

August 2020

# CARGO E-ZINE

17<sup>TH</sup> EDITION : AUGUST 2020



**Cover Story:** COVID 19 prompts a fresh look at Air Cargo Digitalization



**DELHI** INDIRA GANDHI  
INTERNATIONAL AIRPORT



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# From the Desk of Head Cargo



**Dear esteemed Business Partner,**

**Greetings from DIAL and hope you are staying safe!**

COVID19 pandemic has severely impacted the lives of everyone all around the globe. It is however extremely creditable the way Cargo and logistics industry has stood up as a lifeline. While air passenger services were suspended, the air cargo freighters continued operations during the nationwide lockdown. Delhi Airport kept serving as frontline warrior in fight against COVID19 by taking several innovative steps to ensure that air cargo operations continue smoothly. We also created a dedicated 3,800 sqm facility at the airport to handle essential imported medical supplies and channelizing distribution across the country.

Delhi Airport was designated as a major **hub for import and distribution of Medical supplies** by Ministry of Civil Aviation (MoCA). Delhi Airport has also been actively working to support Government's **Krishi Udan** initiative facilitating exports of fresh vegetables and fruits.

Taking yet another initiative, recently we launched first in India, 'e-Gate Pass' facility for import cargo delivery, which not only eliminates the human contacts, but also reduces the use of paper.

This 17th edition of DIAL Cargo E-zine is unloaded with Cover Story, "COVID 19 prompts a fresh look on Air Cargo Digitization" along with insights on Blockchain technology, which is buzzing as cutting edge solutions for global supply chain. This issue also highlights key developments at DIAL Cargo over the past few months.

You will find many other interesting highlights & update in this issue of Cargo E-zine and we hope, you will enjoy reading it.

Best regards,

**Vijay Sharma**  
**Head Cargo**

# COVER STORY



## COVID 19

### prompts a fresh look on Air Cargo Digitalization

The topic “Digitalization” remained a default Key topic in almost every Air Cargo conference and workshop for last couple of years in India. The most common concern used during the conference was that air cargo has 'Legacy System'. Are we really operating in the 'Legacy air cargo system'? It is true that compared to other sectors like automobile, banking, insurance and even travel, air cargo supply chain has been lagging behind in terms of digitalization, despite active engagement of the integrators and the increase of e-commerce.

Slow pace of digitalization is seen not only in the sluggish adoption of the eAWB that has not surpassed 70% for the last 10 years, but also the use of Cargo XML (Extensible Mark-up Language), which is in practice less than 0.5% of all EDI traffic in a world where Cargo IMP (Interchange Message Procedure) surprisingly remains the standard of information exchange between the players of this industry, according to industry report.

#### Boost for Digitalization in Covid Era

It is also true that most of the air cargo players are nowadays finding ways to bring back their business to normal level and to overcome the crisis. Cash is scarce and staff is prioritized on business-critical operations. Although the market drivers for digitalization in air cargo have not changed much as yet, but the current COVID-19 crisis is certainly going to give a major thrust to it

In 'normal times', most of the airfreight moves in the belly of long-haul passenger aircraft, yet today, 85% of the world passenger fleet is grounded, however demand is there, even if it is lower than the usual. These demands can only be met through strong support of digitalization, especially when most of the staff are off-work and social distancing is prerequisite for all sorts of cargo logistics activities.



## Air cargo's dependency on paper transactions

Air cargo industry is largely a paper-based industry. 30 types of documents and 124 copies of paper have to move along with an air cargo shipment that starts from its shipper to the consignee. Most, if not all the players in air cargo supply chain, still handle a lot of paper documents and they have dedicated teams that process these documents. Typically they manually verify the correctness of data. This requires the physical presence of the teams.

Electronic documents allow these works to be done remotely while teleworking. eBooking platforms – eAWB, track and trace solutions, digital customs or security lodgement, digital quote solutions, electronic invoicing and cash collection, mobile applications, digital warehouses, chatbots for customer services etc. are few examples of existing solutions that have so far been slow to penetrate in the India Air Cargo industry.

## Move away from paper to digitization

Trade is still extremely reliant on paper-based processes. In some cases, physical paper copies are required by law. Protective measures for COVID-19 have made clear that operations dependent on physical processing of documents etc. can face serious disruption at the time of crisis.

Digitization hasn't started two months ago in India. It has already started a few years ago and the last two years saw bigger steps and quicker progress in this direction. COVID-19 has only reinforced the need to be resilient and agile. More than ever, it is important to have transparent access to prices and capacity available, along with the ability to book them instantly.



## WfH (Work from Home) an eye opener

Confinement is forcing companies to reinvent business models. Working from Home (WfH) is certainly an eye opener for many. Although, running operations by emails and video conference has its limits and cargo still needs physical handling, but there are many areas around the physical process that can benefit from digitalization.

## The way ahead – One big Digital Ecosystem

The crisis is asking for all stakeholders to come together and work collaboratively. The air freight industry has great opportunities to digitise the processes & procedures. There is emergent need of strong collaboration between digital players and cargo stakeholders so that these players will become one big ready-to-use digital ecosystem.

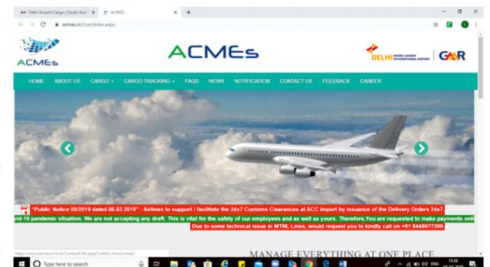
For example, even during these difficult times a lot of perishables and pharmaceuticals are moving through air cargo, which require strict temperature control throughout the supply chain, a virtual digital platform can centrally play a significant role in seamless exchange of information throughout the supply chain.



Delhi Airport, a front runner in driving the digitalization process at Indian airport over a decade, has taken several initiatives to digitize the air cargo handling process, such as –

- 100% paperless operations – filing of eAWB at the Airport

- Cargo Community System 'ACMES' (Air Cargo Message Exchange System), a single window platform to facilitate seamless of movement of goods and information between all the stakeholders and air cargo community.



- Cargo Mobile App for instant track and trace of shipped cargo, operational on android and iOS platforms
- E-Truck Slot Management system for smooth systematic movement of trucks at the cargo terminals for both import and export cargo

- And, now on 1st July 2020 launched India's first paperless and contact less QR-coded e-Gate Pass facility at the Cargo Terminals, for delivery of import cargo.



Digitalization is not just a more efficient way of doing business, it is also the only way to reduce manual processing of information. Digitization will always result in cost reduction. But just like business process re-engineering and off shoring before, it will require an investment for a payback.



# GUEST COLUMN



It is a very common voice that Blockchain is the backbone of all future transactions. Yes, it is the backbone. In fact, Blockchain is a technological revolution, which will transform the future transaction as a whole, be it Banking, Health Care, Voting, Property records, Supply chain etc., wherever higher efficiency, reliability, accuracy, savings, transparency, heightened security, greater user privacy, error proof are required.

Blockchain also has potential applications far behind Bitcoin and other cryptocurrencies. Let's have a look –

“Disruptive technologies, such as Blockchain and the Internet of Things (IoT) will have a profound impact on the way we live and work”

Hon'ble  
Prime Minister of India,  
**Narendra Modi**

- **Automotive** – Consumers can manage fractional ownership in autonomous cars.
- **Financial Services** – Faster and cheaper settlements can save the billions of dollars from transaction costs while improving transparency.
- **Voting** – A constituent can cast votes via smartphone, tablet or computer, resulting in immediate verifiable results.
- **Health Care** – Patients encrypted health information can be shared with multiple providers without the risk of privacy breaches.

## Let's see what happens in Blockchain?

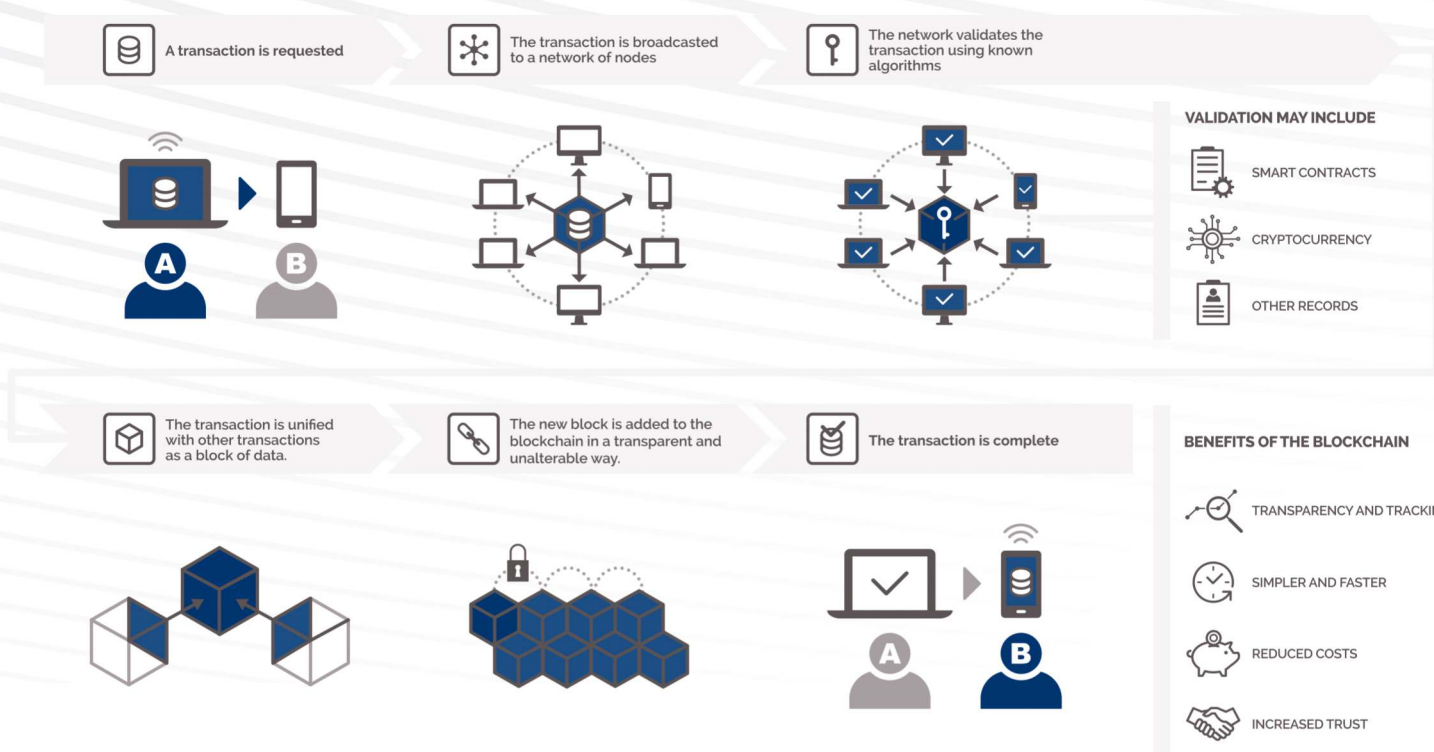
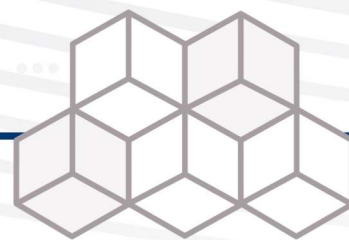
When we say the words “block” and “chain” in this context, we are actually talking about digital information (the “block”) stored in a public database (the “chain”).

The goal of blockchain allows digital information to be recorded and distributed, but not edited. It is a cryptographic ledger comprising of a digital log of transactions which can be shared across a public network. By its nature, it lends itself to integrated decentralized monitoring efforts of transactions.

The Blockchain database isn't stored at in any single location, meaning the records it keeps are truly public and easily verifiable. Hosted by millions of computers (nodes) working simultaneously as its data is accessible to anyone at any point of time through internet.

Computer connected to the Blockchain network using a client that performs the task of validating and relaying transactions) gets a copy of the blockchain, which further gets downloaded automatically upon joining the blockchain network.

# HOW DOES BLOCKCHAIN WORK



Every node is an “administrator” of the entire Blockchain, and joins the network voluntarily (in this sense, the network is decentralized). However, each one has an incentive for participating in the network. By storing data across its network, the Blockchain eliminates the risks that come with data being held centrally.

The main innovation is that the technology enables market participants to transfer assets across the internet without the requirement for a centralized third party.

## Impact of Blockchain on supply chain

Through Blockchains, companies gain a real time digital ledger of transaction and movements for all participants in their supply chain network. It is a solution to current fragmented supply chain infrastructure.

In the current market scenario, supply chain is highly complicated. It takes days to make a payment between manufacturer ~ supplier ~ vendor ~ customer. Contractual agreements require the services of lawyers and bankers, each of which adds extra cost and delay. Products and parts are often hard to trace back to suppliers, making defects challenging to eliminate.

In supply chain, inter-conflict, frictions etc. are the major problems. There are too many go in between. There is too much back and forth. The rise in uncertainty stops supply chains from working well. Suppliers, providers, and clients must interact via central third-party entities instead of directly with each other. Ostensibly, a simple transaction turns into lengthy multi-step procedures. Blockchain could be the answer to many of these issues.



# Blockchain

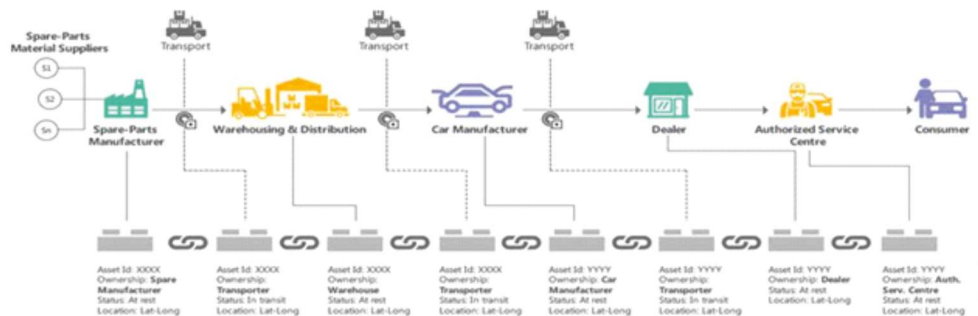
makes Traceability easier

Companies can use distributed ledger systems (blockchains) to record product status at each stage of production. The records are permanent and immutable. They make it possible to trace each product to its source.

RFID tags for cartons or pallets store information on delivery location and date. Logistics partners run applications to look for these tags and bid for a delivery contract. The partner offering optimal price and service gets the business. A smart contract then tracks status and final delivery performance.

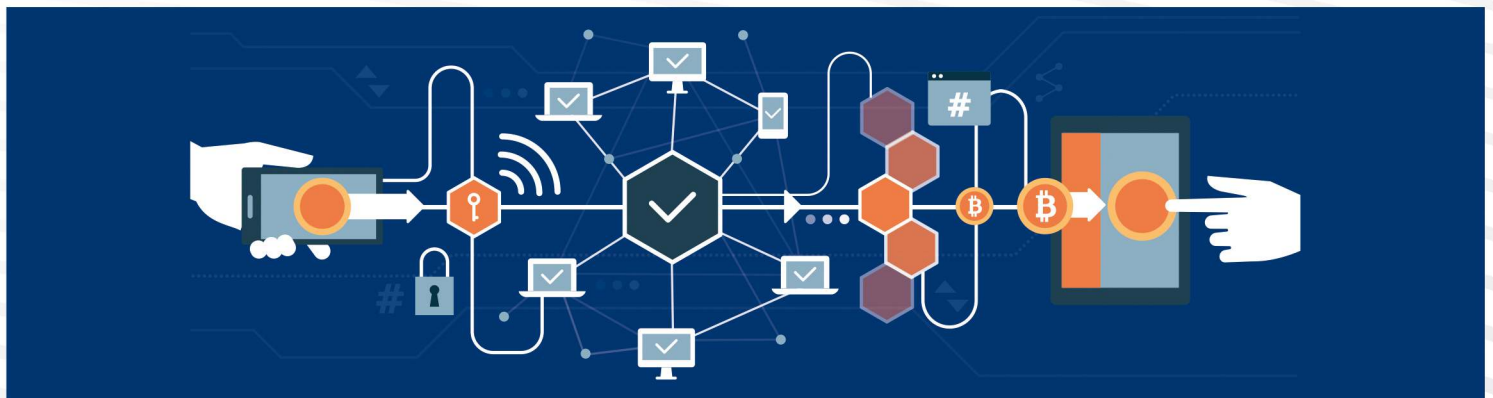
## How the Blockchain could improve the following tasks:

- Recording the quantity and transfer of assets – like pallets, trailers, containers, etc. – as they move between supply chain nodes
- Tracking purchase orders, change orders, receipts, shipment notifications, or other trade-related documents
- Assigning or verifying certifications or certain properties of physical products; for example determining if a food product is organic or fair trade
- Linking physical goods to serial numbers, bar codes, digital tags like RFID, etc.
- Sharing information about manufacturing process, assembly, delivery, and maintenance of products with suppliers and vendors



Eliminating 3rd Parties brokers, everyone loves to eliminate middlemen for impartial intermediary to process and account for all transactions. Blockchains synchronize all data and transactions across the network and each participant verifies the work and calculations of others.

Supply chain and operations have become increasingly dynamic but product lifecycle are shorter, ramp up and ramp down periods are more intense. To meet today's expectation block companies can rebuild their approach through adopting Blockchain technology and go from isolated view to integrated global view.



# DIAL CARGO – UPDATES



## Delhi Airport designated by MoCA as Major Hub for distribution of COVID19 essential Medical Supplies across the Country

Delhi Airport has been designated by Ministry of Civil Aviation (MoCA) as 'Major Hub' for distribution of medical supplies during the ongoing crisis.

Ever since the pandemic started gripping India and Government of India announced nationwide lockdown, Delhi Airport has been providing all the logistics support to handle, process and facilitate distribution of essential medical supplies to various parts of the country. A 3,800 sqm unique dedicated distribution facility for COVID19 medical essentials was made operational at the airport within a record time of seven days in April'20. This facility performs logistics, aggregation and distribution of large consignments of Medical supplies, which are being imported to India. The import and logistics of all these materials are managed M/s HLL Lifecare Ltd., a Gol enterprise.

The airport has continued to exhibit an exemplary flexibility to support the country during the COVID19 pandemic by handling over 30 cargo flights per day including the non-scheduled operations, with freighters arriving from destinations like Doha, Paris, Hongkong, Shenzhen, Shanghai, Guangzhou, and Incheon.

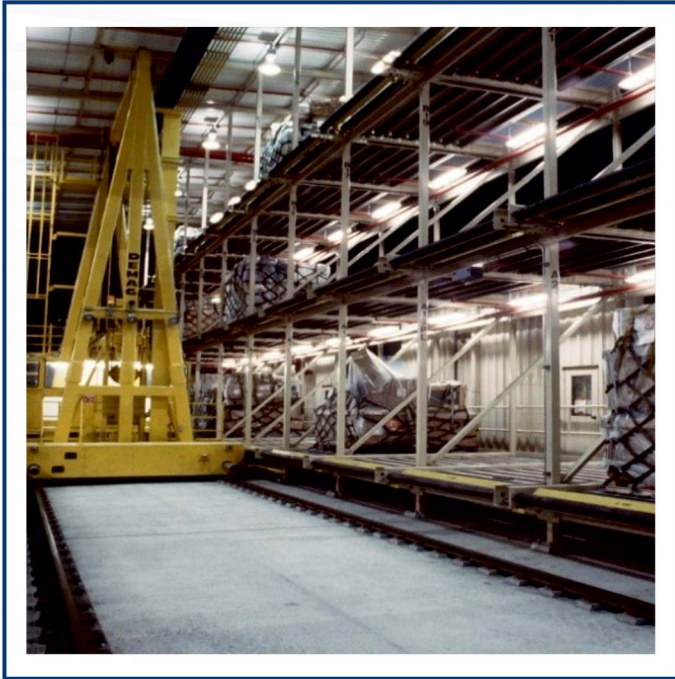


As on 30th June'20 this distribution facility handled over 25 million pieces of imported medical essentials comprising 1.9 million Body suits; 10 million Facemask; 7 million Hand gloves, 6.7 Goggles, 1.4 million Shoe covers, 10,000 Cap(CP), 250 Ventilators, 750 Bio Sense VTM Kit etc.

The distribution of essential cargo across India has been possible in conjunction with Air India freighter flights, Indian Air Force LifeLine, BlueDart, Vistara Airlines etc. who have connected even to far-flung areas of the northeast like Dimapur in Nagaland and Imphal in Manipur, as well as other cities like Mumbai, Bangalore, Vijayawada, Cochin, Hyderabad, etc.



## Innovative use of ETV (Elevated Transfer Vehicle) by Delhi Airport during COVID-19 pandemic lockdown



Ever since the nationwide lockdown due to COVID19 pandemic Delhi International Airport has been working proactively in facilitating the handling and movement of Cargo at the airport and always keep introducing new measures and techniques to further enhance operational efficiencies.

With the progressive thinking of Indian Customs and support from the Central Industrial Security Force (CISF), Delhi Airport could implement an innovative approach in creating more space for holding the import cargo at the airport during the lockdown period.

While the passenger airlines remain suspended, Cargo freighter aircraft are allowed to operate keeping in view the essential need of goods movement & the supplies to be made available in the country. For this purpose, the import cargo lying in the cargo terminals needed to be urgently cleared out to make space and way available for essential cargo to move in and out.



In line with the international best practices, the agencies worked together to find a solution to utilize Export Cargo Bonded warehouse area to allow storage of Import Bonded Cargo Unitized (ULD) shipments together, while ensuring necessary separation. Typically, there are separate warehouse areas earmarked for storage of Export and Import cargo at the Cargo Terminal, however this initiative has led to the utilization of available spare space available in the release areas of Export terminal for storing the Import ULD shipments.

With the continued support of Indian Customs and CISF, Delhi Airport has been able to make this unique arrangement to hold the Import cargo ULDs in the vacant export zone using ETVs (Elevated Transfer Vehicle). Around 152 ULD positions were made available in the cargo terminal for this purpose. This very progressive step will help the assets at Indian Airports be better utilized much in line with existing practices followed internationally. Indian Customs have been very instrumental in allowing this to happen.

Delhi Airport continues to stand committed always to serve the nation & work closely with all its stakeholders to provide world class services playing a critical role in overall air cargo supply chain.



## Delhi Cargo Terminal implements COVID-19 preventive measures and Sanitization Drive at Cargo Terminal facilities

In its fight against Corona Virus, Delhi Airport has remained committed to the compliance of all the Social Distancing norms & guidelines, and have taken all necessary preventive measures, both on the passenger and cargo side. All the major compliance of COVID-19 preventive guidelines issued by the Government of India, are being adhered on utmost priority to ensure safety and protection of the stakeholders and employees, at the airport.



## Compliance of all the Social Distancing norms / guidelines at Cargo facilities

### Creating Awareness about COVID – 19

Following activities have been undertaken to create awareness about COVID 19 at the terminal.

- Awareness posters about COVID 19 have been displayed at prominent locations.
- Playing of COVID 19 awareness audio on warehouse PA system at regular interval.
- Playing of COVID 19 awareness videos on TV's installed in PTL lobbies.
- Do's and Dont's posters and social distancing guidelines placed at all the prominent locations in the Cargo terminals.

### Mandatory Temperature checks at Cargo Complex entry exit points



Thermal scanning at Cargo Complex & Cargo Terminals entry and exit points; Export & Import lobby and warehouse is followed mandatorily.



## Sanitization Measures:

- Hand sanitizer dispensers available at all the entry gates of lobby/ warehouse building of Exports & Imports.
- Social distancing measures at all the locations.
- Fumigation of the warehouse on regular intervals.
- Disinfecting the office area, stair case railing, chairs, tables, counters & most frequent touching points by cleaning with disinfecting solution.
- Exemption to employees to mark biometric attendance.



## Protective Steps

- Use of PPE's like Face masks & Gloves by all operations staff working at Cargo Terminals.
- Sanitizers bottles have been provided at the work places for frequent use by the employees/ working staff

Cargo Terminals of IGIA are operating 24x7 to ensure unhindered movement and processing of cargo shipments and Delhi Airport Corona warriors are working tirelessly to manage cargo operations at the airport in an efficient manner.



## Delhi Airport emerges as a Hub for export of fresh vegetables and fruits under 'KRISHI UDAN' initiative

**IGI Airport after facilitating massive movement of cargo consisting of essential medical supplies has emerged as another Hub for export of agri produce, supporting GoI initiative, "KRISHI UDAN".**

Amidst the reeling COVID-19 lock down, on 23rd April'20 Delhi Airport handled the first consignment of fresh vegetables with multi-modal connection carried by British Airways from Varanasi region-Delhi Airport-London route in close collaboration with APEDA (Agricultural and Processed Food Products Export Development Authority, GOI) and supported from MoCA.

Delhi Airport also successfully handled first ever Mango consignment from Varanasi to Dubai. The consignment moved from Varanasi to Lucknow by Road, on Air to Delhi from Lucknow airport and then to Dubai. on 30th May 2020. The consignment comprised of 3 metric tonnes of Mangoes.

Another consignment of 3 metric tonnes of mangoes, brought from orchards in Lucknow, was sent to Dubai by Air India Express flight on 4th June 2020.

It is a welcome and far reaching commitment of India's agriculture sector and Indian farmers generating opportunities and exporting their produce in international markets.

Delhi Airport has India's one of the largest on-Airport temperature controlled facility with over 1.5 lakh MT capacity to process the perishable products in the temperature range of  $-20^{\circ}\text{C}$  to  $+25^{\circ}\text{C}$ . Apart from having state-of-the-art cargo infrastructure, the airport also has the largest air connectivity to around 150 destinations across the globe, which complements and makes the Delhi Airport as a preferred hub for promoting "Krishi Udan", GoI initiative.





## Delhi Airport witnessed significant rise in Freighter movements since COVID19 Lockdown

With the announcement of nationwide lock down from 25th March'20 due to outbreak of COVID19, all the air passenger services are suspended, while the airfreight services are operational. As most of the air cargo at Delhi Airport is flown through belly of the passenger aircrafts, this has severely impacted the air cargo volumes.

In order to ensure that the demand for import and distribution of essential goods in the country is fulfilled, the air cargo freighters played a critical role in adding capacity to the air freight. With consistent engagement and support, Delhi Airport continued to serve and handle more and more number of cargo freighters since March'20. In the month of June'20 Delhi Airport handled around 1,890 number of cargo freighters movements (ATM's) – highest in any single month in the country.

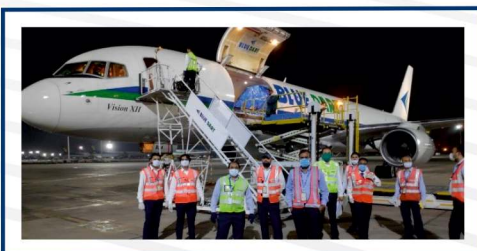


Major airlines which contributed significantly during COVID19 lockdown in carrying international cargo are Air India, Qatar Airways, Cathay Pacific, FedEx, Emirates, UPS, Turkish Airlines, etc. covering the destinations like USA, Germany, UAE, United Kingdom, Afghanistan, France, Japan, Hong Kong etc. While in domestic sector, Spicejet, Blue Dart, Airlines, Indigo, Air India Express and Government's Lifeline Udaan flights comprising IAF have increased their freighter movements. They largely covered the destinations like Mumbai, Bangalore, Vijayawada, Cochin, Hyderabad, including the far flung destinations like Dimapur in Nagaland and Imphal in Manipur, Meghalaya, Guwahati etc.



**IAF-Lifeline Udaan Team at Delhi Airport**

Non-schedule operators have also contributed considerably in enhancing the ATMs covering several destinations, such as Haneda (Japan Airlines), Guangzhou (China Southern Airlines), Bahrain (Gulf Airlines), Poland (Lot Polish Airlines), Ukraine (Ukraine Airlines), Tashkent (Uzbekistan Airways) etc.



Delhi Airport is committed towards growth of Air Cargo business in India and quite positive to have sustained growth of air traffic movement in coming times!



# Delhi Airport launches E-gate pass facility at Cargo Terminal

Delhi International Airport Limited (DIAL) launched India's first paperless and contactless QR based e-Gate Pass facility at the Cargo Terminals on 1st July 2020 in collaboration with Delhi Cargo Brokers Association (DCBA) and operators of both the cargo terminals (Celebi and DCSC). This initiative aims at minimizing human contact in this challenging COVID times.

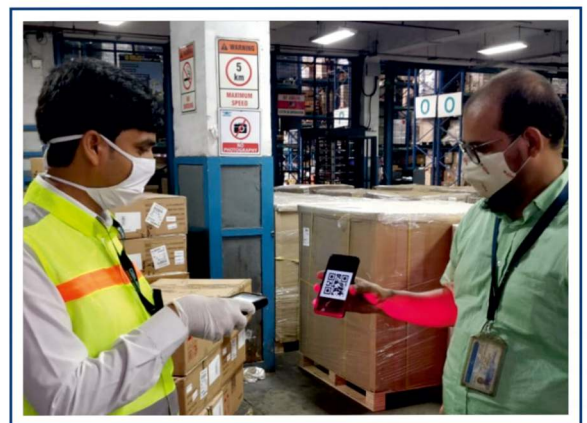
The e-Gate Pass facility for Import cargo delivery will not only help in ensuring social distancing by reducing over 250 human contacts everyday, but will also expedite the process time, and save around 2,50,000 paper documents per month. The move is highly appreciated by the Customs and other Stakeholders.

## The issuance of e-Gate Pass involves following steps:

- The airlines, consolidators or freight forwarders will now upload the scanned copy of Master Airway Bill/ House Airway Bill in the custodian system.
- The Bill of Entry (BoE) and Out of Charge (OoC) is being transmitted electronically by the Customs to the custodian system.
- With these details, the Custom broker agent will submit the request for issuance of E-gate pass for the delivery of goods and will generate the QR code at their office itself after due verification by the Cargo terminal operator, saving time and resources.

Earlier, the cargo clearing agents had to go through various documentation process and stand in queues at designated counters at the cargo terminal for issuance of gate pass.

DIAL has always remained at forefront in introduction and use of new technologies at its passenger and Cargo terminals at the airport. This new paperless and contactless E-gate pass facility is the need of hour in this pandemic situation, aimed towards minimizing human interface at the cargo terminals. This will not only bring more efficiency in the process but also reduce paperwork, strengthening DIAL's commitment in taking measures to save the environment. We would like to thank all the stakeholders for their collaboration, enthusiasm and making Delhi as the first airport in the country in introducing this facility.



President of Delhi Custom Brokers Association (DCBA), Mr Ramakrishna said the ***“digitalization is the need of the hour and the entire committee of the association in one of the meeting with DIAL conceptualized this idea, and now it has become a reality, when there was no pandemic is today's result when it is most needed. The collaborative efforts would go a long way”***.

Further, lauding the e-Gate Pass initiative, the Chief Commissioner of Customs Mr Upendra Gupta, said ***“the need of the hour is to reduce human contact and thus such efforts are good for the society at large. This would reduce the footfall at the gate pass counter and reduce the chances of spreading of infection. This step is in the right direction to realize the vision of GoI towards Digitization in all areas of operations.”***



# VOICE OF CUSTOMERS



*"I congratulate DIAL Management & its team for supporting Cargo Partner in this new venture of TP Cargo movement and making it a total success. M/s Cargo Partner Logistics has successfully moved the TP cargo from Bangladesh to Europe through IGIA's Transshipment Centre"* said Mr. Rajesh Mallah, Head (Airfreight India) of M/s Cargo Partner Logistics.



*"Delhi Airport is the first Airport in the country to facilitate the adoption of eAWB360, which is a community approach to successfully growing eAWB penetration in a region",* said Rodney D'Cruz, Assistant Director – Passenger & Cargo Services (India, Nepal & Bhutan), IATA



*"We are using DEL Airport for our movement of certain shipment for which we get good connectivity to Destinations Ex-Delhi and on competitive rates too. We have experienced good support from DEL Airport team during the movement of our Export Shipment. Looking forward for the same support for all our future movements Ex-Delhi",* as per Parin Shah of Dacher India, Ahmedabad.



*"The first landing of UPS's largest aircrafts, from our fleet of newly acquired Boeing 747 – 8, at IGIA today, is another contribution to UPS's goal to make the global marketplace more accessible for global customers"*



*"With the routing of our latest freighter aircrafts to Delhi, businesses in North India will gain faster access to markets in Europe and the United States. We can now offer extended pick up time, later commercial clearance and shorter time in transit to capitalize on growth opportunities in these markets. We are thankful to Delhi Airport for giving the flight and its crew such a warm welcome",* said Rachid Fergati, UPS Managing Director for the Indian subcontinent.

*"As an initial process for this new facilitation at DEL Airport, we are indeed amazed to experience the pro-activeness in services provided by Delhi Airport for this very first cargo routing of transshipment between Beijing (PEK) – Delhi (DEL) – Ukraine (IEV). After successful movement of this transshipment cargo from Delhi, our foreign business partners are excited & quite confident to increase the volume of transshipment via DEL Airport",* said Mr. Harish Bhardwaj, Business Head of M/s GAC Logistics, the freight forwarder for the above new cargo lane said,





# UPCOMING EVENTS



## • IATA 9th Digital Cargo Conference: 14–18 September'20

Five-day virtual conference will gather delegates from all over the world, from specialists to leading practitioners in the areas of digital cargo. To more details, visit –

<https://www.iata.org/en/events/e-cargo/>

## • MRO Asia Pacific: 22–24 September'20

Three-day virtual event will provide digital content and networking, and a marketplace where the airline, OEM and MRO supplier communities can discover and showcase new products and innovations, connect with and source new and existing business partners, and share knowledge and best practices. To more details, visit

<https://mroasia.aviationweek.com/en/home.html>

## • World Aviation Festivals 2020: 23–25 September'20

Three-day World Aviation Festival (virtual) on the Digitalization of the airline and airport business model, wherein over 6,000 attendees are expected to participate in the event, to be inspired by 600 World's leaders & speakers. To more details, visit –

<https://www.terrapinn.com/conference/aviation-festival/index.stm>

## • RAFCOLD INDIA 2020: 29–31 October'20

Three-day South Asia's largest Exhibition and Conference on Cold-Chain, Industrial Refrigeration & Reefer Transportation scheduled to be held at India Expo Mart (IEML), Greater Noida, U. P. for displaying commercial refrigeration products to address the needs of the cold chain industry. The event brings together the industry Leaders as well as the various Stakeholders from the cold-chain and reefer transportation businesses. To more details, visit –

<https://www.refcoldindia.com/>





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We value your  
**ideas**



**We welcome** your valuable  
suggestions & feedback which will help  
us serve better

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# Delhi Airport – India's Leading **AIR CARGO GATEWAY**

Handling over 1 Million MT of Cargo



**WORLD CLASS INFRASTRUCTURE | GLOBAL NETWORK | EFFICIENT SERVICES**

Largest Airport in India | 1.8 MnT Capacity annually | Scalable to 2.3 MnT

## KEY FEATURES



Authorised  
Economic Operator  
certified



E-AWB 360  
Compliant Processes



Largest Airline Network:  
65+ Airlines  
149+ Destinations globally



Dedicated Transshipment  
Excellence Centre: 6,500 sqm



Temperature Control Facility  
Capacity 150,000  
MnT annually



e-Truck Slot  
Management



Air Cargo  
Logistics Centre: 30,000 sqm



24/7 Customs  
Clearance



Road Feeder  
Services



3 Runways &  
12 Freighter Bays

## KEY COMMODITIES

**Pharma**

**Project Cargo**

**Engineering Goods**

**Electronics**

**Readymade Garments**

**Textiles**

**Fruits & Vegetables**

**Meat**

**Gems & Jewellery**