imperfect market access. Fragmentation of agricultural landholdings and a post-harvest value chain that is riddled with inefficiencies cause PHL to stack up progressively throughout the value chain. SHFs, comprising 80 per cent of India's farming community, are affected by the challenges of fragmentation and value chain inefficiencies in the form of weak access to markets, low investment in agriculture, low productivity, and low income. The high volume of losses, if reduced, can generate significant value and address food insecurity.

PIYUSH KUMAR SINGH

Trade Consultant
Logistics & SCM



The COVID-19 outbreak has spread in India at a time when the crops are ready to be harvested. Due to restrictions on non-essential travel/movement, a shortage of farm workers has led to delay in the harvesting of crops which will hamper our food production. The farmers and farm labourers are at the receiving end of this undesirable situation and food is getting lost due to issues in the supply chain.



Figures

- As per second advance estimates for 2019-20 by the Ministry of Agriculture & Farmers Welfare, the food grains production for India is estimated to hit a record high of 291.95 million tonnes which is 2.36 per cent higher than the previous year.
- According to the Food and Agriculture Organization of the United Nations, one-third of food produced for human consumption is lost or wasted globally which amounts to about 1.3 billion tonnes per year.
- India is no different in this aspect where about 40 per cent of the food produced is lost or wasted.
- According to IBEF, India has the third-largest pharmaceuticals market in terms of volume and is the largest supplier of generic medicines globally.

The wastage and loss of food could be minimised with a better prevalence of cold chain market and infrastructure in the country. A cold chain infrastructure includes temperature-controlled storage space, and transportation, trained operational, and servicing personnel with efficient management procedures.

The temperature-controlled storage spaces include pack-houses, ripening chambers, and bulk & hub cold storages which keep the perishables safe, delay degradation, and improve shelf-life. Refrigerated transportation (reefer) is a critical element of the cold chain as it ensures the safety and temperature of the products during their movement. The presence of well-trained O&M personnel, along with effective management procedures, accounts for smoother working of the cold chains. The cold chain infrastructure can also maintain the quality of vaccines and temperature-sensitive medicines from the time of their manufacturing to the point of administration and thus, adds to a robust healthcare system.

Inputs by Kalpana Lohumi



Collaboration, cooperation & coopetition: Way to go

CARGOTALK digital conclave on 'Associations in COVID era' brought to the fore concerns of logistics industry and what role associations have played so far to cope with the crisis. In addition, eminent speakers explained how 3Cs, which are, collaboration, cooperation & coopetition can be the way to go.



Kalpna Lohumi

OPENING REMARKS

Tushar Jani

President, Air Cargo Forum India (ACFI)

Taking few points from Prime Minister's Announcement speech of the relief package, I would like to say that it is the first time that supply chain has

come to the forefront and air cargo has proved to the world that this is the reliable arm of supply chain. All air cargo professionals have worked together in saving lot of lives. It is been proved that air cargo is more resilient and agile to deal with the crisis within no time. **In COVID-19, logistics professionals work like warriors,**

they are as important as doctors and nurses in the hospitals. They are the ones who are working on the ground to make sure to keep COVID-19 supply coming in.

Secondly, with the support given by government to MSME this is a great opportunity for youngsters to become

Cash & Carry

→ There are lots of cash and carry requirements and many stakeholders currently are facing huge cash constraints as well as there is huge credit default risk in the market which is what we need to work on together

→ We can collaborate and make sure that we talk to the carriers, airports, Ministries, regulators as one voice and bring up whatever is needed to fast-track processes



entrepreneurs. Home delivery is going to be the mantra for at least the next 24 months. National home delivery business might find it difficult but point-to-point delivery business like Uber model will make money.

Sunil Arora

President, The Air Cargo Agents Association of India (ACAAI)

Our role as an association has become more significant. Associations are basically the interface between the trade and stakeholders. In these challenging times, the call of the hour is to collaborate and coordinate not only within the members of the association but with the other associations. **We have been taking issues separately but now we are taking issues together. I wish this had happened more in good times but today all associations are on the same platform. We are discussing issues, problems, scenarios together.**

Agreeing with Jani's views, he continued, "Air cargo has proved to be the most effective in surviving this crisis because all the associations are working together, sharing concerns and providing an environment where respective associations can bring forth the problems with their perspective to the government so as to come to a quick solution."

A.V. Vijaykumar

Chairman, Federation of Freight Forwarders' Associations in India (FFFAI)

Road transporters are the strongest in the supply chain network of the last-mile connectivity. We are taking all the burden of importers and exporters for the outbound concern in the first mile and inbound concern in the last mile. Importers are dependent on us believing that the custom broker is responsible for the delivery of cargo at their warehouse, the minute the documents get handed over to the custom broker. **We are doing regular follow-ups and sharing representation**



Tushar Jani

President, Air Cargo Forum India (ACFI) and Gallery of Legends, India Cargo Awards 2015

Logistics professionals work like warriors, they are as important as doctors and nurses in the hospitals. They are the ones who are working on the ground to make sure to keep COVID-19 supply coming in





Sunil Arora

President

The Air Cargo Agents Association of India (ACAAI)

✈️ **The call of the hour is to collaborate and coordinate not only within the members of the association but with the other associations** ✈️

with the Ministries to protect industry's interest and to improve the economic activities. Since the lockdown began, we logisticians have also worked in tandem with health workers and police. We started the emergency clearances and approximately 300-350 gate passes

are generated inspite of difficulties. Digitalisation has played a very crucial role in working in such difficult times.

Yashpal Sharma

Hon. Secretary, Air Cargo Forum India (ACFI)

The associations have been playing a very critical role over the years. This period has really bought everybody together. **All associations are currently working together to ensure that there is least amount of pain that comes into the industry and keeping the movement of pharmaceuticals and the essentials supplies running.** We can collaborate and make sure that we talk to the carriers, airports, Ministries, regulators as one voice and bring up whatever is needed to fast-track everything. The idea is not that one stakeholder gets the bigger pie but how we all could collaborate and make the industry's pie bigger.

BRINGING LIQUIDITY TO SYSTEMS

The service providers are facing cash constraints because they are not getting payments on time from their clients, and hence have decided to handle shipments only against 100 per cent advance payments by their clients. Looking at the crisis, Sharma

said, "There are lot of cash and carry requirements and lot of stakeholders currently are facing huge cash constraints as well as there is huge credit default risk in the market which is what we as an association would also need to work on together with all stakeholders to ensure liquidity, less default risk in the market and least amount of blockage of funds from the shipper, consignee, etc."

"What is important is to make sure the circulation keeps going. Diverting it from associations' perspective to freight forwarders' perspective, Sharma suggested, "We are prompting everybody to pay at least the current transactions now, and also add something for the previous dues they have with us. Ultimately, we also have to help those businesses to run, we cannot ask them to pay 100 per cent," he continued.

"COVID-19 would eat away freight forwarders' finance on various accounts including massive outflow but without having inflow of revenue. We will have to go a long way with this critical and uncertain time. We need to review and revisit our business model with proper financial planning and control. Our proficiency will be measured by our financial management, credit management, utilisation of digital



platform and reducing admin cost," explained Vijaykumar.

HIGH FREIGHT RATES

While Vijaykumar and Sharma opined that freight rates are dependent on the demand and supply, Arora came up with a different viewpoint. He said, "The rates have not gone high because of low supply or high demand; it is when both the demand and supply have collapsed yet the freight rates have gone up three or four times. It is a very peculiar and unique situation, we need to consider that the direct impact of the high freight rate is not only on the logistics cost but also on the merchandise. Some sort of rate control mechanism has to come in. We must really be considerate towards the exim trade who has been supporting the airlines in good and bad times."

LET NOT COVID-19 GO WASTE

"At present, our association is making our membership aware not only of the complications but also the opportunistic side. The industries have been identified which are suffering but at the same time industries have also been identified which are being benefitted. We must not let COVID-19 go waste," feels Arora.

According to Sharma, "The associations' role is going to be huge in keeping the industry motivated by showing them more opportunities and not just staying confined to what we have been traditionally doing. So, we are not talking about building hotels or getting into any other business but within logistics there are lot of things and this is associations' role that they can probably create



Yashpal Sharma

Hon. Secretary, Air Cargo Forum India (ACFI) and Entrepreneur of the Year 2017, India Cargo Awards

✦ The associations' role is going to be huge in keeping the industry motivated by showing them more opportunities and not just staying confined to what we have been traditionally doing ✦



A.V. Vijaykumar

Chairman

Federation of Freight Forwarders' Associations in India, (FFFAI)

✦ Since the lockdown began, we logisticians have also worked in tandem with health workers and police. Digitalisation has played a very crucial role in working in such difficult times ✦

visibility to all the stakeholders about the other opportunities that possibly they could look at in the short, medium or long run."

CARGO-ON-SEAT

Sharing optimism, Arora said, "Cargo-on-seat is the new invention. There were times when the narrow body aircraft was going empty by 40 seats when cargo was in the warehouse. So, now the time has come where the remaining 30 seats at the back will have cargo on the seats and passengers on the front. We need to be very positive on utilising every single kg that can be uplifted." Arora believes that space is perishable, once uplifted it's gone forever. "Pax freighter or preighter is here to stay for a long time," feels Sharma. On the other side, according to Vijaykumar, "Cargo-on-seat will not continue for long but it is definitely required as of now." However, he believes that small freighters will come into the picture. "It is a totem scenario and will not continue in the same way," he added.

Collaboration works

✦ Air cargo has proved to be the most effective in surviving this crisis because all the associations are working together, sharing concerns & providing an environment where respective associations can bring forth the problems with their perspective to the government so as to come to a quick solution

Quarantine restores value of essential services

90 per cent of global trade is sea-borne and shipping industry is critical to the global supply chain due to its efficiency and cost-effectiveness in facilitating the carriage of the global trade. **Jakob Friis Sorensen**, Managing Director, APM Terminals Pipavav [GPPL] talks about the immediate risks to the industry and taking steps to mitigate them.



How do you see the impact of COVID-19 pandemic on trade and logistics industry?

With two-thirds of the world's population in a lockdown, shipping and logistics industry is bound to bear the brunt as 90 per cent of global trade is sea-borne. COVID-19 has impacted the global demand and supply, impacting the trade in varying proportions across different geographies. It has led to the disruption of supply chain which heavily relies on manpower and is the backbone of logistics. Reduced manpower in the system, as mandated by the government for safety reasons, has slowed down the supply chain. For now, the industries are focusing on the current challenges and trying best to continue the operations with minimum disruptions possible.

What are the immediate risks to the industry and how are you mitigating them?

Firstly, we must note that shipping and logistics has been deemed 'essential services' by the government and that these should continue to function even while the country is under a lockdown. We, as a port, have the responsibility towards keeping the global trade running and therefore are taking all possible precautions while keeping our operations running.

However, during the lockdown, due to the acute shortage of manpower, containers have started piling up at ports leading to congestion. The other challenges which



Jakob Friis Sorensen
Managing Director
APM Terminals Pipavav [GPPL]

are also arising primarily because of the same reason are a longer turnaround time at ports, there is a demand shock that is impacting volumes, and ultimately the disruption in last-mile delivery.

That said, we are working on various solutions for our customers to ensure that we reduce the disruption in supply chains. These include increased evacuation by rail which has been functioning normally or even better in some cases due to the passenger trains not being in the system at the moment and thus reducing congestion at our port. Vessels calling the port are arriving and sailing and our employees are working with all necessary safety gear on, to secure essential business continuity while complying all guidelines for COVID-19 issued by statutory authorities. We have continued to

accept and evacuate container or cargo arriving by vessel, rail and road. Port customs house, clearance and other business activities at the port remain operational. We are collaborating with surrounding villages where our people live and providing the communities in those villages with all possible support.

We are closely monitoring the overall situation and are committed to ensure safe operations for our people and ensuring that we safeguard our customers' supply chains.

How prepared do you think the industry is to sail through this challenge?

The shipping industry is critical to the global supply chain due to its efficiency and cost-effectiveness in facilitating the carriage of the global trade. The lockdown has reinstated the importance of having endless access to essential commodities, such as food and medical supplies, and the indispensable role of the logistic sector in meeting the multiplying need for them. The rapid spread of coronavirus has had a major impact on global shipping markets, with the slump in demand for goods from China having a ripple effect on everything from container ships to oil tankers.

Overall, the industry has been taken by surprise. This disruption has undermined the supply chains of industries across the



The rapid spread of coronavirus has had a major impact on global shipping markets, with the slump in demand for goods from China having a ripple effect on everything from container ships to oil tankers

world. Shipping lines and ports have to adhere to new regulations. The situation, as we see it, is an ever evolving one, as we are still in the midst of the pandemic and countries have continued to keep their land borders shut while industries are gradually opening up.

How are the initiatives of APM Terminal Pipavav in technology, innovations and infrastructure assets, helping in addressing the current issues in the country?

We are engaged in providing essential services, considering we handle essential goods and commodities such as fuel, medical supplies, food grains etc., which are the lifeline of our country. The port has adopted standard crisis protocol at both the international and local levels as per the various relevant guidelines of Government of India, Government of Gujarat, Gujarat Maritime Board and other statutory bodies/administration.

In addition to those, we also have our own internal protocols which are being followed very strictly for the safety of our people, our vendors and our customers. We continue to operate within normal parameters without any significant disruption. In addition to providing a safe working environment for our colleagues and stakeholders at port, we have also reached out to communities in and around the port to provide necessary support as we battle the COVID-19 pandemic together.

Since the lockdown announcement, we have successfully handled more than 35 vessels and more than 175 rakes handling our customers' cargo including essential commodities. All these vessels and rakes were handled without any delays and well within normal operating parameters. We have sufficient yard capacity and have created additional yard space to facilitate cargo



flows and help address any emergent supply chain needs.

What is your take on the government's response so far?

The local authorities ranging from the State Government to the Central Government, freight forwarders, the local police, Railways and local transporters are working in a coordinated manner to ensure the wheels of the supply chain keep moving. All these constituents along with the port have played a pivotal role in keeping the supply chain on without any disruption.

Facilitating cargo flow

→ Since the lockdown announcement, APM Terminals have successfully handled more than 35 vessels and more than 175 rakes handling customers' cargo including essential commodities.

PRODUCT

Cargo Dry Pak: Keeping the cargo dry & viable

While COVID-19 continues to disrupt the global community, **Rajesh Galgalikar**, Industry Expert & MD, Sorbead India sees a positive change of the re-engagement of global economy. As they say, there isn't any problem without a solution. You may only have to think smart to find a proper solution for saving your valuable goods from moisture. From agriculture to the chemical industry, home décor to automobile industry, lockdown has seriously changed some perspectives.

PACKAGING GOALS

Storage of goods requires high maintenance, which includes moisture protection as well. Moisture interference can deteriorate the quality of even packed products. To avoid this,

desiccants and adsorbents can be used to help scavenge the moisture from hampering the products from rust, mold, mildew and fungus formation.

CONTAINER RAIN – A MAJOR RISK FACTOR FOR CARGO

The losses incurred due to excessive moisture in shipping containers damages are not limited to sea route, but shipping by rail, trucks & air are also important. Marine insurances premium can be brought down with correct usage of desiccants, namely, Cargo Dry Pak. These products can prove to be a priceless commodity to worldwide shippers, whose cargo can travel through different climates and experience extensive lag time in transportation.



Rajesh Galgalikar
Industry Expert & MD
Sorbead India

INSURANCES CAN PAY FOR DAMAGES BUT NOT FOR TIME LOST

A critical commodity when exported without thinking about positive protection, here common protection only being insurance claim, can cover up loss of that

commodity but not for the time loss for its utility for which it was made imports. Cargo Dry Pak usage will not only offer you lower insurance premiums, but it will also allow a user to use the commodity without damages.

Shipping industry, automobiles, leather, food, pharmaceuticals, chemicals, textile are major industries that were hit by the lockdown. Their warehouses have to take care of a lot of factors to keep the goods in great shape. Cargo Dry Pack is the most commonly used desiccant that protects the goods from condensation, mildew, mold and rust. This continues to be an unprecedented time for everyone, each day brings a new set of challenges and uncertainty.

Traffic statistics (Domestic Freight)

S. No.	Airport	Freight (in MT)		
		For the Month		
		April 2020	April 2019	% Change

(A) 19 International Airports

1	Chennai	604	7,127	-91.5
2	Kolkata	816	5,758	-85.8
3	Ahmedabad	63	4,618	-98.6
4	Goa	0	178	-
5	Guwahati	144	1,672	-91.4
6	Lucknow	0	870	-
7	Jaipur	0	1,032	-
8	Trivandrum	6	121	-95.0
9	Bhubaneswar	15	819	-98.2
10	Calicut	0	46	-
11	Varanasi	0	269	-
12	Coimbatore	19	748	-97.5
13	Srinagar	0	607	-
14	Amritsar	0	95	-
15	Mangalore	0	24	-
16	Portblair	19	523	-96.4
17	Trichy	0	1	-
18	Imphal	101	615	-83.6
19	Vijayawada	0	195	-
Total		1,787	25,318	-92.9

(B) 6 JV International Airports

20	Delhi (DIAL)	2,147	28,175	-92.4
21	Mumbai (MIAL)	1,861	21,486	-91.3
22	Bangalore (BIAL)	934	10,875	-91.4
23	Hyderabad (GHIAL)	134	4,502	-97.0
24	Cochin (CIAL)	14	1,053	-98.7
25	Nagpur (MIPL)	0	578	-
Total		5,090	66,669	-92.4

(C) 9 Custom Airports

26	Pune	1	3,058	-
27	Patna	1	890	-99.9

S. No.	Airport	Freight (in MT)		
		For the Month		
		April 2020	April 2019	% Change

28	Bagdogra	2	553	-99.6
29	Indore	6	790	-99.2
30	Visakhapatnam	119	541	-78.0
31	Chandigarh	0	427	-
32	Surat	269	468	-42.5
33	Madurai	2	104	-98.1
34	Aurangabad	1	100	-99.0
Total		401	6,931	-94.2

(D) 19 Domestic Airports

35	Ranchi	0	908	-
36	Raipur	0	468	-
37	Agartala	0	420	-
38	Jammu	0	113	-
39	Bhopal	0	85	-
40	Dehradun	0	14	-
41	Vadodara	0	356	-
42	Leh	0	288	-
43	Jodhpur	0	1	-
44	Dibrugarh	0	78	-
45	Hubli	0	10	-
46	Silchar	0	63	-
47	Tuticorin	0	6	-
48	Kanpur (Chakeri)	0	3	-
49	Rajkot	0	3	-
50	Jharsuguda	0	1	-
51	Dimapur	0	33	-
52	Juhu	2	28	-92.9
53	Agatti	0	3	-
Total		2	2,881	-99.9

(E) 2 St Govt./ Pvt Airports

54	Lengpui (Aizwal)	0	32	-
55	Nasik (Hal Ozar)	0	7	-
Total		0	39	-

Grand Total (A+B+C+D+E)		7,280	1,01,838	-92.9
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Traffic statistics (International Freight)

* Estimated

S. No.	Airport	Freight (in MT)		
		For the Month		
		April 2020	April 2019	% Change

(A) 14 International Airports

1	Chennai	4,116	24,754	-83.4
2	Kolkata	280	5,153	-94.6
3	Ahmedabad	183	4,192	-95.6
4	Goa	4	159	-97.5
5	Guwahati	18	0	-
6	Lucknow	15	368	-95.9
7	Jaipur	0	240	-
8	Trivandrum	545	2,066	-73.6
9	Calicut	0	2,340	-
10	Varanasi	0	2	-
11	Coimbatore	0	215	-
12	Amritsar	1	201	-99.5
13	Mangalore	0	250	-
14	Trichy	0	672	-
Total		5,162	40,612	-87.3

S. No.	Airport	Freight (in MT)		
		For the Month		
		April 2020	April 2019	% Change

(B) 6 JV International Airports

15	Delhi (DIAL)	7,806	52,204	-85.0
16	Mumbai (MIAL)	14,638	48,712	-69.9
17	Bangalore (BIAL)	7,232	19,610	-63.1
18	Hyderabad (GHIAL)	3,325	7,193	-53.8
19	Cochin (CIAL)	1,794	5,001	-64.1
20	Nagpur (MIPL)	0	79	-
Total		34,795	1,32,799	-73.8

(C) 4 Custom Airports

21	Pune	0	3	-
22	Indore	3	29	-89.7
23	Visakhapatnam	0	42	-
24	Madurai	0	160	-
Total		3	234	-98.7

(D) Total 9 St Govt./ Pvt Airports	0	0	-
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Grand Total (A+B+C+D)	39,960	1,73,645	-77.0
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(Source: AAI)

DP World Cochin handles 50,000 TEU in 50 days

DP World operated International Container Transshipment Terminal (ICTT) at Cochin successfully handled over 50,000 TEUs along with 53 vessels during the 50 days of lockdown period. The terminal is playing a key role to ensure constant flow of essential goods like rice, wheat, pulses, fruits, medical equipment and other cargo. To enable trade in current times when there are challenges around road transportation, DP World

Cochin is using alternate modes of transport for evacuating cargo from the port. In the lockdown period, the terminal has handled 19 rakes and the rail volume has seen an impressive four-fold increase.

Praveen Joseph, CEO, DP World Cochin, said, "Our Cochin terminal has continued to operate throughout the lockdown period keeping the productivity in line with global standards of 30 plus moves per hour. We have taken every possible step to support our customers and to maintain the best possible level of operations, while following strict health and safety guidelines, with the support of Cochin Port Trust, and other stakeholders in the trade."



Adani Agri Logistics ship 30,000 MT grains

Adani Agri Logistics (AALL) has facilitated the dispatch of 30,000 metric tonnes (MT) food grains, during the lockdown which is equivalent to feeding over 60 lakh citizens across different states in India like Tamil Nadu, Karnataka, Maharashtra, Bengal, etc. Seven trains owned and operated by the company for transportation of food grains from production centres in northern India to consumption centres played a critical role in facilitating this. Further, in close coordination with the government of Madhya Pradesh, AALL has also

started the wheat procurement process of rabi crop with adequate safety and precautionary measures in its MP Units.

"What AALL achieved during the difficult lockdown goes beyond business goals and benchmarks of efficiency. It not just ensured that critical food supplies are accessible to the needy but made it incredibly convenient for farmers who have stood by India during this grave humanitarian crisis," said, **Karan Adani**, Chief Executive Officer, APSEZ.



Logistics chain is shaken pro tem

Ports are no more the maritime hubs for shipping activities only; they have been transmogrifying themselves into service centres to culminate into the logistics epicentres. **Indrajit Singh**, General Manager for Ports and Logistics, Envision Enterprise talks about challenges and the way forward.



CT Bureau

What are the present challenges in ports and terminals?

Ports have been advancing on mechanisation, digitisation and automation pathway. But given its huge scale of operations, multiple parties transacting with each other and asset intensiveness, ports today are facing the challenges of visibility, transparency and responsiveness. Visibility of not just the cargo and the services provided but also all the operations and logistics associated to it along with financials and responsiveness not just on landside activities of stockyards, gate, dock operations, flotilla and crane operations but also on seaside activities of vessel forecasting, berth planning and utilisations, harbour manoeuvres and safety of marine assets. Moreover, some of the ports are still not fully computerised and hence dealing with papers.

Adding the woes is the ongoing COVID-19; this medical emergency has squatted well on the ports industry

✈️ 40 per cent of the ports globally have seen an average slump of 15 per cent in volumes, few of them have seen over 25 per cent and blank sailings are record high 📉



diminishing the number of vessels and hence eating up the revenues. While the revenue from the liners remains the single largest source of making good the port costs, sails are not windward or leeward and hence leading to perilous times. When airports across the panorama have seen larger transformations with IATA guidelines, the seaports and maritime business are fragmented to some extent with not so effective Hague-Visby rules and Hamburg rules. The challenges remain but that is the single source of driving efficiency in ports and terminals.

What solutions are you offering to trade to deal with the current challenges?

We started with the pain-points industry is reeling under, innovated the software solution called iPortman of mechanisation, automation and digitisation for the seaports considering its market suitability, technical viability and user-friendliness. We have been offering a complete range of intelligent solutions of POS (port operating system), TOS (terminal operating system), CFS (container freight station) and PCS (port community system) solutions best suited for major to minor ports and large to small terminals for all cargo types, all through the flagship solution of iPortman. Our customers had the waves of digital revolution and realised the never-earned revenues with Envision solution of iPortman, they have become responsive and efficient simultaneously



Indrajit Singh
General Manager for Ports and Logistics
Envision Enterprise

in meeting their challenges, their ability to manage and operate all the port assets have increased manifold with increased visibility, transparency and utilisation levels. Our port automation capability has enabled operators to monitor all operations in real time, track delays, address them and improve overall operating margins.

How do you see the post COVID-19 scenario? Do you expect the industry to be more organised?

We shall see the continued slump in the volumes at the ports for next half of the year. The recuperation won't be speedy, the bleeding won't stop suddenly and the losses would take years to heal. 40 per cent of the ports globally have seen an average slump of 15 per cent in volumes, few of them have seen over 25 per cent and blank sailings are record high.

Even though many ports are in trouble, post COVID-19 will be the times ports would realise the full-blown impact of the outbreak. However, the ports have learnt to survive the hard way, the inertia shaken has already made them more flexible, coerced them to find newer distribution channels and alternative ways of serving carriers and hence will keep their machineries fuelled. 📈

DG Systems of Customs to facilitate trade

In view of the challenges due to ongoing COVID-19 pandemic and lockdown, the DG Systems of Customs has recently revealed a slew of further initiatives that the Department is going to implement soon to facilitate trade through digitisation and Public Private Partnership (PPP). **Sandeep Kumar**, DG Systems, Government of India emphasised the need of achieving transparent process in customs clearance which will help to enhance security and revenue of the country. Kumar called on FFFAI Chairman, **A.V. Vijaykumar**, in the webinar, to work on blockchain technology for achieving the centralised KYC and also to achieve further uniformity in various processes involved in customs clearance of exim cargo.

While accepting the recommendations from DG Systems regarding creation of blockchain to work on creation of a centralised database of all the importers and exporters, Vijaykumar conveyed that FFFAI with its outreach



to every nook and corner of the country is geared up for creating the centralised KYC database of importers and exporters transacting through customs, which will help to create a secure working environment.

Complimenting the DG Systems and CBIC for their progressive steps, **Karunakar Shetty**, President, BCBA, said, "CBs and frontline workers have braved against all odds and have ensured that customs clearance have taken place through ports, airports, ICDS, etc. for supply of essential goods to India's citizens."

Dushyant Mulani, Honorary Secretary, FFFAI lists a few suggestions:

- Auto monitoring and escalation mechanism to check the pendency in import Bill of Entries and export Shipping Bills: FFFAI suggested that for better monitoring of pendency for assessment and examination, the Customs EDI system software should be designed in a manner so that if a particular document is pending for more than three hours, there should be automatic alert to the senior officer i.e. Additional Commissioner of Customs and

Commissioner of Customs in charge of that section. Alternately if the Bill of Entry/Shipping Bill is not getting assessed or examined within stipulated hours, say three hours, the same should be released by facilitating under RMS.

- Duplication of manual process to be avoided while executing bonds with customs

- LEO time and date required to be mentioned on Shipping Bills: As is being done on import side, FFFAI requested that the export module in ICEGATE should also specifically mention exact time of each activity from submission to LEO such as Assessment, DC Release, Registration of Documents for LEO, Query reply in the same manner of imports and Feeding examination report and LEO.

- FFFAI also recommended that CTD declaration for transit cargo should be brought under EDI instead of manual at present.

FFFAI, CSLA work for seamless movement

The Executive Committees of Federation of Freight Forwarders' Association In India (FFFAI) and Container Shipping Lines Association (CSLA) in India recently had a meeting on video conference to discuss the trade facilitation measures to be implemented to adopt best practices in achieving the result for reducing dwell time and transaction cost on logistics.

FFFAI and CSLA both were of the opinion that industry should look for more of digitisation of documentation and process



to avoid physical presence and hard copy exchanges. Since its customs endeavour to work toward digital customs all related stakeholders should also adopt changes and upgrade

technology to digitise process related to exim trade.

Customs EDI system and ICEGATE are well integrated systems with PORTS/ CFS's, however there is

a need to eliminate the manual process like handing over of physical LEO print Shipping Bill copies to surveyors/shipping lines which can be replaced with online system DATA transfer integration. It was agreed upon to make a representation to CBIC board for acceptance of new practices in view of implementation of EDI Systems. Also, customs would review the procedure in view of EDI implementation to do away with printout and hard copy submission to customs as the Export General Manifest are done online.



1st passenger to cargo flight lands at Hyderabad

Hyderabad International Airport handled its first-ever commercial cargo service from Russia with the landing of Aeroflot Airlines. For the first time, a commercial B777 Passenger to Cargo (P to C) flight landed at Hyderabad International Airport to uplift the pharmaceuticals to Moscow. This aircraft carried general pharma (approx. 20 different types of medicines and

vaccines) and took off with a full load of approximately 50 tonnes both in belly as well as fastened cargo-on-seats. This was a one of its kind wide body 'P to C' Cargo flight movement for Hyderabad.

Currently, the service of Aeroflot freighter is limited to the COVID-19 lockdown period. Hyderabad Airport is pursuing to have a regular weekly frequency of

this freighter, which if it works out, will enable a direct connectivity of Hyderabad to Russia and other CIS (Commonwealth of Independent States) countries. CIS countries have a major demand for pharmaceuticals and this freighter can open up a direct gateway to the CIS countries. This sector also has a demand for aerospace, engineering and general cargo.

During the COVID-19 lockdown, GMR Hyderabad Air Cargo has handled all kinds of goods including essential and perishable products along with major COVID-19 relief material, pharmaceuticals, engineering, IT, aerospace, perishables and console cargo. During this period from the commencement of lockdown till date, the airport has handled approx. 5,500 tonnes of cargo.

Bengaluru airport handles 1,425 MT of perishables

Kempegowda International Airport, Bengaluru (KIAB or BLR Airport) processed 1,425 metric tonnes (MT) of perishable cargo during April 2020. The countrywide lockdown and subsequent blockade of district borders by Karnataka had a significant impact on the movement of cargo. As a result, perishables saw a 49 per cent drop as compared to 2,770 MT processed

during the same month last year. This drop was largely owing to restriction on transportation, shortage of farm workers and various other issues faced by farmers and shippers.

Doha was the top destination for perishables from Bengaluru, having received 834 MT, Dubai was second with 146 MT, and London was third at 110 MT.



Mumbai airport handles 1,500 tonnes of supplies



Mumbai International Airport (MIAL) has necessitated the need of the hour and has transported 1,500 tonnes of supplies such as PPE, masks, gloves, and COVID-19 diagnostic kits which have been operated by over 370 flights including scheduled freighters and non-scheduled charters. Mumbai air cargo is effectively supplying essentials to not only various states in the country but also to remote areas in India. The essentials are distributed to the states

of Maharashtra, Gujarat, Chennai, Hyderabad as well as the remote areas of the country. Till now, MIAL has transported a total of 12,000 tonnes of pharma, 2,700 tonnes of agro exports and 200 tonnes of live goats' export. Furthermore, the air cargo at Mumbai Airport has also witnessed approx. 240 ATMs of passenger aircraft which have been converted to freighters contributing 11 per cent of the overall freight during the lockdown.

SpiceXpress to deliver essential goods by drone



SpiceXpress has planned to use drones for quicker, faster and cost-effective delivery of medical, pharma and essential supplies and e-commerce products. The airline has got the approval from the Directorate General of Civil Aviation (DGCA) to conduct drone trial for essential goods delivery. SpiceXpress will be looking at last-mile delivery from the warehouse and the prime focus will be on delivering medical emergency parcels and essential supplies in remote areas.

Ajay Singh, Chairman and Managing Director, SpiceJet says, "Testing of drone technology for last-mile connectivity and cost-

effective cargo deliveries are a big leap in the air transportation of essential and non-essential supplies in India.

We are extremely optimistic about using this exciting new mode of delivery for products like perishables and medicines which have a smaller shelf-life and need urgent deliveries in the remotest parts of India."

The airline has also added Kyrgyzstan and Egypt to its international cargo network as it operated its maiden cargo flights from Delhi to Bishkek and Mumbai to Cairo via Ras Al-Khaima

Indigo starts freighter service to Surat and Chennai

Indigo has started freighter service connecting Surat and Chennai. The freighter aircraft from Chennai landed at Surat airport, carrying three metric tonnes of shrimp seeds. Indigo is the second airline after SpiceXpress to serve shrimp commodity during COVID-19. The airline has transported about three metric tonnes of shrimp seeds from Chennai to Surat. There is an annual demand of 500 tonnes of shrimp seeds in Surat and South Gujarat region. The airline also plans to operate freighter aircraft as per the demand.

IndiGo has also operated three international cargo flights carrying

over 50 tonnes of pharmaceutical products, fruits and vegetables, to and from Singapore and Maldives. A total of 28.361 tonnes of cargo was transported from India to Male, Maldives' capital city while the return flights from Male did not have any cargo. The airline has also conducted a cargo flight on Mumbai-Bengaluru-Singapore-Mumbai route, transporting 13.664 tonnes of freight to Singapore and bringing back 8.008 tonnes of cargo in the return flight. The airline used its A320 passenger aircraft for these flights, with the freight being kept in the belly as well as in the passenger cabin.



Kale launches PING e-solutions

Kale Logistics Solutions has launched PING e-services to assist the ground handlers and freight forwarders who are at the forefront of document processing for freight movement in these testing times. The stakeholders are short of staff due to the COVID-19 outbreak and the processes in air cargo are traditionally burdened with a lot of paperwork and manual operations. Through PING, the company aims to remove the burden of administrative tasks and facilitate e-Airway Bill (creation and filing). PING enables the conversion of pdf copies of AWB directly into industry-standard messages as well as APIs using advanced technology like ML and RPA. It enables operational efficiency, reduced staff

interactions with people at the counter, lower cost of data with no errors, reduced vehicle congestion and compliance to e-AWB process.

Kale is offering a free trial of PING service in order to support ground handlers, self-handling airlines and freight forwarders to continue with their business operations. Also, no upfront investment is required to begin using this service. From enabling remote working to automated handling and ensuring data accuracy, PING offers solutions for business continuity despite the ongoing crisis.

Amar More, CEO, Kale Logistics Solutions, said, "These cloud-enabled services reduce cargo-



e-Services for Air Cargo to Ensure Business Continuity

handling time with automation. We are experiencing a tremendous demand for these e-services which are so pertinent in these pandemic times. PING is an extremely easy configurable service. It can be subscribed by simply sending an email to info@kalelogistics.com."

He further added, "Our research has shown that the air cargo industry can save between 15-20 per cent of its administrative costs related to AWB processing by using this service in addition to keeping business continuity and employee safety in these difficult times."

IndoSpace Core raises ₹ 1,000 crore loan

IndoSpace Core has announced that it has issued an ₹1,000 crore green loan facility from HSBC (The Hongkong and Shanghai Banking Corporation) to finance its certified green projects. The debt facility covers 14 projects located in prime warehousing hubs of Pune, Chennai, Bangalore and Delhi-NCR. The company has set a new benchmark in green financing in India with the facility being raised under its newly established Green Finance Framework. **Rajesh Jaggi**, Vice Chairman – Real Estate, Everstone Group, said, "On behalf of IndoSpace



Rajesh Jaggi
Vice Chairman – Real Estate
Everstone Group

Core, we are excited to partner with a reputed global institution like HSBC, which brings significant added value and expertise to our overall capital structure.

This deal is first-of-its-kind in the organised warehousing space in India."

Trivia

- The company got awarded with 'Medium Green' on our Green Finance Framework by CICERO Shades of Green.

Holisol develops DOMM to monitor safety practices

In addition to standard safety guidelines, monitoring safety practices at warehouse and other operations sites as per MHA guidelines is going to be one of the most important parts of daily operations for businesses. Holisol Logistics in collaboration with ClairViz has developed and implemented an app-based solution called 'DOMM' (Digital Operations & Maintenance Management System) to ensure safety of people at work.

In 'DOMMS', the company has developed a digital checklist based

on the guidelines from MHA/WHO/ local authorities. With this app, each user's role is mapped with a task and after performing the task, the user uploads the picture and confirms the execution via the app. The system sends alerts for any missed task. The system logs and maintains detailed reports allowing constant monitoring, analysis and feedback. The successful trial has been completed in one of Holisol's fulfilment centres in Delhi and now they are gearing up to roll it out at their other facilities in India.



Angre Port to set up oil refinery in Konkan region

Angré Port has leased five acres of its industrial backup land to Arjun Refineries for setting up an edible oil refining-cum-packaging facility. The strategic leasing model will save land and reduce startup costs. Avoiding the first leg of transport from the port to a hinterland refinery completely, a port based refinery significantly cuts

logistics costs for Arjun Refineries and also gives the company access to new markets in Maharashtra, North Karnataka, and Goa.

The lease is for a period of 30 years. Under the terms of the lease, Arjun Indo Agro Oils will use the land to establish a refinery and packaging unit. Arjun Indo Agro Oils will

commence operations within the next two months, with a capacity of 50,000 tonnes per year in Phase One, ramping up to 100,000 tonnes in Phase Two. Angré Port will support Arjun Indo Agro Oils in the import of raw materials, and the clearance and storage of cargo through a tank terminal which will have dedicated pipelines to the refinery.

Commenting on the development, **Eshaan Lazarus**, Executive Director, Angré Port, said, "Angré Port welcomes Arjun Refineries to set up the first port based oil refinery in the Konkan region. This is a win-win model for both parties, as it generates revenue and cargo for the port, while providing



Eshaan Lazarus
Executive Director
Angré Port

logistics support and cost control for Arjun Refineries. Angré Port offers a distinct advantage to local industries looking to set up a new facility with medium-to-large logistics requirement for raw materials and products.



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