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Will strengthen strong e-commerce base & improve courier handling efficiency at BLR Airport



ACAAI en route to make India diligent air cargo hub

ACAAI is pushing trade facilitation steps to make India an attractive destination for global trade. Its members are seeking clarity on GST-related issues, apart from urging government to invest in airport and warehouse infra and transparency in pricing mechanisms of GHAs among others, says **C.K. Govil, President.**



CT Bureau

Why was Baku chosen for this year's convention? How are India's trade ties with Azerbaijan?

We have chosen Azerbaijan because of its geographical location, linking Europe and Asia, and its prominence as a logistics and transportation hub. Azerbaijan, with Baku at its heart, is investing heavily in its infrastructure to become a major player in global supply chains. Its location along



C.K. Govil
President
ACAAI

the ancient Silk Road, coupled with its modern initiatives such as the Baku-Tbilisi-Kars

railway and the Alat Free Economic Zone make it a compelling destination for discussions on innovation and growth in logistics. Azerbaijan has a forward-looking approach to global trade, with investments

“By choosing Baku for the convention, the aim is to foster closer economic ties between India and Azerbaijan.”

in improving its port, road, and air transport infra, aligning with the industry's goals to enhance connectivity and efficiency. As for India's trade ties with Azerbaijan, they have been growing steadily. India imports oil and gas from Azerbaijan and exports textiles, pharma and machinery. The duo has been exploring deeper ties in agriculture, technology, and logistics sectors.

By choosing Baku for the ACAAI convention, the aim is to foster closer economic and trade ties between India and Azerbaijan, leveraging



logistics to strengthen bilateral ties and enhance India's presence in the region's supply chain network. This setting allows discussions on expanding trade routes, improving air cargo linkage, and forging partnerships aligning with India's ambitions to enhance its trade footprint.

What would be the convention's highlights this year?

The convention will reflect the landscape of the logistics and air cargo industry. Sessions will focus on the latest technological advancements such as AI, blockchain, automation, and IoT.

With an emphasis on sustainability, discussions around eco-friendly logistics practices, reducing carbon footprint, and adopting sustainable supply chain models will also be deliberated. This will include the integration of green technologies, such as EVs for last-mile delivery (LMD) and carbon-neutral initiatives for air cargo. Experts will delve into the strategies needed to build

flexible and adaptive supply chains, capable of withstanding disruptions—geopolitical conflicts, trade restrictions, and fluctuating demand. Focus will be on India's growing stature in the global logistics network.

This will include discussions on enhancing air cargo capacity, export-import dynamics, and how India can integrate into the global logistics ecosystem. With the explosive growth of e-commerce, sessions dedicated to optimising LMD, using technology to streamline processes, and exploring new business models to meet the demands of rapid deliveries will be another highlight.

Regulatory frameworks and policies that impact logistics, and air cargo will be addressed, with a focus on simplifying procedures, improving cross-border trade, and advocating industry-friendly policies. The convention will offer stakeholders networking opportunities to forge partnerships, exchange ideas and collaborate on new

as high handling and operational costs at major airports in India. Members are pushing for more transparency in the pricing mechanisms of GHAs and are advocating for lower handling charges to make Indian airports competitive. High fuel costs, especially for air cargo, have an impact on pricing.

ACAAI members are seeking support from authorities for better regulation, which are passed on to cargo agents and customers. Despite recent improvements, customs clearance remains a bottleneck at many airports. ACAAI members are advocating simplification of customs processes, quicker clearances, and better integration of electronic data interfaces to reduce delays and paperwork in India. Exporters and importers face hurdles related to time-consuming regulatory approvals and inspections.

Along with the government, ACAAI is working to introduce measures to ensure faster movement of goods without bureaucratic delays. As the industry grows, the need for modern, well-equipped cargo handling facilities and warehouses has become critical. ACAAI is urging authorities to invest in airport infra, particularly expanding warehousing facilities, enhance cargo processing capabilities, and upgrade equipment. Poor connectivity to airports in certain regions hinders efficient cargo movement.

ACAAI members are advocating for a Single Window Clearance system to be fully implemented across all Indian airports. This system would allow for seamless documentation processing, bringing together various stakeholders (customs, handling agents, airlines) onto a unified platform, thus speeding up clearance times. With the rise in e-commerce and the need for fast deliveries, there is a concern about the limited cargo space available on passenger flights, especially during peak seasons.

The limited availability of freighters is another issue, particularly for long-haul destinations. ACAAI is seeking clarity and resolution on GST-related issues, around input tax credit and its applicability on air cargo services. It is urging the govt. to consider air cargo as a vital part of the logistics ecosystem and offer tax relief whenever necessary. With rapid technological advancements, the sector requires trained workforce to handle sophisticated systems and processes. ACAAI is lobbying for skill development programmes.

ACAAI is pushing for trade facilitation measures to make India an attractive destination for global trade. This includes efforts to engage in bilateral agreements with other nations. Through these efforts, ACAAI aims to collaborate with authorities to create a efficient, cost-effective, and globally competitive industry.



ventures. Given the convention to be held in Baku, there will be sessions highlighting Azerbaijan and other emerging markets in Central Asia as new trade hubs, focusing the role of logistics in linking these markets with India and the world.

What are the current issues which ACAAI members are working on?

ACAAI is working on key issues such as aiming to collaborate with authorities to enhance operational efficiency, competitiveness, and regulatory environment such

ACAAI 2024 HIGHLIGHTS

- Developing Indian Airports and Ecosystems around them
- Driving Sustainability - Introduction to ESG
- Impact of Geopolitical Tensions on Global Supply Chains with Tariff and Trades"
- Cybersecurity and Emerging Tech in Logistics"
- Logistics Gateways – Points of Innovation"

Digital solutions crucial to boost timely deliveries

Ensuring that items are loaded and unloaded sans damage is priority, as is maintaining safety of ground personnel. Cargo safety is another critical concern. Handling various cargo demands careful attention, says Kamesh Peri, CEO, Cebebi Delhi Cargo Terminal Management India.



What are the common challenges faced during loading and unloading of cargo at airports?

The loading and unloading of cargo at airports are important processes that present steps such as requiring meticulous coordination and action. One of the most significant hurdles is managing operational delays caused by factors beyond human control, such as weather disruptions, traffic congestion, ramp handling and late arrivals. These delays can disrupt planned schedules and corresponding resources, making it essential to build-in flexibility and adapt swiftly to changing circumstances. Cargo safety is another critical concern. Han-



Kamesh Peri
CEO, Cebebi Delhi Cargo Terminal Management India

dling various types of cargo, including fragile, oversized, heavy, perishable, dangerous goods, live animals, vulnerable goods and high-value goods demands careful attention and specialised protocols. Handling various types of cargo, including fragile, oversized, heavy, perishable, dangerous goods, live animals, vulnerable goods and high-value goods demands careful attention and specialised protocols. Handling various types of cargo, including fragile, oversized, heavy, perishable, dangerous goods, live animals, vulnerable goods and high-value goods demands careful attention and specialised protocols.



dling various types of cargo, including fragile, oversized, heavy, perishable, dangerous goods, live animals, vulnerable goods and high-value goods demands careful attention and specialised protocols.

Ensuring that products are loaded and unloaded without damage is a priority, as

tation are other aspects, which require attention as it impacts the airline's commercial and safety areas. Resource allocation and equipment availability pose challenges. Ground support resources must be operational and flexibly deployed to prevent delays. Customs and security checks can slow down the process, espe-

cially for time-sensitive shipments. Balancing regulatory compliance with operational efficiency is a challenge that Çelebi navigates through planning, stakeholder discussions and execution.

Another factor is digital integration. A lack of seamless communication between stakeholders can hinder real-time tracking and updates, making digital solutions essential. Workforce management plays a pivotal role, as a well-trained team is crucial for smooth ops. By leveraging innovation and fostering collaboration, Çelebi overcomes these challenges, ensuring safe and timely cargo handling operations.

How do you manage cargo movement during peak seasons, such as holiday periods or special events?

The focus is on enhancing operational agility, optimising resources, and ensuring seamless coordination between all stakeholders. These periods often bring unpredictable surges in cargo volumes, requiring proactive planning of resources and real-time adaptability to maintain efficiency. In preparation for peak seasons, Çelebi undertakes comprehensive forecasting and demand analysis. By leveraging data from past trends and collaborating with the airport, customer airlines and forwarders, we anticipate volumes and identify potential requirements. This enables us to allocate resources, such as GSE and manpower, well in advance.

Deployment of additional workforce through temporary staffing ensures we maintain operational capacity without compromising quality. It is vital to maintain communication and collaboration throughout the process to maintain the momentum and pre-emptively address any potential blocks to manage a steady flow.

“It is vital to keep communicating throughout the process to maintain momentum and address any blocks.”

Çelebi maintains regular coordination with airlines, customs authorities, and stakeholders to ensure smooth handling and cargo clearance. Dedicated teams are deployed to monitor operations 24x7 to address any challenges that might arise. Flexible scheduling and staggered loading help distribute workloads, preventing congestion at critical points.

Technology plays a vital role in streamlining operations during high-demand periods. Advanced cargo management systems enable real-time tracking and dynamic resource allocation. By integrating with the airline systems, these platforms provide a holistic view of cargo movement, facilitating quicker decision-making and minimising delay. Digital solutions allow us to prioritise time-sensitive shipments to ensure critical cargo reaches its destination on time.



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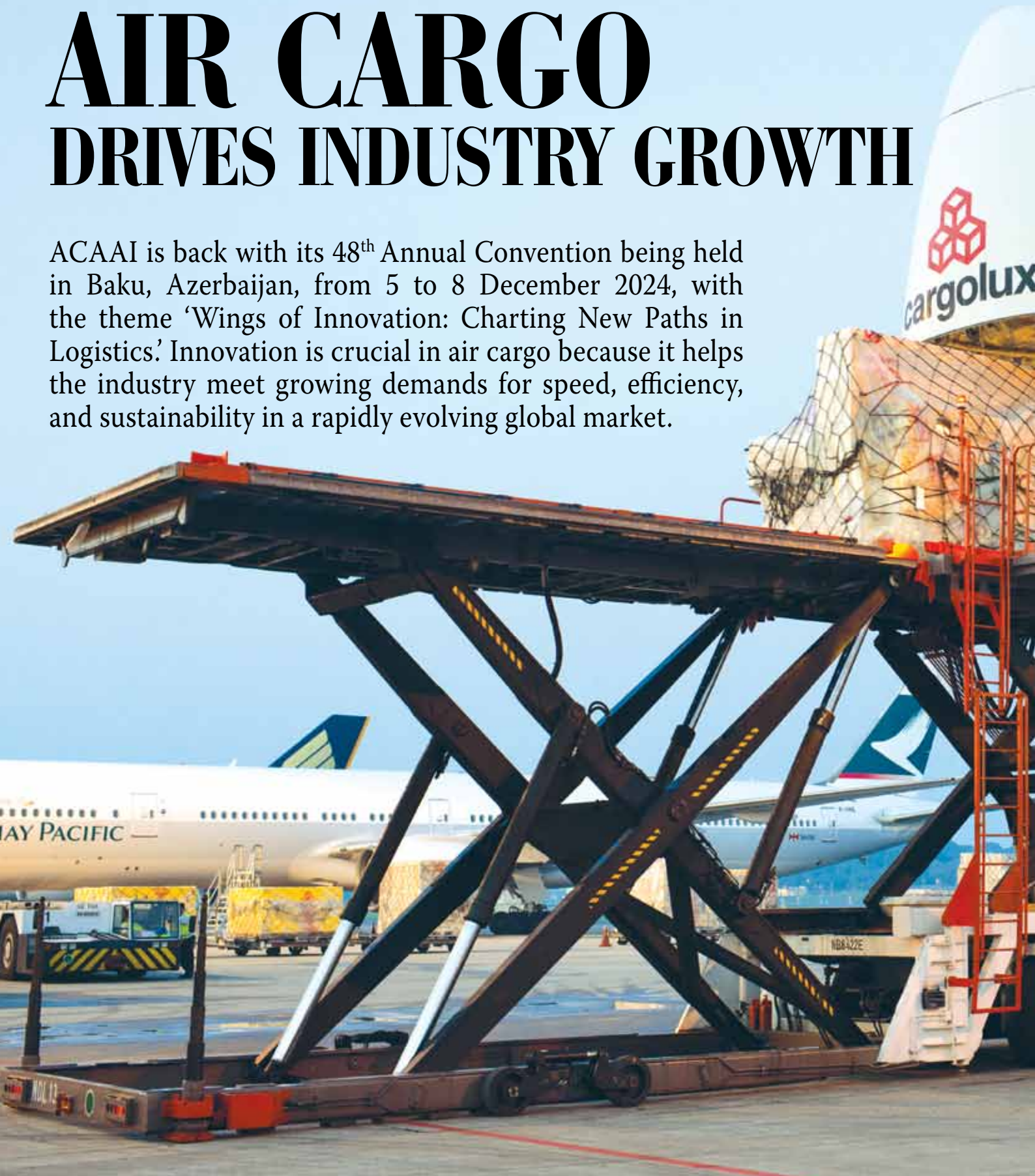


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INNOVATION IN AIR CARGO DRIVES INDUSTRY GROWTH

ACAAI is back with its 48th Annual Convention being held in Baku, Azerbaijan, from 5 to 8 December 2024, with the theme ‘Wings of Innovation: Charting New Paths in Logistics.’ Innovation is crucial in air cargo because it helps the industry meet growing demands for speed, efficiency, and sustainability in a rapidly evolving global market.





Ritika Arora Bhola & Akash Tyagi

To engage the air cargo industry experts in thoughtful dialogue fostering collaboration, to have their diverse perspectives on crucial issues and offer innovative solutions and explore new opportunities for growth, The Air Cargo Agents Association of India (ACAAI), is back with its 48th Annual Convention held in Baku, Azerbaijan from 5 to 8 December 2024. This year, the theme chosen is

The inspiration behind the theme stems from the need to embrace sustainable practices and advanced technologies

'Wings of Innovation: Charting New Paths in Logistics,' which reflects the evolving landscape of the logistics and

air cargo industry, driven by technological advancements, sustainable goals, and need for more efficient international supply chains. The inspiration behind the theme stems from the need to embrace sustainable practices and advanced technologies such as AI, automation, blockchain, ML among others to not only stay competitive, and boost operational efficiency but also to lead the charge in creating more resilient and agile supply chains.

No doubt, technology has become a crucial part of the Indian logistics and air cargo sectors, especially after the pandemic, when 'Innovation' and 'Technology' became the only survival tools and stay ahead in the industry. Technology not only enhances end-to-end visibility and transparency but also improves the supply chain robustness and resiliency.

With multiple advanced tech-tools and applications, end-users can now track



their shipments. However, shortage of skilled professionals poses a significant barrier, along with the high costs associated with implementing new technologies in the Indian market. There are two challenges when it comes to technology adoption—integration complexity and resistance to


change. Many companies, especially small and mid-sized businesses, are still struggling to integrate new systems considering high costs. Additionally, there is often reluctance from staff accustomed to traditional methods. Investments in training staff has also become vital.

Rise of multimodal logistics operators entering air cargo is reshaping supply chains by providing end-to-end solutions

Thanks to ‘innovation’ and whopping investments in tech deployment, Indian air cargo sector is advancing and setting a benchmark globally. With increasing investments in cargo infrastructure, new airline routes, and with government-led initiatives, the industry is witnessing tremendous growth. ‘China Plus One’ strategy, has positioned India as a key player in the global logistics landscape, with 20 per cent market growth. The rise of multimodal logistics operators entering the air cargo space is reshaping supply chains by providing end-to-end solutions, enabling seam-

less coordination across air, sea, and land transport.

India’s G20 leadership and FTAs have opened global opportunities for local businesses. As global trade expands and consumer expectations rise, air cargo must adapt to handle higher volumes, complex supply chains, and new technologies. Innovations in automation, digitalisation, and sustainability can enhance operational efficiency, reduce costs, and improve reliability. With environmental concerns rising, innovation plays a key role in reducing carbon footprint of air cargo, through the development of greener aircraft and sustainable practices. Staying ahead of trends and embracing innovation is not just a strategic advantage, it is essential for long-term success.

 discusses with industry experts why innovation is crucial in air cargo to bring faster, efficient, and cost-effective solutions.





Theme denotes logistics industry's transformation

“The theme reflects the evolving landscape of the logistics and air cargo industry, driven by technological advancements, sustainability goals, and need for efficient global supply chains. The logistics industry is undergoing transformation, with innovation at the heart of solving modern challenges, from e-commerce growth to last-mile delivery solutions. The inspiration behind this theme stems from the need to embrace new technologies—such as artificial intelligence, automation, blockchain, and green logistics practices—to stay competitive and lead the charge in creating resilient and agile supply chains. The theme resonates with our forward-thinking ethos.”



C.K. Govil
President, Managing
ACAAI

The inspiration behind this theme stems from need to embrace new technologies

Now, air cargo adapting to new age technology

“Air cargo logistics is a fast moving and evolving business segment. The dynamic nature and need for each air cargo shipment is a challenge and encouragement to the stakeholders to seek ways and means to address the same, quickly and efficiently. The air cargo sector in India as well as globally is readily adapting the new age technology for operational efficiency, service scope explanation and mitigating the risks of the air cargo presently.”



Dinesh Krishnan
Member, Managing
Committee & Chairman
ACAAI Southern Region

The global air cargo sector is adopting new age tech to enhance efficiency

FACT FILE

→ India's G20 leadership and FTAs have opened a plethora of opportunities for local businesses.





Technology plays main role in handling at BLR

“ One of the most impactful innovations is the integration of AI and ML, which optimise route planning, demand forecasting, and warehouse automation. At BLR Airport, technology plays a crucial role in handling operations. Automated and digital platforms such as CargobyBLR streamline processes, offer real-time tracking, and reduce paperwork. Technology has enhanced supply chain transparency, enabling real-time tracking and secure authentication of shipments. In addition, drones and autonomous vehicles are emerging as effective solutions for last-mile deliveries, minimising human intervention and improving delivery precision.”



Satyaki Raghunath
CCO
BIAL

Drones and autonomous vehicles emerge as last-mile delivery solutions

Blockchain for enhanced transparency, security

“ Innovation is essential for adapting evolving market demands and enhancing operational efficiency. This year’s theme encapsulates the transformative journey of the logistics sector, particularly in air cargo, which has witnessed technological advancements, such as integration of AI and ML, which optimise route planning and inventory management, thereby reducing costs and improving service delivery. Recent innovations include Blockchain for enhanced transparency and security in supply chains as well as the use of drones for last-mile deliveries. These technologies are reshaping logistics by increasing speed and reliability.”



Abhishek Goyal
Executive Director &
CEO, Aeroprime Group

These technologies are reshaping logistics by increasing speed and reliability

20% growth likely in Indian air cargo, logistics

“ The global air cargo and logistics have seen transformative innovations and technological advancements, driven by surging demand and strategic shifts. India is experiencing growth with increasing investments in cargo infrastructure, new airline routes, and government initiatives such as ULIP and NLP. These factors, alongside the ‘China Plus One’ strategy, have positioned India as a key player in the global logistics landscape, with an anticipated 20 per cent growth. The multimodal logistics operators entering the air cargo space is reshaping supply chains by providing end-to-end solutions, enabling seamless coordination across air, sea, and land transport.”



Mohan Limaye
Airport CCS Practice
Head
Kale Logistics Solutions

India is experiencing growth with increasing investments in air cargo

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AI algorithms enhance operational efficiency

“ Innovation can help reduce carbon footprint and improve supply chain resilience. Recent global events such as the pandemic and geopolitical tensions have disrupted traditional logistics. Innovating new strategies is essential for building more robust and adaptable supply chains. However, e-commerce and consumer behaviour are changing the logistics landscape. Innovative solutions have improved operational performance. The theme reflects an approach to navigating the industry’s complexities by embracing innovation and collaboration. AI algorithms optimise route planning, inventory management, among others.”



Afzal Malbarwala
Managing Director
Galaxy Freight

e-commerce and consumer behaviour are changing the logistics landscape

Tech allows firms to chart new paths for efficiency

“ Logistics is undergoing a transformation with technologies such as AI, blockchain, IoT, and automation. These innovations streamline operations, enhance visibility, and improve last-mile delivery, offering real-time tracking and optimising routes. Embracing these technologies allows companies to chart new paths for improved efficiency. Environmental concerns are leading logistics firms to explore greener solutions, such as using alternative fuels and reducing emissions through innovations in transportation methods. Innovation is crucial for developing sustainable supply chain practices.”



Malcolm D'souza
Director, Air Freight
Jeena & Company

Innovation is crucial for developing sustainable supply chain solutions

Lack of skilled workforce major pain point

“ The theme reflects a forward-thinking approach essential for navigating the complexities of modern logistics. AI, blockchain, and digital platforms have become critical as the industry navigates challenges such as capacity constraints and sustainability demands. While technology adoption has advanced the logistics sector, the main challenge is the shortage of skilled workforce proficient in managing technology such as AI, IoT, and data analytics. The high cost of implementation of technology, especially for smaller players, can hinder widespread adoption. Resistance to change over data security adds to these challenges.”



Parvinder Singh
Managing Director
Hans Infomatic

The high cost of implementation of technology can hinder widespread adoption



Contd. on next page ▶



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SMB clusters to interlink biz to tech ecosystem

“ India’s G20 leadership and FTAs have opened global opportunities for local businesses. As more SMBs mobilise to reach global markets, shipping across borders hinges on logistics, a backbone for businesses of all sizes. Emerging trends such as near shoring, shifting trade lanes, increasing need for integrated supply chains, cross-border compliances, and specialty healthcare needs call for SMBs to reimagine and redesign supply chains to respond to global shifts and remain business ready. SMB clusters in tier II and III cities must adapt businesses to an interlinked technology ecosystem.”



Grégory Goba-Blé
Head, UPS, India and
Director, MOVIN Express

SMB clusters in tier II and III cities must adapt biz to an interlinked tech ecosystem

AI, ML are integral part of cargo handling processes

“ We are developing two projects—multimodal cargo hub at Noida International Airport, featuring an Integrated Cargo Terminal and Integrated Warehousing & Logistics Zone, operational in FY 2025-26, and the AISATS BLR Logistics Park at Kempegowda airport, Bengaluru, to be ready by early 2025. These facilities will set benchmarks in cargo handling and reinforce our position as an industry leader in tech. AI and ML are and will be an integral part of the cargo handling processes. They will optimise our CMS for end-to-end cargo tracking, reporting and network linkage.”



Ramanathan Rajamani
CEO, AISATS

They will set benchmarks in handling and fortify our position as a tech leader

Sustainable tech to aid in cutting carbon footprint

“ The ACAAI theme could not have come at a better time than this. Generative AI is revolutionizing the way business is being conducted, and the air freight industry is no exception. The industry runs on coordination and speed, and GenAI is making things faster, smarter, and more efficient. It’s helping improve response times, streamline operations, and deliver better accuracy, which is exactly what air freight needs to thrive. We are proud to be at the forefront of these innovations. We have already incorporated powerful AI, blockchain and data-analytics based capabilities into Logi-Sys.”



Amit Maheshwari
Founder & CEO
Softlink Global

Industry runs on coordination and speed, and GenAI is making things faster, smarter

Focus on digitalisation for seamless data transfer

“ As we chart our way into the future, the logistics service providers and the air cargo community will focus on topics such as digitalisation for seamless transfer of data to all stakeholders involved. This will help us avoid tedious manual processes, reduce errors and save costs. Another topic is sustainability, so we will need to evaluate and integrate electric mobility and sustainable fuels in reducing the carbon footprint, when we move merchandise across countries. ACAAI has always played a pivotal in facilitating trade and connecting India to the world for decades.”



Huned Gandhi
Managing Director -
Air and Sea Logistics,
Dachser India

ACAAI has played role in facilitating trade and linking India to the world

Automation moulds ops to improve speed, accuracy

“ Recent innovations in international air cargo and logistics sectors are transforming the industry with increased efficiency, transparency, and sustainability. At the core of this transformation is digitalisation, with smart technologies such as AI, blockchain, and IoT leading the charge. AI-driven predictive analytics now allow for better demand forecasting and optimised cargo routing, reducing delays and costs. Real-time IoT-based tracking systems provide end-to-end visibility, enhancing transparency and minimising errors throughout the supply chain.”



Kamesh Peri
CEO
Celebi Delhi Cargo Terminal
Management India

AI-driven predictive analytics now allow better demand forecasting

AI-driven optimisation transforming logistics

“ Digital collaboration has revolutionised air cargo by allowing forwarders to compare carrier prices, book shipments, and manage logistics—all within a single platform. This functionality streamlines operations and enables logistics staff to address complex issues. AI-driven optimisation in capacity, inventory, and route management is transforming logistics. Capacity optimisation maximises space and resource use, promoting movement of cost-effective goods. Inventory optimisation ensures stock availability as required, cutting down on storage and handling costs.”



Ramnath Sabari
Industry Expert, Freight
and Logistics, Unisys

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Booking platforms value up in tech-driven logistics

“ Cargo booking platforms such as Octolooop are valuable in today’s tech-driven logistics landscape. They streamline the booking process, allowing agents to book, track, and manage shipments for multiple airlines all in one place. This access makes the logistics process accessible, efficient, and responsive to today’s fast-paced demands, thereby giving firms a competitive edge. Another big advancement is digital twins and IoT-powered predictive maintenance that keeps fleets running by identifying issues such as minimising delays and reducing downtime. Cost is a barrier, as advanced tech solutions can be costly to implement.”



Poonam Faridi
Business Head, Octolooop
Cargoflash

This access makes logistics process accessible, efficient, and responsive



AT A GLANCE

- Thanks to ‘innovation’ and investments in tech deployment, Indian air cargo sector is advancing and setting a benchmark globally.
- Many firms, especially SMBs, are struggling to integrate new systems considering high costs.
- With environmental concerns rising, innovation plays a role in reducing carbon footprint of air cargo.

Robotic handling refines operations, cuts delays

“ Recent innovations have revolutionised air cargo and logistics, enhancing efficiency, transparency, and resilience. AI and ML drive predictive analytics, optimise routes and forecast demand with precision. Automation in warehousing and robotic handling have streamlined operations and reduced delays. Together, these advancements are transforming air cargo into an agile and customer-centric industry, ready to meet global trade demands. While technology adoption in air cargo and logistics is transformative, several roadblocks remain. High implementation costs can deter companies from investing in advanced solutions, especially smaller players.”



Vipin Vohra
Chairman
Continental Carriers

Automation in warehousing and robotic handling have streamlined operations



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‘Strong ties with carriers, suppliers, partners essential’

Airport custodians should develop improved infrastructure to ensure faster and efficient TATs. MoCA must implement industry-friendly policies. DFCs must have access to airport through Dwarka Express, says **Manoj Kumar Jain, Chairman, Convention, ACAAI and CEO, Sealair Freighters International.**

 CT Bureau

What are the pain points in forwarding business, and what are the solutions?

Limited capacity leads to high backlogs causing delays in shipments. Insufficient space, limited infrastructure, vehicle parking issues, IT-related challenges regarding ICE GATE inefficiencies, and heavy backlogs result in delays in document processing and handovers.

Traffic congestion contributes to delays and higher transportation costs. Tight margins

reduce profit margins, while staff and operational costs continue to rise. Airport custodians should develop improve infra to

“ Well-qualified and knowledgeable team manages trade regulations in compliance with import/export laws.”

ensure faster and efficient turn-around times. MoCA should implement industry-friendly policies. DFCs for road with direct access to airport through Dwarka Expressway. Upcoming

airports in Noida and Mumbai, with enhanced infrastructure, are expected to mitigate some of these challenges.

How do you ensure compliance with global trade regulations and import/export laws?

At our end, well-qualified and knowledgeable operations team manages trade regulations in compliance with import/export laws. For handling HAZMAT, we have a team of certified personnel to ensure proper documentation, packaging, and safety compliance of HAZMAT regulations. As leading forwarders, we hold certifications such as ISO or AEO, ensuring proper

documentation, adherence to statutory needs, and maintenance of records.

What sustainability initiatives do you follow in your forwarding ops?

Adoption of EVs, including two and three-wheelers, for

FACT FILE

➔ For handling HAZMAT, we have a team of personnel to ensure proper documentation, packaging, and safety compliance of Dangerous Goods.



Manoj Kumar Jain
 Chairman, Convention, ACAAI
 & CEO, Sealair Freighters
 International

“We are part of alliances— IATA, FIATA, TWIG, One World One Network and Worldwide Partner Alliance.”

One Network and World-wide Partner Alliance.

Can you handle last-minute shipments. What is procedure for expedited shipping?

We are equipped to manage time-sensitive shipments, including hand-carry services and overnight deliveries. We ensure deliveries within 24 hours and measure time in not in days but hours and minutes. We have a well-trained team of professionals in place, who dedicatedly handle last-minute express shipments efficiently. ↴

packaging materials reduce environmental impact. Installation of 20 KW solar power generation unit at our premises has led to considerable a slash in CO₂ footprint.

Do you have ties with carriers, suppliers, or other partners to ensure competitive rates and reliable services?

Maintaining relationships with carriers, suppliers, and partners is must for procuring competitive pricing and reliable services. We have been able to achieve the same. Joining forwarder alliances en-

last-mile delivery have been introduced whereby we manage to reduce CO₂ footprint. Use of GPS-enabled devices by transporters will optimise routes and ensure efficient deliveries. Implementation of recycled and eco-friendly



Big players, SMBs to join forces for bolstering growth

Today, new players want to work with SMBs to understand that in long run, having expensive tech is not the only way the industry is going to sustain. Small players are catching up and offering innovative pocket friendly solutions, says **Chaitaly Mehta, Honorary Treasurer, ACAAI and Director, EKF Global Logistics.**



How do you justify the ACAAI Convention theme, 'Wings of Innovation: Charting new paths in Logistics'?

Air cargo has always played a significant role in logistics. It is the only mode of transportation that comes to rescue when other modes of transportation like rail, road or sea don't work.

There is a lot of potential in air cargo that hasn't been harnessed yet. Air cargo has changed the way of doing business, its fast, reliable and ensures timely deliveries. A lot of change has come after COVID pandemic. Many new players both big players and SMBs are entering the global market, who are offering several 'innovative' solutions to improve operational efficiency.

Do you think India has the right skillset to understand and adopt tech? Are they readily embracing tech or is there resistance?

I feel, in the Indian market, resistance to adopt technology is still there, but on the same hand, both big and small players are readily investing in new tech solutions as per their budget. Also, many new players now want to work with the smaller and the mid-sized companies to understand that in the long run, having expensive technology is not the way the industry is going to sustain. Industry experts now understand the power of SMBs. Small players are quick-



Chaitaly Mehta
Honorary Treasurer, ACAAI and Director, EKF Global Logistics.

ly catching up new innovative pocket friendly tech solutions and providing best-in-class services to their customers. Therefore, industry people need to realise that they have



to cater to every single type of player in the market to survive in a sustainable way.

As a newly elected Treasurer, highlight crucial pain points you will take up with the authorities and industry?

There are several common issues, which we can take forward collectively with other association members. We need direct access to the authorities.

All the associations members are part of other associations also. They are complementing each other. ACAAI is predominantly for the air freight. We are being called in different forums, asked to make representations and authorities are listening to us. The issues are not unknown to the government, customs or to the industry itself.

If we notice our growth from where we were and where we are now, there is a massive difference. We have grown exponentially as an industry. The problems that used to plague us two years, or three years ago, do not trouble us that much anymore.

We still have issues with the GST, high costs but it is a worldwide phenomenon.

As a woman leader, I personally feel a lot needs to be done in terms of infrastructure and for the women in this industry. Gender inclusivity and diversity is crucial, I am the first woman appointed as the Honorary Treasurer in ACAAI. There should be a set of compliances, not only from taxation purpose or finance purpose, but there must also be a Code of Conduct,

“There is a lot of potential in air cargo which has not been harnessed. It has changed the way of doing business.”

compliances of anti-fraud and if you are a single owner or in a partnership or a public limited company, all compliances must be in place.

Next comes skilling and training. Skilling and training in logistics are crucial for efficient functioning and growth of the supply chain industry. As logistics involves the complex coordination of transportation, warehousing, inventory management, and distribution, well-trained professionals are essential to ensure smooth operations. Proper training equips employees with the latest industry know-how, technological skills, and problem-solving abilities needed to handle challenges such as supply chain disruptions, cost optimisation, and the integration of automation.

With the growth of e-commerce and global trade, skilled workers can improve productivity, reduce errors, and enhance customer satisfaction. Investing in skilling and training also boosts employee morale and retention by offering career advancement opportunities, contributing to an agile and competitive logistics sector. All stakeholders, whether it is forwarders, IATA agents, airlines, cargo handlers, airports, transporters, everybody requires improvement. ✈️



Stable Indian economy contributing to sectoral growth

There are plenty govt mechanisms to ensure quality products are being exported out of India. India has become competitor in the global market. All these are contributing to the improvement of growth, says **K. Suresh Kumar, Managing Committee Member, ACAAI and CEO, Classic Cargo Carriers.**



CT Bureau

The theme for the upcoming ACAAI convention is titled as 'Wings of Innovation: Charting new paths in Logistics.' What is the inspiration behind it?

We are living in an era of AI, which surely brings innovation into logistics industry. Hence this is an apt theme.

Does the Indian logistics sector lack skilled workforce?

Yes. The industry is well on its way to becoming one of the largest logistics markets, the

shortage of skilled and trained workforce is one perennial pain point that we must redress soon.

Indian air cargo sector is experiencing a major transformation, what are the factors that have contributed to this unprecedented growth?

The quality of our products has improved a lot. There are plenty govt mechanisms to ensure quality products are being exported out of India. India has become a good competitor in the global market. The buyers can ensure uninterrupted supply from India. India has political stability from the last 11 years

“The logistics sector would become one of the largest logistics market. Trained workforce is only pain point.”

and therefore our economy is in good position. All these are contributing to the improvement of growth.

Is there an urgent need for the advancement in AI and Machine learning in air cargo sector?

Yes, nowadays all ma-



K. Suresh Kumar
MC Member, ACAAI and CEO
Classic Cargo Carriers

major airlines are migrating to new AI supported systems for pricing, booking, cargo handling among others. The industry must also adopt to the new requirements to sustain as a leader in the business. 🐦

Trade-friendly measures take logistics to new heights

Industry must improve efficiency levels focusing on timely delivery at reduced costs. Open Sky Policy is an effective tool to boost logistics industry and Indian economy. ACAAI is also determined to provide its constructive contribution, says **Sushant Nigam, Executive Director**.



CT Bureau

How do you justify ACAAI's convention theme—Wings of Innovation: Charting new paths in Logistics. What is the inspiration behind the theme?

The technological advancements have been pervading every industry to improve upon the efficiency levels with focus on timely delivery



Sushant Nigam
Executive Director
ACAAI

and the theme was found to be most appropriate for the forthcoming ACAAI 48th Annual Convention in Baku in December 2024.

How do you see India's growth in becoming a top player in global logistics sector?

India is poised to become a leader on the economic front, especially in the logistics sector. World leaders have appreciated India's galloping economy. Indian government under the able leadership of Narendra Modi, Prime Minister have taken various encouraging steps such as NLP, PMGS and

ULIP among others. The concerned departments have been given mandate to introduce all such initiatives. Engagement with key stakeholders is being

“Open Sky Policy is a tool to boost the logistics industry and the economy. Such steps would take the sector far ahead.”

done by them vigorously and periodically giving utmost satisfaction to the business community. Such trade-friendly steps are bound to take the logistics sector way ahead, surpassing all competitors.

Throw light on upcoming projects or events of ACAAI?

The immediate event is ACAAI's Annual Convention in Baku from 5 to 8 December. Another prestigious event is the Regional Asia Pacific 2025 meeting under the joint banner of FIATA and ACAAI

in mid-2025. Having won the bid to host RAP 2025 in India, ACAAI is providing its valuable contribution to the benefit of Indian logistics sector. The symposium on the raging topics is under planning stage.

Do you think revised Open Sky Policy will play an important role in achieving government's goal of 10 MMT by 2030?

Open Sky Policy is an effective tool to boost the logistics industry and Indian economy. Coupled with other propelling measures, it will sprint towards achieving the goal of 10 MMT by 2030. ACAAI is determined to provide its constructive contribution.

Is there a need for advancement in AI and ML in logistics sector?

The rapidly changing technological advancements in the logistics sector, besides other sectors, is an effective tool to achieve customer satisfaction by giving time-bound efficient services. Skilling and upskilling in the technology, such as AI and ML is the need of the hour for every company to achieve its vision and mission and succeed in the global competitive market.



at reduced cost. With rapidly changing environment of demands and supply, innovation remains on the top of the focus of every logistician. This caught the attention of the decision-makers in ACAAI,



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✈ Skilling and upskilling in the technology, such as AI and ML is the need of the hour for every company to achieve its vision to succeed in global market.



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Investment & govt support to make air cargo active

Lack of world-class infra at cargo terminals, insufficient capacity, shortage of staff, decline in domestic tonnage, regulatory processes, taxation and archaic legalisation by govt on air cargo movement are some pain points, says **Dinesh Krishnan, Member, Managing Committee & Chairman, ACAA Southern Region.**

 Akash Tyagi

What are the major pain points in the air cargo sector?

Lack of modern air cargo infrastructure at the terminals, insufficient carriage capacity



Dinesh Krishnan
Member, Managing Committee & Chairman, ACAA Southern Region

“The Ministry must remove GST on air freight, add new Indian freighters, set up dedicated air cargo terminals.”

and dependence on foreign airlines for tonnage space, poor service by government employed air cargo terminal operators, shortage of trained professionals, complex regulatory processes for transshipment and EXIM air cargo, taxation (GST on air freight), has been a damper on the industry ability to grow to its true potential as a strategic national asset and Industry.



Can you suggest few efficient solutions?

Dedicated air cargo logistics division in the Ministry of Transport, must remove GST on air freight, bring Open Sky Policy for air cargo, promote and develop Indian air cargo freighters tonnage & operations, set up integrated air cargo terminals, declare air cargo as an industry to attract more investment & ease of doing business initiative for the entire logistics and supply chain industry to achieve seamless cargo movements within and outside the country are essential.

How would you rate infrastructure in Chennai for cargo movement? Is it good enough or does it lack improvement?

Chennai, a decade ago was the air cargo HUB of South India, under the direct administra-

tion of the government via The Airports Authority of India (AAI) since inception.

Due to poor administration and lack of investments in the Chennai air cargo terminals by the operator, it is in a red zone for the past many years having lost almost 60 per cent of its tonnage to more efficiently administrated air cargo terminal operators in South India, mainly BLR, HYD & COK.

Only due to a surge in air cargo tonnage generation around Chennai Industrial hubs, has kept some tonnage still flowing.

The current CTO's (AAI-CLAS & AIASL) both GOI entities are far from the competition and their performance continues to be poor. All major airlines and EXIM customs have long abandoned Chennai air cargo due to its inability to mod-

ernise and support the needs of the air cargo ecosystem. It is indeed a pity for Chennai, once the air cargo gateway of South India.

Share your experience of dealing with terminal operators and airlines in this industry?

I started my career at the Chennai air cargo terminal in 1991 as freight forwarding company air import manifest clerk and started my own freight forwarding business in 1994 called, United Shipping Services. Today, our company has celebrated 30 years of its existence across all the major ports and airports in India & our own branch office in Antwerp port, Belgium since 2004. We continue to service a diverse set of Industry's clients on the Europe, USA, India sector successfully and diligently. 



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Revamping must for Kolkata airport to handle peak volumes

Kolkata airport's cargo terminals struggle to handle increased volumes of global and domestic cargo, which leads to delays in processing, loading, unloading, and transportation, says **Shantanu Murmu, Regional Chairman, Eastern Region, ACAAI, and Director, Globsync India.**



What role does the Kolkata airport play in India's overall air cargo network?

Kolkata plays a key role in linking northeastern states with the rest of India, and Bangladesh, Nepal, Bhutan, and Myanmar. It serves as a link for ferrying goods to and from landlocked Northeast. It is an important gateway for global cargo to Southeast Asia, the Middle East, and Europe. The airport handles a significant



Shantanu Murmu
Regional Chairman, Eastern Region, ACAAI and Director, Globsync India

increased the volumes from CCU airport. As demand for air cargo continues to grow,



volume of export and import cargo, including perishables, leather goods, textiles, engineering goods, chemicals, and handicrafts. It serves as a pivotal mode for air freight catering to India's remote and inaccessible areas, especially Northeast. Through air cargo, food supplies, medical supplies, and essentials are ferried to these regions. Kolkata is integral to India's air cargo network due to its location.

Covid-19 transshipment cargoes from Bangladesh have

Kolkata's role is likely to become important in shaping India's air logistics landscape.

What innovations do you think will define the future of air cargo in Kolkata?

The future of air cargo in Kolkata is likely to be shaped by innovations that aim to enhance efficiency, sustainability, and connectivity. As the air cargo market continues to expand, Kolkata airport is likely to evolve into a pivotal hub

for domestic and global trade. Here are some key developments that could define the future of air cargo in Kolkata:

1. Advanced cargo infrastructure such as cargo terminals with automated systems for sorting and handling will increase capacity and reduce turnaround time.
2. Advanced data analytics and IoT such as real-time cargo tracking to provide real-time data on cargo conditions will become standard. This could include temperature monitoring, location tracking, and condition sensing. Enhanced

allow private entities to invest in modern terminals, logistics hubs, and tech innovations, while benefiting government policy support.

5. Sustainable aircraft and fuel with introduction of usage of Sustainable Aviation Fuel.

What are the common logistical challenges faced by operators, and do you overcome them?

Kolkata's cargo infra faces capacity constraints, especially during peak times. The terminals struggle to handle increased volumes of global and domestic air freight, which can lead to delays. The airport has undertaken efforts to modernise and expand its cargo facilities. This includes building new cargo terminals and upgrading existing ones to handle larger volumes. Collaborations between the government and private sector are boosting investment in logistics infrastructure.

“As the air cargo market continues to expand, Kolkata airport is likely to evolve into a pivotal hub for air cargo.”

data analytics will allow operators to optimise routes, forecast delays, and proactively manage potential disruptions. Data-driven insights, powered by predictive analytics, will enable better decision-making. Cargo carriers and logistics providers use data to forecast demand, optimise fleet management among others.

Kolkata airport faces congestion due to high volume of air traffic, not just passenger flights but also cargo ops. Limited airspace capacity can lead to delays in departures and arrivals more so during peak hours. Meanwhile, Kolkata is working with DGCA to improve air traffic management.

3. Simplified customs and clearance processes reduce paperwork and implement digital customs systems, which would expedite cargo movement and reduce delays at the Kolkata airport.
4. There could be an increase in PPP to develop cargo infra,

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The airport has undertaken efforts to modernise its cargo facilities. This includes building new cargo terminals and upgrading existing ones.

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Glimpses from 47th convention

The 47th Annual Convention of ACAAI was organised between 23-26 November 2023. The three-day mega event was held at Westin Hotel at Kuala Lumpur in Malaysia. The theme of the Convention was 'Artificial Intelligence : The Game Changer-Embracing The Intelligent Future'.





Air cargo to integrate with rail, sea for timely deliveries

The art of 10 minutes last-mile deliveries by startups is getting popular. Logistics companies are increasingly focusing on air cargo services tailored for e-commerce, facilitating direct deliveries to regional hubs or final destinations, says **Debajyoti Bagchi, Vice President, Business Development, TT Group.**



What are the current trends shaping the air cargo and logistics industry?

The industry is undergoing transformation driven by shifts in global demand, advancements in technology, and growing environmental concerns. The use of digital replicas of logistics operations facilitates real-time monitoring, predictive analytics, and optimisation of cargo transport, leading to enhanced efficiency and minimised downtime. e-commerce growth and demand for speed have escalated the need for air freight solutions that can fulfil these demands swiftly. Another trend related with tightening environmental regulations, airlines are investing in SAF to lower emissions and achieve long-term sustainability objectives. Many firms are shifting towards sustainable packaging



Debajyoti Bagchi
Vice President, Business Development, TT Group

solutions and decreasing plastic waste to bolster sustainability initiatives. The rising need for temperature-sensitive cargo is driving innovations in cold chain logistics.

How do you envision air cargo being integrated with other transport modes in future multimodal supply chains?

The integration of air cargo with rail, road and sea in next

three to five years is likely to become more streamlined and aims to enhance efficiency, lower costs, and promote sustainability. IoT, blockchain, and AI will support real-time tracking of cargo and provide automated updates to air, sea, rail, and road transport stakeholders. This linkage will

“The rising need for temperature-sensitive cargo is driving innovations in the cold chain logistics sector.”

promote faster transitions between various modes, essential for managing high-value and time-sensitive shipments. The design of airports, air cargo terminals, ports, and railway stations will evolve into interconnected logistics hubs. This evolution may involve creation of shared facilities with optimised loading and unloading areas, automated customs processing, and sorting systems facilitating intermodal transfers and minimising delays. Harmonised customs processes can interpret among air and sea modules and ICDs/CFSs are crucial for expediting intermodal transfers.

What are the opportunities for innovation in air cargo, and where do you see growth?

There are several opportunities for innovation, considering the industry’s swift transition towards digitalisation, sustainability, and enhanced

efficiency. The adoption of sophisticated data analytics, ML, and AI can improve real-time tracking, predictive maintenance, route optimisation, and demand forecasting. With increasing regulatory pressures and a rising demand for sustainable practices, air cargo firms are exploring ways and means to lower emissions. The automation of handling processes at airports such as Cargo Community System can accelerate operations and decrease labour expenses. MoCA developed the Drone Rules 2021 and the implementation of drones for LMD, agricultural and medical logistics are becoming viable, transforming the future landscape of air cargo networks.

The implementation of blockchain provides a transparent method of record-keeping, beneficial for monitoring high-value and sensitive items. The growth of e-commerce and the demand for swift delivery have necessitated the development of innovative air cargo solutions. Investing in specialised temperature-controlled containers and advanced data logger monitoring systems track real-time temperature, humidity, and vibration represents a significant opportunity in a market with considerable demand.

FACT FILE

➤ The growth of e-commerce and the demand for swift delivery have necessitated the development of innovative air cargo solutions.



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Partnerships to improve load utilisation and reduce costs

As countries impose trade barriers, biz are forced to adjust by rerouting shipments, exploring new suppliers, facing longer delivery times and higher costs. These shifts lead to complexity in managing global trade, requiring biz to remain flexible to changing conditions, says **Prediman Koul, CEO, Jeena & Company.**



What is the outlook of air cargo in next five years, following advancements in automation and sustainability?

Automation—leveraging AI, ML, and robotics—will revolutionise processes across the supply chain, from real-time tracking and cargo handling to predictive analytics and dynamic route planning. Automation will enhance operational efficiency, reduce errors, and ensure faster and reliable deliveries. This supports sustainability by optimising fuel usage, minimising energy consumption, and reducing CO₂ footprint. Automated and energy-efficient warehousing solutions, such as robotics-driven sorting systems and smart climate controls, lower energy use and emissions. Digital transformation through paperless operations will minimise waste, expedite customs clearance, and reduce administrative overhead.

What are the opportunities for innovation in air cargo, and where do you see room for growth?

An opportunity for innovation in air cargo is the shift towards digitalisation for improved supply chain visibility and automation. With the rapid growth of e-commerce, the demand for seamless, real-time tracking has become critical. By implementing digital tools such as AI-driven analytics, IoT sensors, and automated software systems, air cargo

operators can gain precise insights into shipment status, forecast accurate demand, and enhance load optimisation. This approach boosts operational efficiency and minimises errors by ensuring accurate delivery timelines. The potential for growth is vast as smart logistics solutions expand, enabling better capacity management and reduced fuel consumption. Automating customs clearance and paperless processes can streamline documentation, cut costs, and reduce delays, meeting the industry's demand for sustainable services.

How do forwarders and air carriers collaborate to improving quality and reduce costs?

Forwarders and air carriers work in tandem, creating efficiencies that benefit both par-

tners to their clients. An example of this collaboration is capacity optimisation, where shared goals of efficiency help improve load utilisation and reduce per-unit transport costs. Another example is digital integration, where forwarders and carriers use real-time data for tracking and visibility of shipments. This seamless integration of operations ensures smoother logistics and fosters long-term partnerships built on mutual benefit.

What impact does geopolitical instability have on air cargo demand and routing decisions? How does it impact Indian EXIM trade?

Geopolitical instability affects air cargo demand and routing decisions. As nations countries impose trade barri-



ties. The forwarders consolidate shipments from multiple clients, ensuring cargo space on flights is utilised, reducing empty segments and lowering costs for air carriers.

In return, the carriers provide competitive rates and flexible schedules, helping the forwarders offer cost-effective

solutions, businesses are forced to adjust by rerouting shipments, exploring new suppliers, and facing longer delivery times and higher logistics costs. These shifts lead to increased complexity in managing global trade, requiring businesses to remain flexible and responsive to changing conditions. Disruptions in air corridors



Prediman Koul
CEO
Jeena & Company

“Disruptions affect cargo demand and routing decisions. This is challenging for industries.”

can create bottlenecks, resulting in delays and high costs. This is challenging for industries reliant on time-sensitive shipments. For businesses, adapting to these shifts means adjusting logistics strategies to mitigate the impact of geopolitical tensions. Enhanced visibility, predictive analytics, and use of alternative routes are key to managing costs and maintaining delivery reliability, despite uncertainties.

FACT FILE

For the businesses, adapting to these shifts means adjusting the logistics strategies to mitigate the impact of the ongoing geopolitical tensions.



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Data integration important for multimodal logistics

For time-sensitive shipments, air transport is prioritised for speed, followed by last-mile delivery via road. In contrast, for bulk shipments, sea or rail transport is chosen leg with road or rail used for regional connectivity, says **Huned Gandhi, Managing Director, Air & Sea Logistics Indian Subcontinent, Dachser India.**



What are the challenges you face while managing multimodal logistics when integrating air cargo with other modes?

Integrating air cargo with other modes presents challenges, including coordination across transportation modes, regulatory and documentation hurdles, and infrastructure gaps. Synchronising schedules between air, road, rail, and sea transport is complex and requires meticulous planning. Different modes involve distinct regulatory frameworks and documentation requirements, which can slow down processes.

Differences in infrastructure between transport modes can create bottlenecks delay shipments. To address these challenges, we utilise its extensive global network and advanced proprietary transport management systems such as Othello for air and sea logistics and Domino for road transport. These systems provide visibil-

ity and seamless integration across all modes, ensuring smoother transitions.

How do you determine the efficient combination of air, sea, road, and rail transport for a given shipment?

At Dachser, the optimal multimodal combination is determined by aligning shipping needs, including delivery timelines, cost-effectiveness, nature of goods, and environmental considerations.

For high-value, time-sensitive shipments, air transport is prioritised for speed, followed by last-mile delivery via road. In contrast, for budget-conscious and bulk shipments, sea or rail transport is chosen for the main leg, with road or rail used for regional connectivity. To facilitate this decision-making, we analyse information on shipping routes and cargo capacity. This ensures that each cargo shipment follows the efficient and economical multimodal pathway without compromising on service quality to achieve the planned lead times.



Huned Gandhi
Managing Director, Air & Sea Logistics Indian Subcontinent, Dachser India

What role does data integration play in multimodal logistics? How do you address potential delays across different transportation modes?

Data integration is critical for multimodal logistics management. Dachser's systems, such as Othello and Domino, ensure seamless data flow across all modes. These systems enable end-to-end visibility, allowing for real-time tracking of shipments. Predictive analytics help identify potential risks. For instance, if an air shipment is delayed, we

“For high-value, time-sensitive shipments, air cargo is prioritised for speed and last-mile delivery.”

quickly reroute it to alternative hubs or combine it with expedited road transport to meet delivery commitments. By integrating technology, predictive analytics, and contingency planning with Dachser Platform, we minimise disruptions and ensure smooth supply chain operations.

How do you address environmental impact of multimodal logistics, considering CO₂ footprint of air and shipping?

Sustainability has become the focus in multimodal logistics, with commitment to reduce environmental impact. As part of its strategy, we are implementing sustainable practices across its logistics network. These include adoption of EVs for last-mile delivery and investments in digital transformation, enabling route optimisation among others.



FACT FILE

➤ Sustainability has become a significant focus in multimodal logistics, with a commitment to reduce its environmental impact.



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Efficient cargo processing during peak hours crucial

As custodian, we are required to produce cargo for customs examination. If it is not deposited as per customs documentation, time for clearance process will increase due to extra time required in segregation and acceptance, says Anil Kumar, CEO, Menzies Aviation (Bengaluru).



What are the common challenges faced during loading and unloading processes of cargo at airports?

International cargo in general is presented ready for carriage condition at the cargo terminal. However, there are instances where some of the shipments containing loose boxes are brought in a mixed condition. The terminal must segregate the cargo based on the shipping bill/MAWB/HAWB for carrying out mandatory checks prior to acceptance. This segregation requires more time during processing. We are required to produce the cargo for customs examination as if it is deposited as per the customs, then the clearance process will take more time due to the additional time required in segregation and acceptance.

Similarly, during imports, forwarders/customs brokers



Anil Kumar
CEO
Menzies Aviation (Bengaluru)

prefer to collect their shipments, which are customs cleared, together, during the peak time. This surmounts to consolidation of the shipment for convenience. This activity adds on to the clogging of the docks and increase the truck loading times.

What improvements do you foresee in handling tools that could increase efficiency or reduce costs?

At our cargo terminal, we have been using electric equipment, which is eco-friendly and does

not cause any pollution. We also use Hand Pallet Trucks with weighing scales that reduce time required for the shipment acceptance times by enabling weight checks, while unloading. Dependency of static weighing scales is avoided, which improves process efficiency. The airlines expect us to ensure the shipments received on their behalf are verified and tallied with the declaration made on the AWB in relation to quantity, gross weight, dimensions, chargeable weight and handling instructions. Equipment, which has the features to capture these details would be an addition. However, the available models in the market are more suitable for warehouses.

How do you manage the smooth cargo movement during peak seasons?

In India, the terminal operations are under the purview of customs and the trade follows the customs working patterns which includes holidays. Although, our air cargo ter-

minal functions 24x7, during the holidays, the trade prefers to process exports shipments fully and imports shipments based on the urgency. Since the schedule of the holidays is made available in advance, we would generally coordinate with our customer airlines to

“The airlines expect us to ensure shipments received on their behalf are verified and tallied with the AWB.”

understand the movement of cargo on those days along with the flight operations planned. This gives us a fair idea of the scale of operations to be addressed on the holidays as well as for special events where the movement of cargo would be high. We ensure that there is no disruption to the operations on holidays and the cargo is processed as usual.

What are the key factors clients look for while selecting a ground handling provider?

The elements required while choosing a ground handlers are as follows:

- Safety Management system
- Incident reporting and monitoring
- Security protocols
- Training
- Service capabilities
- Infrastructure
- Quality programme
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- Commercial offers.





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Automation, sustainability vital to boost productivity

We prioritise project planning, optimise production schedules to meet deadlines sans compromising on quality. For bulk orders, we employ logistical planning and are equipped with latest automation technologies to ensure timely delivery, says **Samir Gandhi, Managing Director, Gandhi Automations.**



What industries do you serve? Can you brief us about your clients?

We serve a diverse array of industries, including manufacturing, automotive, food processing, healthcare, laboratories, pharmaceuticals, cold storage, logistics, warehousing, aviation, and shipbuilding. Each sector has specialised needs, and our automation solutions are customised to enhance ef-

“Each sector has specialised needs, and our automation solutions are customised to enhance efficiency,

and reliability. Our clients include prominent names across these industries, in India and abroad, indicating our reputation for delivering quality solutions.

What quality control processes do you have in place to ensure safety and security of cargo?

Our quality control processes are designed to uphold the highest standards of safety, security, and durability. As an EN ISO 9001:2015, EN ISO 14001:2015, and ISO 45001:2018 certified company, with our quality management system accredited by TUV Austria, we ensure rigorous quality manage-



Samir Gandhi
Managing Director
Gandhi Automations

ment across all operations. All our products are CE marked, guaranteeing compliance with international safety and quality standards, which protects client cargo and ensures dependable performance.

In automated sectional overhead doors and dock levelers’ field, what makes you different from your competitors?

Our sectional overhead doors and dock levelers are designed for durability, speed, and energy efficiency to meet the demands of intensive operations. Our overhead doors

feature PUF-insulated panels, which help maintain internal temperature and provide improved sealing, making them ideal for temperature-sensitive environments. We are the only manufacturer of dock levelers offering a 12mm thick anti-slip checkered platform, compared to the industry standard of 10mm. Additionally, our dock levelers include side flaps that easily accommodate varying vehicle sizes, enabling smooth and efficient loading and unloading. Our commitment to customisation, quality, and dedicated after-sales service supports our position as a trusted provider of innovative, reliable solutions.

How do you handle large-scale or bulk orders?

Our manufacturing facility, spread over 700,000 square feet, streamlines processes and our skilled team enable us to manage large-scale and bulk orders. As a global ‘Make in India’ brand and a STAR EXPORT HOUSE recognised by the Government of India, we prioritise meticulous project planning, optimizing produc-

tion schedules to meet tight deadlines without compromising quality. For bulk orders, we employ robust logistical planning and are equipped with the latest automation technologies, such as robotic welding, which support both scale and speed, ensuring timely and high-quality delivery.

How much have you invested in technology, automation, and sustainability?

Our major investment is in technology, automation, and sustainability, as they are essential for enhancing efficiency and meeting modern industry demands. Advanced automation, including precision robotics and IoT-enabled systems, has streamlined our operations, resulting in higher accuracy and faster production. Sustainability is equally crucial, and through reduced emissions, resource conservation, and responsible waste management, we actively work to reduce our carbon footprint. By prioritising these areas, we can deliver efficient, eco-friendly solutions that benefit both our clients well as the environment.





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Glimpses from 46th convention

The Air Cargo Agents Association of India (ACAAI) organised its 46th Convention in Bangkok from 24 to 27 November 2022. The event witnessed participation from the global air cargo and logistics fraternity. The business sessions, and glittering evenings provided a platform for stakeholders to meet, greet and unite.





Bonded trucking at your doorstep move cargo 24x7

Bonded trucking operators are facing the timing issues at various airports. Customs in few airports have put clause that they need to move cargo within 6 pm, which is very difficult for us, as the cargo gets cleared only in the late hours and we cannot move the same at night, says **Dileepa BM, CEO, Bonded Trucking, Shreeji Translogistics.**



What are the primary advantages for importers and exporters in using bonded transportation services?

The primary advantages are importers can get cargo at their doorstep and exporters can clear their cargo at the airport and connect through bonded trucks from gateway airports. Also, they get huge cost benefit compared to domestic flights when they send or receive export or import cargo from or to gateway ports.

For oversized cargo there is no need to depend on domestic flights, they can move any size of cargo in bonded trucks. Bonded trucks may also move DGR cargo on prior agreement and with certain pre-conditions regarding class and division on danger. Explosives, flammable liquids/solids, tox-



Dileepa BM
CEO, Bonded Trucking
Shreeji Translogistics

ics and infectious substances are not accepted.

What challenges do you face with customs clearance procedures, especially with regards to bonded cargo?

Presently, all bonded truck operators are facing the timing issues at various airports. Customs in few airports are putting clause that we need to move cargo within 6 pm, which is difficult, as the cargo

is getting cleared in the late hours, we cannot move in the night hours, we have to wait for the next day to move the cargo. It is almost 24 hours delay, it affects the onward connections from the gateway airports.

How do changing customs policies (GST, customs duties) impact your operations as a bonded truck operator?

There is no impact of customs policies in regard to GST/customs duties on bonded trucking.

Can you describe any tech advancements (GPS, RFID for example) that you use for better tracking and monitoring of bonded cargo?

Both technology and digitalisation play a significant role in the transportation industry. Now FASTag has come in tolls,

online payments to fuel pumps had been done, on emergency if driver needs money we can easily make payment via Google Pay/Paytm/Phonepe or UPI among others.

With regards to GPS and RFID, everyone wants to know about their cargo status at their fingertips. GPS enables them to know the status of the truck and through RFID seals they

“ We have digital locking system for the trucks, which can be opened only with a password from the office laptops.”

know the movement of trucks. We are one step ahead. We have a digital locking system for the trucks wherein they are locked with password and opened only from the office laptops or systems. Drivers or others cannot open them.

What are the most common delays or disruptions you face, while transporting bonded goods, and how do you handle them?

Common delays are due to traffic jams, road works and also the ‘no entry’ restrictions to enter airports. If it is import cargo, we can manage with the client. But in case of export cargo, we have to keep all these aspects in mind and move cargo from the origin station. As it has to connect flights—it is a high risk job to carry export cargo. ↴





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‘Critical deliveries essence of our cargo operations’

Hercules Aviation huge fleet of aircraft enables it to deliver variety of cargo worldwide. Congestion, cargo slots, transit permits, war zones, lack of ground handling equipment are some of the challenges, which hinder efficacy of air cargo operations, says **Vivin Paulose, Vice President, Sales, Hercules Aviation.**



How do you coordinate with airlines to ensure timely and efficient cargo transportation?

We have a huge fleet of aircraft we do not depend on one or carriers and that is why we commit and deliver what we

“Since 2006, we have been delivering on time despite force majeure. For this, we are thankful to our team.”

accept. Since 2006, we have been ensuring timely deliveries despite force majeure. We are thankful to our staff and team who ensure timely deliveries. We are in the freighter market and deal with cargo, which is a huge over-dimensional cargo and not uplifted by any carrier. We recently uplifted 35 tonnes



Vivin Paulose
Vice President - Sales
Hercules Aviation

single pieces in Kempegowda airport in Bengaluru.

What are the challenges you face in air cargo, and how do you address them?

Air cargo operations have its challenges—congestion, slots, transit permits, war zones, ground handling equipment. We deliver by overcoming all of them. Since inception, we have been delivering projects, which seemed difficult. For instance: Establishment of an electricity station in Kabul, hoisting and transportation of flag for Afghanistan, move-



ments of parts for space programme or arms for Defence Raffle Deliveries and cars.

How do you handle time-sensitive shipments for industries with critical logistics needs?

Critical shipments are the essence of our operations, whether it is vaccines or for Indian space; the company is proud to be associated with them. We have a wonderful team of load experts, permits experts, flight handling experts for war zones.

What role does technology play in your daily operations?

We are working with cargo spots, and they are the tools in which all expected SOPs are performed. Technology is an integral part of airlines now and nothing moves without IT support. Hercules has the best of security network providers.

How do you build your relationship with forwarders and partners?

We have network of agents and Hercules endeavours to provide freighter solutions to all countries, irrespective of borders. We have trustworthy network of agents as it is needed for successful operations.



FACT FILE

Technology is an integral part of airlines now and nothing moves without IT support. Hercules has the best of security network providers. We have trustworthy network of agents.

Use of IoT, data analytics boost real-time insights

Shift towards electric and hybrid cargo handling tools gaining momentum as it helps in reducing emissions and lowering costs due to reduced fuel consumption and maintenance. AISATS is planning to introduce many of these innovations at its MMCH in NIA, says **Ramanathan Rajamani, CEO, AISATS**.



CT Bureau

What are the most common challenges faced during loading and unloading of cargo at airports?

1. Products that are odd shaped or oversized require special handling and equipment, making the loading process more complicated. We also face challenge with e-commerce shipments, which come in bags of odd shaped dimensions and making it difficult to handle them in a safe manner.

2. Special procedures are required for hazardous materials to prevent accidents. This includes proper labelling, packing, and storage.

3. Adverse weather can delay loading and unloading operations, impacting flight schedules and cargo delivery times.

4. Efficiently using the available space in the cargo hold is important to maximise capacity and reduce costs. But this must be done in tight timelines as airlines want to turnaround the aircraft faster. Addressing these challenges needs careful planning, effective communication, and adherence to safety protocols.

What improvements do you foresee in cargo handling tools to increase efficiency or reduce costs?

There are many innovations in air cargo handling equipment that could increase efficiency and reduce costs:



Ramanathan Rajamani
CEO
AISATS

Automatic weight & volume check: Advanced dimension capturing system capturing precise dimensions of the cargo at acceptance along with integration of the data from weighing scales thereby eliminating the need for manual data entry of weight and volume of cargo.

AISATS is evaluating cargo eye system from Speed Cargo for deployment at its Integrated Cargo Terminal at NIA.

Automated guided vehicles: AGVs ferry cargo within warehouses and terminals.

They help streamline operations and minimise human error. We are planning to introduce ULD AGV's for transfer of BUPs from its integrated warehousing and logistics zone to the Integrated Cargo Terminal.

Robotic arms and automation: Robotic arms can lift, sort and palletise cargo, reduces manual intervention and makes cargo handling faster and more accurate.

“Adverse weather can delay loading and unloading ops, impacting flight schedules and cargo delivery times.”

Real-time data and analytics: The use of IoT and data analytics in cargo handling tools can provide real-time insights into operations, helping to predict maintenance needs, optimise routes, and improve overall efficiency.

Electrification and hybrid solutions: The shift towards electric and hybrid cargo handling equipment is gaining momentum. These solutions reduce emissions and lower operating costs due to reduced fuel consumption and maintenance.

How do you manage movement of air cargo volumes during the peak seasons?

Managing the flow of cargo during peak seasons, such as holidays or special events, involves several strategies to ensure efficiency and to minimise delays:

1. **Additional staffing:** Hiring temporary staff to help manage the increased workload during peak seasons.

2. **Early planning and forecasting:** Accurate forecasting of volumes based on data and market trends is crucial. This helps in planning resources and scheduling flights to meet the increased demand.

3. **Enhanced coordination:** Coordination with all stakeholders, including airlines, ground handling agents, and customs authorities, ensures smooth operations. Regular communication helps in addressing any issues promptly.

4. **Use of technology:** Implementing advanced tracking systems and real-time monitoring tools provides visibility into the cargo flow. This helps in identifying bottlenecks and making quick adjustments to avoid delays.



‘Collaboration and mutual trust crucial for success’

Partnering with custom brokers and forwarders helps navigate complex global trade logistics and ensure adherence to all laws. Regular audits and assessments can also ensure that the company remains compliant as regulations evolve, says **Pawan Grover, National Head, Air Freight, Aegon Shipping India.**



What are the pain points in freight forwarders biz today? Can you suggest efficient solutions?

There is lack of transparency. Many forwarders struggle with real-time tracking and visibility, making it difficult to manage shipments. Managing complex customs and regulatory needs can lead to delays and errors. Miscommunication between multiple stakeholders causes delays and errors. Freight rates can fluctuate, making it hard to manage budgets and optimise pricing strategies. Many forwarders rely on outdated systems that do not integrate well with other technologies, limiting operational efficiency.

EFFICIENT SOLUTIONS:

Adopting advanced logistics software or platforms such as Transportation Management Systems enhances real-time tracking, optimises routes, and improves transparency. Implementing automated solutions to handle paperwork reduces manual errors and ensures compliance with customs regulations. Blockchain technology can enhance transparency by providing a secure, immutable record of all transactions, making it easier for stakeholders to track shipments. These can predict demand fluctuations, optimize pricing, and improve route planning. Cloud-based systems enable seamless collaboration and data sharing between stakeholders, improving overall communication and decision-making. These solutions



Pawan Grover
National Head
Air Freight, Aegon Shipping India

help reduce costs, improve efficiency, and increase customer satisfaction.

How do you ensure compliance with international trade regulations and import/export laws?

Ensuring compliance with international trade regulations and import/export laws requires a multi-faceted approach. First, businesses must stay informed about the relevant laws and regulations in both the home country and the destination country. This includes understanding customs requirements, tariffs, and sanctions imposed by governments or international bodies, such as the World Trade Organization (WTO) or the European Union (EU). Second, companies should implement robust compliance programs, including regular training for staff involved in international trade, to ensure they understand the legal framework and procedures. This can involve hiring legal or compliance experts who specialize in international trade law to guide operations. Third, accurate documentation is essential. This includes invoices,

certificates of origin, import/export licenses, and any other required customs paperwork. Failure to submit proper documentation can lead to delays, fines, or seizure of goods. Additionally, businesses should leverage technology, such as trade management software, to automate compliance processes, track changes in regulations, and generate accurate documentation. Finally, partnering with experienced customs brokers and freight forwarders can help navigate complex international trade logistics and ensure adherence to all laws. Regular audits and assessments can also ensure that the company remains compliant as regulations evolve.

Do you have established relationships with key carriers, suppliers, or other partners that help ensure competitive rates and reliable service?

Yes, we establish strong relationships with key carriers, suppliers, and other partners is crucial for ensuring competitive rates and reliable service.

By partnering with a network of trusted carriers, including ocean, air, and road transport providers, we can offer flexible shipping solutions tailored to our clients' needs. These partnerships are built on mutual trust, consistency, and years of collaboration, allowing us to secure favourable rates and ensure timely delivery.

“Adopting advanced logistics software or TMS platforms enhance real-time tracking and optimises routes

Additionally, maintaining solid relationships with customs brokers, warehouses, and suppliers enables smoother coordination throughout the supply chain. Our connections with these partners allow us to expedite processes, reduce delays, and ensure compliance with regulatory requirements, providing added value to our customers. ↴



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45th convention unites trade

The 45th Air Cargo Agents' Association of India (ACAAI) Annual Convention was held in Phuket. With the theme 'End-to-end Logistics—A Way Forward', the ACAAI Convention witnessed the presence of eminent industry experts from various quarters of the world under one roof.





Linking mindset, skill gaps in logistics with innovative tech

One of the challenges in tech adoption is change management. Often there is reluctance from staff who are used to working in their traditional methods. That is why we have Softlink Academy, bridging both mindset and skill gaps in the logistics industry, says **Amit Maheshwari, Founder and CEO, Softlink Global.**



What specific pain points in the air cargo industry does your technology address, and how do you differentiate your offerings from other providers?

The air cargo industry faces challenges such as usage of outdated legacy systems. Processes are inefficient, and it is often complex to navigate regulations such as customs procedures. These issues slow down operations and reduce accuracy. Logi-Sys is designed as a highly advanced intelligent cloud ERP platform for end-to-end business management, which includes air cargo. With our LogiCONNECT airline connectivity platform, users can access 100++ air-

lines to check air freight rates, bookings, schedules, shipment tracking and more, in real time. All this happens within a single, do-it-all system, facilitating operational speed and accuracy for enhanced business efficiency and growth.

What kind of recent innovations and tech advancements have altered global air cargo and logistics?

The air cargo and logistics sectors are in the middle of an exciting transformation. We have partnered with IATA to roll out ONE Record initiative to our customers. Multiple EDI formats pose a challenge to seamless communication, which ONE Record solves by creating a universal standard across the industry. Speaking of innovations, our vision



Amit Maheshwari
Founder and CEO
Softlink Global

is to equip freight forwarders with AI-powered tools, which will make their operations highly streamlined and efficient. We are raising the bar with innovations such as LogiTALK and LogiLENS. LogiTALK is your AI-driven co-pilot, available at your fingertips for smart assistance

“What sets Logi-Sys apart is its complete end-to-end capability, covering not just airline connectivity but entire freight forwarding spectrum.”

around routine tasks, personalised recommendations, and more. With tools such as LogiTALK, strategy teams will be free to focus on higher-value tasks. LogiLENS is for advanced document processing and data extraction, reducing the manual workload and the manual errors.



Softlink has always been proactive in bringing the best innovations for our customers, ensuring that they stay ahead of the curve at all times.

Are your solutions flexible enough to adapt to changing needs of the industry, particularly with growth of e-commerce and global trade?

The industry is in a constant state of change, especially following the explosive growth of e-commerce and global trade. Logi-Sys is built and developed with this adaptability in mind, offering automated documentations, integrations with e-commerce platforms, and related functionalities. A noteworthy development is TradeCHAIN, an across-the-board data and documents exchange platform. Whether one is sharing shipment details, clearing customs, or syncing with trade partners, TradeCHAIN keeps everything secure and transparent. One major benefit is the reduction of manual intervention, saving time and improving accuracy. Overall, our solutions enable customers to handle higher volumes with greater precision, even in the face of today's unpredictable air cargo dynamics.

What are the latest updates on your developments w.r.t air cargo capabilities?

We are pushing technological boundaries to improve air cargo capabilities. Logi-Sys provides its users with real-time access to rates, bookings, schedules, and tracking from 100++ airlines, making air cargo management seamless than ever. In addition to that, there is real-time shipment tracking, simplified eAWB submissions, CO2 emission offset options and more—all designed to deliver greater efficiency and seamless airline connectivity. We have partnered with IATA to roll out the ONE Record initiative for our customers, enabling standardised and seamless data exchange for air cargo operations. What sets Logi-Sys apart is its complete end-to-end capability, covering not just airline con-



nectivity but the entire freight forwarding spectrum, from customs to sales to CRM to Accounting & Financing. It is a complete package replac-

“Given the tight margins and timelines in logistics, businesses need to adopt such decision-making tools.”

ing the traditional method of working on multiple disparate systems to now working on a highly advanced logistics management system.

Give our readers an example of how you leverage a particular technology, for example, data analytics, to optimise air cargo operations?

I believe that businesses are built on great decisions. With this simple and profound truth in mind, we have created LogiBRAIN, a decision-making tool with 40+ dashboards fine-tuned to the logistics industry. LogiBRAIN caters to everyone in the organisation—from sales executives tracking targets, mid-level managers analysing a sales dip in a particular region to CEOs reviewing overall company performance—it is all there. LogiBRAIN provides powerful features such as Interactive Overview Dashboards

covering a range of key metrics such as Monthly Performance, Branch Performance, Performance by LOB; reports analysing shipment volume, carrier performance, revenue, customer activity, recommendations around shipment routing, carrier terms, warehouse utilisation, and other logistics processes. Given the tight margins and timelines in logistics, businesses need to adopt such decision-making tools to take the right decisions at the right time, fuelling their short and long-term profitability.

Are there any roadblocks when it comes to technology adoption?

One of the biggest challenges in tech adoption is change management—often, there's reluctance from staff who are used to working in their familiar, traditional methods. This is where our Softlink Academy initiative comes in, bridging both mindset and skill gaps in the logistics industry. To overcome resistance to change, we and our partners ensure that we provide close consultation at all stages, help map processes, develop SOPs, and train & support customers' manpower. To bridge the skills gap, we have LogiEXPERT, which imparts, educates and certifies the team of our customers at various levels of training—right from an entry level operator to the Logi-Sys professional. For fresh talent, there is LogiSKILL, a vocational course for undergraduates to learn about logistics, freight and even Logi-Sys

to get industry-ready and employable. Additionally, through LogiLEARN, we collaborate with institutes to provide practical logistics training that complements their ongoing classroom education. By addressing both skills and mindset, we make the process of tech adoption smoother, setting businesses up for sustainable, long-term growth.

Highlight your projects in the pipeline and how the future would look like for you—where do you hope to be in the next decade?

Innovation has been part of our DNA from the very beginning. Whether it was in the DOS era or bringing online solutions to logistics before it was common, we've always been ahead of the times. As outlined in our conversation today, we're continuing that legacy with cutting-edge projects involving the latest technologies—technologies that are fundamentally transforming the way businesses operate.

We're actively expanding into new markets and building a global partner network across Europe, the Americas, and Asia-Pacific. These steps are driving smarter, faster, and more efficient logistics for businesses worldwide. Softlink Global is already setting the benchmark in logistics technology, and Logi-Sys is leading the way as the world's premier ERP platform. Our goal remains the same: to deliver excellence and empower businesses everywhere to succeed. 🚀

‘Paperless cargo environment to enhance efficiency’

Ongoing global crises have disrupted supply chains, making it difficult and expensive for manufacturers to obtain raw materials and components they need, affecting various industries such as automotive, electronics, textiles, machinery, perishable, says **Sunil Kohli, Managing Director, Rahat Cargo.**



Is innovation and tech-integration crucial in logistics? Can it help boost operational efficiency?

Innovation and tech-integration are factors to achieve a valuable value chain in air cargo. The warehouse operations should have automation that enhances efficiency in reception, processing, and expedition of goods with integration and controls across the airlines and handling systems. Advanced load planning systems are vital to optimise space utilisation and managing warehouse operations. Automation leads to cost reductions, faster turnover times, error minimisation and profitable space allocation. A paperless cargo environment leads to faster processing of cargo, and more



Sunil Kohli
Managing Director
Rahat Cargo

operational transparency, while driving cost savings.

Do we have right skillset to adopt technologies? Is there need to invest in upskilling workforce?

We lack skilled workforce who can execute the required functions at the desired levels. Up-

“Delaying action jeopardises a company’s ability to achieve long-term goals if access to skills remains lacking.”

skilling or teaching workers new capabilities to enhance their existing roles. A culture of upskilling involves providing employees with advanced skills to bridge talent gaps. This approach emphasises continuous education, enabling employees to progress within their current career trajectory. Investing in employees’ careers not only fosters loyalty but also boosts retention rates. While many organisations recognise the importance of workforce development in

addressing the skills gap, implementation is hindered by financial gaps and inadequate technology. Delaying action jeopardizes a company’s ability to achieve long-term goals if access to necessary skills remains lacking.

Where does India stand when it comes to technology adoption?

The tech adoption pace in India is expanding in phases. It needs an accelerated pace by all stakeholders to maximise their efforts to achieve an optimal adoption to yield faster outcomes on the expected levels. The government may render aid to equip the related agencies to switch over towards the usage of tech-based functions with a view to derive a faster and seamless result. The manpower must be trained to adopt the latest technical developments and their optimal adoption in their day-to-day functions.

How is the ongoing global crises impacting Indian EXIM trade?

The Russia-Ukraine war has led to a rise in prices of oil and gas. This had an impact on the exporters who must encounter a steep hike in the airfreight and shipping companies for exporting their product. The war also disrupted supply chains, making it difficult and expensive for manufacturers to obtain raw materials and components they need. This has adversely affected a range of industries, including sectors such as automotive, electronics, textiles, machinery, fruits and vegetables.





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