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DELHI INDIRA GANDHI INTERNATIONAL AIRPORT | GMR

HIGHLIGHTS

Air Cargo Transshipment & its Nuances

FOCUS
North East calling Exporters to connect East with West

14TH EDITION : AUGUST 2018

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From Chief Commercial Officer's Desk

Dear Readers ,

Greetings from DIAL!

With unfolding of 14th edition of DIAL Cargo E-zine, you will get the glimpse of key developments at IGIA Cargo and industry highlights.

May 2018 created yet another growth story at Delhi Cargo Airport by recording highest ever cargo handling tonnage of 87,080 MT in a single month, while the total cargo handled at IGI Airport recorded at 9,63,000 MT in FY 2017-18. Apart from overall consistent growth of 12.3%, the Pharma growth remained upward this year too @30% and Perishable growth @10%.

In its endeavor to enhance cargo infrastructure & facilities, IGIA has recently created a new on-Airport Warehousing facility – Air Cargo Logistics Centre-2 [ACLC-2].   This will add 2.0 lacs sq.ft. warehousing space, to be utilized as a non-bonded warehouse by Freight Forwarders, E-commerce and other Logistics players for consolidation, value add and other logistics services.

As also, looking at the promising growth of Air Cargo industry in India, especially with the evolution of E-commerce industry, which has nerved the consumers' choice for faster delivery of products and services, the role of air cargo transshipment has become crucial.   We have covered a chapter on "Nuances of Air Cargo Transshipment" and details about initiatives undertaken by DIAL. TEC (Transshipment Excellence Centre) facility created by DIAL will ensure smooth and fast re-connect of air cargo routed through IGI Airport.

North Eastern States of India have always been endowed with huge untapped natural resources and are acknowledged as the eastern gateway of India. DEL Cargo has been actively working on channelizing the new route with support from all the stakeholders and regulatory bodies to connect 'East' with 'West' by airfreighting north eastern produce into the global market, for the sake of regions' prosperity and India's economic development. This topic also gets a special coverage in the E-zine.

By partnering the 'Digital India' movement, in April'18 DEL Cargo launched 'ACMES' (Air Cargo Message Exchange System) - an e-Freight initiative for acceptance of advance shipment information. This is single window platform, to facilitate acceptance of shipping information for seamless flow of information amongst all the air cargo stakeholders; bringing efficiency in air cargo supply chain.The feedback from Customs & Trade Bodies has been excellent on this.

Apart from these, you will find many more interesting articles and highlights in this issue of E-zine and we hope, you will enjoy reading it.

Best regards,

Sanjiv Edward
Chief Commercial Officer
Delhi International Airport Limited

North East calling Exporters to connect 'East with West'

Northeast of India has always been endowed with huge untapped natural resources and is acknowledged as the Eastern Gateway.

India's North Eastern Regions (NER) have immense natural resources, which is potentially measures 8% of country's geographical area, 34% of the country's water resources and almost 40% of India's hydropower potential.

The NER is strategically located with access to the traditional domestic market of eastern India, along with proximity to the major states in the east and adjacent countries such as Bangladesh and Myanmar. NER mainly comprises eight states – Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura. The region is also a vantage entry point for the Southeast Asian markets. This resource-rich region, with its vast expanse of fertile farmland and huge untapped human capital, has the potential to become India's new growth engine for economic development. But, irony is, NER is always categorized as one of the backward regions of India, characterized by low per - capita income, lack of private investment, low capital formation, inadequate infrastructure facilities, geographical isolation, untapped human capital utilization and inadequate utilization of its mineral resources, hydropower potential, and biodiversity. Isolation of NER has even been recognized by United Nations.

The present government's emphasis to thread North East with economic development of the country, has given a new ray of hope amongst business community and air cargo industry to get NER connected with World's market.

NER Development Objective
NER has all the potential to actively contribute to the betterment of farm incomes, reduce poverty and speed-up the overall economic growth of the region. However, due to multitude of challenges at several levels, the actual potential of the region is not getting harnessed and the region has not grown at par with the rest of the regions in India.

At present Airlines are flying from NER only on 60% capacity.

The balance 40% can be utilized by airfreighting surplus air cargo commodities from NER to domestic as well as international market.

IGI Airport is poised be a Gateway or Trans-shipment Hub for airfreighting NER produce to domestic as well as international market because of its strategic location, regional connectivity and multi-faceted connectivity with rest of the world.

NER Opportunities
Northeast of India has always been endowed with huge untapped natural resources and is acknowledged as the eastern gateway, because of the following –
• A low density of population – mere 4% of India's 1.30 billion population reside on India's 8% geographical area.

• NER strategic location, which is surrounded by four countries – Bangladesh, Myanmar, China & Bhutan, which prompts for new business opportunities
• Agri - Horticulture: Availability of fertile natural land and resources for setting up export oriented agro farm. Accordingly UNDP's report, Northeast produce India's 65% Bamboo and 20% of world's total bamboo production. .
• The study reveals that fruits production in the Northeast is 23.35 lakh MT, however, the total domestic consumption is only 5.1%. Balance produce is sold at nearby market at throw away prices due to lack of export connect. Mizoram accounts for 12% of the fruits produced in NER. The regions produce excellent quality of turmeric, ginger, chilly, orange, pineapple, passiona fruit, mushroom, bamboo shoot, areca nut etc., which have a huge export potential

The NER produces huge marketable surplus in number of perishable commodities –

THE FERTILE REGION
Top 10 commodities with marketable surplus FERTILE REGION

Product	Production in NER (`000 tonnes)	Consumption(%)	Marketable Surplus(%)
Rice	6755	94.6	5.4
Banana	1208	20.2	79.8
Potato	1113	82.4	17.6
Cabbage	912	25.8	74.2
Pineapple	777	5.0	95.0
Orange	590	14.7	85.3
Tomato	517	32.3	67.7
Jackfruit	493	16.7	83.3
Cauliflower	479	30.7	69.3
Brinjal	398	79.0	21.0

[Data Source: Economic Times]

·**Hydro Power:** NER has an identified potential for hydro power to the tune of 63,247 MW out of which only a small percent has been utilized till recently -

NER States	Identified potential	Hydro power utilized
Meghalaya	2,384 MW	13.45%
Arunachal Pradesh	50,328 MW	9.77%
Sikkim	63,247MW	60.85%
Others	6,249MW	9.4%

• **Proposed Road & Rail Network:** Government of India has proposed to invest Rs1.45 lakh crore in next 2-3 years on the development of road networks in NER. Four National Highway Road upgradation projects already initiated – Aizwal~Tuipang (Rs.6,000 crores) in Mizoram; Tura~Dalu (Rs.360 crores) and Dalu~Dudani (Rs.1,100 crores) in Meghalaya; and Imphar~Moreh in Manipur. The two Asian Highway projects in North Bengal are nearing completion. These will establish connectivity among Bangladesh, Nepal and Bhutan through Indian Territory. "Both the projects will be completed next year..

Apart from above, a number of connectivity schemes are underway, like –

✦ East-West Corridor connecting Silchar and Suratu

✦ Myanmar-Thailand Trilateral Highway

✦ Mekong-India Economic Corridor

✦ Moreh-New Delhi-Hanoi Rail link

✦ Kaladam Transport Corridor connecting NE with Sitwee port in Myanmar

• **Incentives for industrialization:** The industrial desert NER have been given several incentives like 90% Transport subsidy, Income Tax exemption for five years, Capital Investment Subsidy of 15% etc. by Ministry of Commerce & Industry under the North Eastern Industrial and Investment Policy

• **Export promotion:** Central Government has initiated the formation of various councils and forums for export promotion in the region, like Northeast Cell, Department of Development of the North

Eastern Region (DoNER) etc. to enhance the growth of NER trade.

Last year, Delhi International Airport created a new air cargo lane for facilitating perishable produce from NER to global market, such as Middle-East & Europe in partnership with APEDA (Agriculture and Processed Food Products Export Development Authority) and with support from DoNER (Development of North Eastern Region), NERAMAC (North Eastern Regional Agricultural Marketing Corporation), NEC (North Eastern Council) & Government of Tripura. The demand for NER perishable produces is increasing continuously in western countries. Now, it is high time for India's exporters to harness the ample untapped agro export opportunities available in NER and contribute significantly for the industry as well as economic development of the country.

⭐ DIAL Cargo recorded Highest Monthly Air Cargo Tonnage Handling ⭐

Delhi Cargo Airport recorded highest ever monthly Cargo handling @ 87,080 MT in May'18, highest amongst any airport in India. This has not only created a new milestone in the history of IGIA's Cargo Operation, but also outshined earlier record of 84,900 MT handled in September'17.

This remarkable achievement could not have been possible without candid support and engagement of all our stakeholders & trade partners.

DEL Cargo has been continuously implementing new initiatives to further enhance overall performance of Air Cargo Supply Chain and increase the air cargo throughput. Some of the recent initiatives taken up in 2018, like TEC (Transshipment Excellence Centre), Online Truck Booking App, Air Cargo Message Exchange System (ACMES) - an e-Freight initiative for acceptance of advance shipment information, have

received tremendous support & cooperation from all the stakeholders.

DIAL has also enhanced the Cargo infrastructure facilities at IGI Airport with the creation of Airport Cargo Logistics Centre-1 [ACLC-1] in 2015 and expansion of Domestic Cargo Terminals in 2017. The new Air Cargo Logistics Centre [ACLC-2] consisting of around two lacs sq.ft. of on-Airport warehousing facility is also planned to be made operational in June 2018.

Delhi Airport extend sincere thanks to all the stakeholders and trade partners for the above milestone that will help IGI Airport to become the most preferred Cargo Hub Airport of the region and to the world.

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Delhi Cargo Terminal received "Best Cold Chain Cargo Terminal of the Year"

In pursuit of continued excellence, Celebi Delhi Cargo Terminal has been awarded the "Best Cold Chain Cargo Terminal of the Year" by FSC (Future Supply Chain) who evaluated all the air cargo terminals in the country based on various parameters including infrastructure, quality, certifications, trained staff, existing/ future products, etc. and recognised our terminal as the best in the country for the category.

The award was presented in "4th Cold Chain Industry Awards" constituted by Future Supply Chain and jointly conceptualised and managed by Kamikaze B2B Media. These Awards are a part of the 7th Cold Chain Strategy Summit held on 20th June 2018 in Mumbai. The event was attended by various stakeholders of the trade including airport operators, cargo terminal operators,

shippers, freight forwarders, logistic software providers, transport operators etc.

We would like to extend our sincere thanks and gratitude to all the stakeholders and trade for their continued support to achieve this feat.

Best Air Cargo Terminal Operator Award

In yet another jubilant moment, DIAL's Celebi Cargo Terminal has been awarded with the **"Best Air Cargo Terminal Operator" Award** for the year 2017 in India's North-Eastern Sectors during India Cargo Awards Ceremony held at Hotel Lalit, New Delhi on 20th December 2017.

The awards were presented to winners in various categories on the basis of on-line voting process that was conducted and facilitated by DD Publications, which is a leading publication house of Travel and Cargo Industry in India.

It is also opportune to extend our sincere thanks to all our trade partners and associates for their unrelenting

support, and a special thanks to those who participated in this mega on-line voting processes recognizing DIAL's Cargo Terminal's operational excellence.

ACLC-2: An added tread on-Airport Warehousing Facility

As one of the strategic objective of IGI Airport to become a Cargo Hub Airport of the region, DIAL has plans to develop Cargo City at the Airport to improve the overall efficiency of the air cargo supply chain. Cargo City is an area demarcated for activities pertaining to transport, logistics and distribution of goods - both for national and international transit. Cargo City consists of a cluster of facilities such as warehouses, break-bulk centers, storage areas, offices and parking facilities. Several logistics players – both big and small – cohabit the area, which allows a scope for synergies and makes way for cooperation.

As an initial step in the direction of developing such facilities at the Airport, DIAL commissioned first of its kind Air Cargo Logistics Centre -1 (ACLC 1) with warehouse area of 10,000 sqm in year 2015 within the IGI Airport.

Looking at successful operation of ACLC-1 improving DEL Cargo supply chain significantly, a second and much larger logistics facility namely ACLC-2 has been created, which is located just opposite Cargo Terminals with close proximity to Aerocity & National Highway-8. ACLC-2 facility is already operational now.

The ACLC-2 facility with following salient features, will be used as a non-bonded warehouse by Freight Forwarders, E-commerce and other Logistics players for consolidation, value add and other logistics services.

- 18,000 sq. mtr Warehouse area with clear height of 8 mtr at the eaves.
- PEB Structure with insulated roofing system.
- Truck Docking on both the sides of the Warehouse. Cross docking operations possible.
- Possibility to build office units within the Warehouse at Mezzanine level.
- Ventilation and Fire Detection/ Protection System as per latest standards.
- Car & two Wheeler parking space within the facility.
- Separate Administration and Office Block.
- Common Amenities like Canteen, Toilets, Service/ Maintenance room etc.
- Access Control system with 24x7 Security Surveillance and CCTV coverage.
- Provision of uninterrupted power and water supply.

Freight Forwarders are the key drivers for growth of Cargo business at the airports. DIAL's Air Cargo Logistics Centre facilities help the community to consolidate and integrate Cargo supply chain activities thereby improving efficiencies and render positive consequence on trade and economy.

Delhi International Airport Limited – India's first AEO Certified Airport

In January 2018 Delhi International Airport declared as country's first "Authorized Economic Operator Certified Airport" by Central Board of Excise and Customs', Ministry of Finance, Government of India.

Authorized Economic Operator (AEO) Programme is an initiative rolled out by the 'World Customs Organization' to enhance the international trade, strengthen global supply chain, safe framework of standards, facilitate legitimate global trade and improve international border security in order to provide the highest level of Air Cargo Security through close co-operation with the principle stakeholders of the international supply chain, such as Manufacturers, Exporters, Importers, Airlines, Custodians, Consolidators and Custom House Agents. Presently 150 member countries are partner of AEO certified supply chain.

Apart from getting recognized as secure and reliable trade partner, AEO Certified Airport owns the advantage of faster Customs clearance, reduced transaction costs, transparency in operations and simplified Customs procedure for those Business entities who offer a high degree of security guarantee in respect of their role in the air cargo supply chain.

DIAL extend sincere thanks to the Stakeholders and Trade partners for their continued support and co-operation in achieving this remarkable recognition. We also urge our Cargo Trade partners i.e. Manufactures, Exporters, Importers, Airlines, Custodians, Consolidators and Custom House Agents to get their companies 'AEO certified' through Customs, Government of India and attain the benefit of Delhi International Airport's 'AEO status' thereby achieving higher level of efficiency in the processing and customs clearances of their international cargo from Delhi Airport.

Indeed, it is also an opportune time to extend sincere thanks and gratitude to Customs, Government of India, for their candid support in accomplishing this magnificent achievement of 'AEO Certification' to Delhi International Airport.

DIAL launched Air Cargo Message Exchange System (ACMES)

On 1st April 2018, Delhi International Airport launched *Air Cargo Message Exchange System "ACMES"* - an e-Freight initiative for acceptance of advance shipment information. ACMES is a digital, single window platform, which facilitates seamless information flow between all stakeholders of Air Cargo community. The platform allows Freight Forwarders and Customs Brokers to automate and digitize shipment data thus enhancing efficiency, consistency and transparency in doing business, moving towards complete paperless processing.

ACMES has digitized standard industry work flows and integrated rule engines to ensure adherence to regulations and norms. Build on cutting edge Cloud technology, ACMES can be accessed from anywhere, at any time, on any device including PC, Tablets and Mobiles. It supports industry standards like IATA CARIMP/XML, ICEGATE, Cargo IQ Standard Activity etc.

On ACMES platform, one can do complete process management of Shipping Bill/BoE, eAWB, eCSD, eDO and IATA Messaging (FSU) through a single interface thus enhancing productivity and reducing costs. It helps in managing all the processes using a single interface; harmonizing data for proper use and effective processing of business processes and communication.

"ACMES which is one step shop for all the requirements for cargo from receipt of the goods till they are uplifted/delivered", said C.K. Govil, CMD, M/s ACTIVAIR.

This will minimize the reliance on manpower, reduce paper work and bring higher degree of control through end to end tracking. The platform also offers real time status update of cargo with single interface status check and provides single window standardized information & documentation.

Further, it has feature like, centrally controlled data management (CHA/Forwarder, carrier, transporter, CTO, Customs – all linked at one platform), timely alerts/notifications for all activities, receipt of electronic documents to track the booked cargo at multiple stages and retrieval of comprehensive MIS on 360 degree visibility.

IATA (International Air Transport Association) had declared DEL Airport as the first airport in India to be 100% e-freight compliant 05 years ago and DIAL is in the forefront to continuously upgrade its Cargo IT processes integrating the cargo supply chain to avoid data duplications and become paperless with the support & co-operation of all the trade partners. DIAL could seamlessly introduce this new platform "ACMES" while maintaining business continuity as normal.

DIAL is confident that this system will help all the trade partners to bring more efficiency in the air cargo processes and also achieve the vision of a truly digital India.

Excellence Terminal Operator Award to DIAL Cargo Terminal Operator

Delhi International Airport (DIAL)'s Cargo Terminal Operator, Celebi Delhi Cargo Terminal Management India Pvt. Ltd., have been awarded with an *"Excellent Air Cargo Terminal Operator"* award in the category of SCALE (Supply Chain and Logistics Excellence) *by CII (Confederation of Indian Industry)* on 24th November, 2017 in Novotel Hyderabad Convention Center, Hyderabad

The prestigious Accolade was conferred by the Hon'ble Jury comprising country's renowned industrial bodies & business houses with knowledge partner support of Ernst & Young. The recognition was finalized through a comprehensive evaluation process of credentials which include infrastructure, services, value added solutions and operational efficiencies among the participants from multiple industrial verticals of our country, including logistics & supply chain, automotive, engineering, pharmaceutical, IT, freight forwarding, and express business.

It is time to extend our earnest gratitude to trade partners and associates for their continued unstinted support to achieve this feat of Excellence.

DIAL Celebi Cargo Terminal conferred with 'Best Air Cargo Service Provider Award'

DIAL Celebi Cargo Terminal was crowned with "Best Air Cargo Service Provider Award" during the 'WINGS INDIA 2018 'held at Hotel Taj Krishna, Hyderabad on 08th March 2018 for Excellence in the Aviation Sector. WINGS INDIA is one of the prestigious event being organized by Ministry of Civil Aviation (MoCA), Airport Authority of India (AAI) and Federation of Indian Chamber of Commerce & Industry (FICCI).

DIAL Celebi Cargo Terminal was adjudged for its excellence by WINGS INDIA amongst several participants from Aviation Industry based on thorough evaluation of their credentials, which includes infrastructure, services provided, value added solutions and operational efficiencies. The evaluation was done by eminent grand Jury from Civil Aviation Sector.

Indeed, it is time to extend our sincere thanks to all the associates, Trade Partners and Stakeholders for their continued support and effort in making DIAL Celebi Cargo Terminal as 'Best Air Cargo Service Provider' in India.

Cargo Ground Handler of the Year Award

at Air Cargo India 2018, organized by the STAT Trade Times in Mumbai on 22nd February, 2018, for Excellence in Air Cargo, declaring as 'Winner' amongst the various air cargo ground handling players/stakeholders. Air Cargo Forum is a unique platform to showcase and interact with several key cargo players alongwith global participants.

The selection criteria were based on a transparent voting mechanism wherein several organizations including all our stakeholders participated in the voting for their preferred contender amongst Global Cargo Ground Handlers.

It is a remarkable moment to extend earnest thanks to all the associates & stakeholders for their inexorable support and preference for Delhi Airport, especially those, who voted in achieving this wonderful grandeur for DIAL Cargo Terminal Operators.

DIAL's Celebi Cargo Terminal has been conferred with "Cargo Ground Handler of the Year Award - India Region", and DIAL's second Cargo Terminal Operator, M/s Delhi Cargo Service Centre received "Cargo Ground Handler of the Year as Highly Acclaimed – India Region"

INDUSTRY NEWS

IATA launched e-DGD (Dangerous Goods Declaration) Supply Chain

IATA (The International Air Transport Association) has taken a significant step in digitalization of dangerous goods supply chain by launching 'e-DGD' (Dangerous Goods Declaration) portal. This new initiative of IATA will enhance safety & improve efficiency in airfreighting of dangerous goods. This also supports the air cargo industry's aim to have fully digitized supply chain.

"e-DGD" enables consignment data to be received directly from shippers to airlines. The OCR (Optical Character Recognition) technology transforms a paper DGD into electronic data. Then, data is processed and verified automatically using the XML data version of the DGR. It also facilitates a ground handlers or airlines to take decision to accept or reject a shipment during the physical inspection stage, by providing a pictorial representation of the package.

The DGR lists over 3,000 entries for dangerous goods. Each one must comply with the DGR when shipped. The paper DGR consists of 1,100 pages. Manually checking each shipper's declaration is a complex affair and very time consuming. Hence, under this circumstance, e-DGD is proved to be a trouble shooter, having clearly defined data governance, improved transparency and reduced error & delays.

[Source : Asia Cargo News]

TIACA launched Cargo Service Quality Tool

The International Air Cargo Association (TIACA) launched the pilot project for its online Cargo Service Quality CSQ) Tool. Delhi International Airport's Chief Commercial Officer, Sanjiv Edward is leading this CSQ initiative. According to Sanjiv, this initiative encourages collaboration between all the stakeholders and integrates the quality of service delivery throughout the entire global air cargo chain. It will be very useful in understanding the requirements, expectations and areas of improvements identified by customers through this assessment tool. Sanjeev said, *"It will also provide an excellent opportunity for cargo terminals to demonstrate to their customers the level of cargo service quality they deliver."*

TIACA vice chairman, Steven Polmans, who is also head of cargo and logistics at Brussels Airport Company says: *"The CSQ tool will benefit the worldwide air cargo community by improving visibility and facilitating global standards, and TIACA is pleased to be at the forefront of such an exciting development."*

"The Cargo Service Quality initiative is a logical step for an association like TIACA, that integrates all the players of the air cargo supply chain," said Vladimir Zubkov, Secretary General, TIACA.

The initiative aims to provide airports and cargo terminals with the insight to their service quality as perceived by the customers end and identify areas that need improvement. The tool allows forwarders to rate and review service quality they receive at participating hubs, based on factors including processes, technology, facilities, regulators and general airport infrastructure. The tool incorporates a four-step process: benchmarking, assessment, improvement, and excellence – as a way of raising cargo service standards.

At the outset, following 15 Cargo Terminals to try the scheme -
- ✦ SATS Airport Services Pte Ltd (SATS), Singapore
- ✦ Asia Airfreight Terminal (AAT), Hong Kong
- ✦ PT Jas Angkasa Semesta (PT JAS), Indonesia
- ✦ Beijing Aviation Ground Services CO Ltd (BGS), China
- ✦ Hyderabad Menzies Air Cargo Pvt. Ltd., Hyderabad, India
- ✦ Delhi Cargo Service Centre, Delhi, India
- ✦ Air Cargo Centre, Cochin International Airport, Cochin, India
- ✦ Menzies Aviation Bobba (B'lore) Pvt Ltd, Bangalore, India
- ✦ Air India SATS Airport Services Pvt. Ltd (AI SATS), Bangalore, India
- ✦ Chennai International Airport, Chennai, India
- ✦ Netaji Subhash Chandra Bose International Airport Cargo Terminal, Kolkata, India
- ✦ Coimbatore International Airport Cargo Terminal, Coimbatore, India
- ✦ Madurai International Airport Cargo Terminal, Madurai, India
- ✦ GSEC Ahmedabad Cargo Terminal, Ahmedabad, India

Participating Cargo Airports will also be able to access global performance data and establish relevant benchmark parameters. The commercial launch of the tool is scheduled in August 2018.

Air Cargo Transshipment & its Nuances

"DEL Cargo is most promising Air Cargo Hub in India due to its expanded Transhipment Infrastructure and unmatched facilities."

The growth of Air Cargo industry in India has been promising, especially with the evolution of E-commerce industry, which has nerved the consumers' choice for faster delivery of products and services.   The World's air cargo business is of around US$59.2 billion per annum, which is expected to grow upto US$ 130 billion annually by the year 2025.

Untapped Air Cargo Potential in India

Hong Kong with a GDP of $230 billion handles an air cargo traffic of 4.2 million tonnes. The United Arab Emirates (UAE) with a GDP of $252 billion sees total air freight movements of 3.10 million tonnes at airports. Whereas, India, with a GDP of about $1.67 trillion, handles just 3.0 million tonnes air cargo. Our country's tonne-per-billion GDP works out to about 516, as compared to 12,883 and 16,951 of Hong Kong and UAE respectively. The volume of air cargo is just over 1.5 per cent of the country's total trade, but even then it constitutes 29 per cent of the trade value.

What is Transshipment?

Transshipment is to change the means of transport during the journey. It means, the shipping of goods or containers to an intermediate destination, before shipping them further to its final destination. Transhipment could be from one carrier to another by mode of Air, Sea, Road, either of two, or of all.

Most of the international transshipments take place in designated 'customs areas, thus, avoiding the need for customs' checks or duties, which always remain a major hindrance for efficient transportation of air cargo.

Why is Transshipment done?

Some of the reasons for transhipment are as follows:-
1. To change the means of transport (e.g., from road transport to air transport) known as Trans loading;
2. To combine small shipments into a large shipment (i.e. consolidation), and to divide the large shipment (i.e. deconsolidation).
3. When it is impossible for a single carrier to move goods from the origin to the final destination due to vast distance or lack of direct connectivity between the two stations.

Transshipment Hub @ Airports

In developed countries, most of the transshipments are done at Transshipment Hubs. However, India is just at the verge of unveiling the concept of Transshipment Hub at Airports and for   creation of Transshipment Hub at airports, following aspects need to be looked upon –

* Strategic geographical location of the airport.
   Regular international connectivity with vast network of airlines
* Integrated cargo handling operations at the airport.
   Adequate infrastructure for handling Transshipment (TP) cargo at airside areas
* Seamless and efficient process flow for TP cargo handling, duly integrated with Cargo Terminal operations.
* Simplified processes for Customs and Security clearances of TP cargo.

"DEL Cargo" – Dawn of Air Cargo Transshipment Hub in India

It is well established fact that transshipment plays a vital role in the growth of air cargo business at any airport in the world and contribute considerably in country's economic development. Our country is lagging behind even from our neighbors as far as air cargo transshipment business is concerned. Out of the total air cargo handling business at Hong Kong Airport, more than 80% cargo is handled through its Transshipment facility; similar is the case in Singapore, which is around 52% & Dubai Airport

does nearly 80% as TP cargo. However, when we shift our eyes to Indian airports, it is even less than 11%.

In pursuant with the Ministry of Civil Aviation (MoCA) recommendations to create Delhi & Chennai as pilot Air Cargo Hubs, Delhi International Airport (DIAL) has created an integrated Transshipment Excellence Centre (TEC) comprising T1, T2, T3 terminals and Cargo terminals of IGI Airport.

DEL Cargo has emerged as India's first Air Cargo Transshipment Hub. World's air cargo community has recognized DEL Cargo as most promising Air Cargo Hub in India due to its expanded Transhipment Infrastructure and unmatched facilities offered, such as:

- Its strategic geographical locations
- World's No. 1 Airport on Airport service quality parameters
- 65 International destinations, served by around 52 Air carriers, connecting 130+ destinations
- 16 Freighters Airlines, serving more than 20 destinations
- 02 Integrated Cargo Terminals
- On-the-airport Cargo Logistics & Warehousing facility with an area of over 3.5 lakh sq.ft
- 1.5 million MT Cargo handling capacity scaling upto 2.5 million MT
- 24x7 hrs. Customs Operation
- India's first IATA e-Freight compliant Airport.

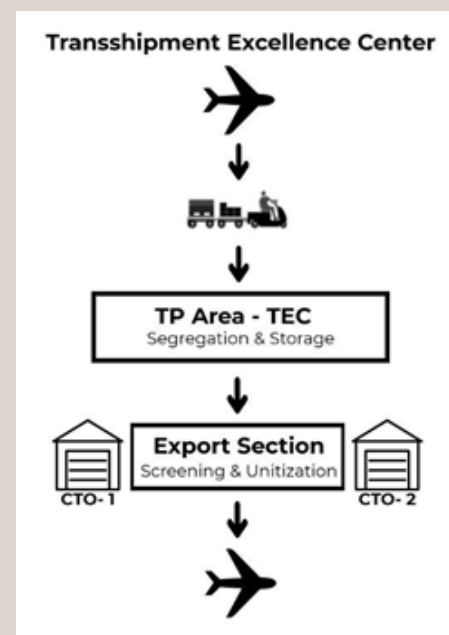## DEL Cargo's Transshipment Excellence Centre [TEC]

The Transshipment Excellence Centre (TEC) is spread over an area of 7500 sq.mtrs. It has elaborate infrastructure set-up and all the required operational apparatuses with round the clock dedicated manpower for 24x7 hrs. operations.

This set-up will ensure smooth and fast re-connect of air cargo routed through IGIA Airport for all Sectors, such as Domestic to Domestic; International to Domestic;, Domestic to International & International to International in a most efficient manner through secure channel within the security hold area of IGI Airport with the support of all stakeholders. DIAL is also liaisoning with Customs department and Security authorities to bring further efficiency in the TP process.

All the TEC's facilities are being managed through a common operator on behalf of the Cargo Terminal operators to seamless carry out the TP activities in an integrated manner.

- 1.5 million MT Cargo handling capacity scaling upto 2.5 million MT
- 24x7 hrs. Customs Operation
- India's first IATA e-Freight compliant Airport

The TEC facilities at IGI Airport have been made operational since March'18. This will not only provide a new momentum to the efficient movement of TP air cargo through secure channel, but it will also contribute significantly in promoting IGI Airport as Air Cargo Hub of the region and an Air Cargo Gateway to the World.

Role of Cold Chain Perishable Cargo Handling

Sunil Kohli, Managing Director, Rahat Cargo (P) Ltd.

Transportation of perishable products such as fruits, vegetables & pharmaceuticals by air warrants an extreme caution and care right from the stage one i.e. its preparation of packaging. Proper packaging is essential to ensure perishables survive the hand-offs as temperature variability involved during import and export supply chains. Packing strategies might include specialized boxes and packing materials, and use of gel

packs, thermal blankets, dry ice, and other materials, wherever necessary. Some goods need to be pre-cooled for transport to withstand flying conditions and extend their shelf life. Perishables should be packed carefully to endure at least 72 hours of transit time. Therefore, proper steps need to be taken depending on the contents as required.

The second important leg is to ensure temperature control for the movement of goods that are sensitive to temperature or humidity and needs to be observed even before the goods are prepared for the road transportation upto the airport.

After observance of the pre-despatch formalities at the packhouse, the shipment should necessarily be transported to the airport in cooled vehicle with a view to defend the temperature maintainability which is vital to protect the contents' quality. In fact, cold chain is a technology since it relies on physical means to ensure that appropriate temperature conditions along the supply chain.

The airports of departure need to be essentially equipped with the state-of-the-art cooling centres to store the goods at the required temperatures where these have to be unloaded before their uplift on the flight. The custodian/airlines subsequently need to supervise loading of the boxes into the respective pallets or containers to ensure that no mishandling occurs in the process and these loaded units get ready for their carriage to the aircraft bay for final uplift. It is also necessary to have the carrier well briefed in advance regarding the required temperature for the perishables which can advise the flight captain accordingly.

As far as possible the shipments should be stored for a minimal period and must be forwarded on the first available flight and preferably to the destination without involving a transfer point, subject to the flight availability.

On arrival of the perishables at the destination airport, it's necessary that these are picked up in the shortest possible time as the longer perishable products take to be delivered, the more likely the quality will decrease. Priority also needs to be accorded by the handlers at the destination to facilitate prompt delivery of the consignments. Since any delayed process can deteriorate the quality of the product, thus rendering it unfit for human consumption.

It is necessary to develop an internal documentation system as well as multi-party communication standards and protocols to transfer or create a central repository or hub to track information across the supply chain. These systems would monitor equipment status, product temperature history, and custody chain, etc. This will help monitor the efficiency of entire supply chain and ensure that the product is safe and effective when reaching its intended consumer.

> " Cold Chain is a technology which relies on physical means to ensure the appropriate temperature conditions along the supply chain."

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7 Technology Trends that all Airports should focus

Munish Davessar, Head
Business Development, DIAL Cargo

During the course of the next couple of months, Airports across the world will be tasked with the challenge of identifying the new and emerging technologies that can enhance business efficiency and improve customer experiences. It is vital time to explore the latest technologies that will play a crucial role in reshaping the air transport industry in 2018.

• **Artificial intelligence**

Almost every industry will experience the impact of artificial intelligence (AI) over the course of the next 12 months, and air transport will be no exception. Perhaps the most obvious example to date of AI in action in this industry is chatbots; automated digital tools that can converse with customers and answer their questions in a real-time, human-like manner. Voice-based AI tools (such as the Amazon Echo device) also continue to gain traction.

AI, coupled with machine learning and predictive analytics, has far more potential, though. From personalised online interactions and marketing intelligence to revenue management and ticket pricing, a multitude of areas will be affected by AI. In fact, the most forward-thinking airlines are already investing in the technology.

• **Robotics**

Emerging hand-in-hand with the rise of artificial intelligence is robotics. Robotics has already been implemented for tasks such as baggage handling (at Amsterdam Airport Schiphol) and car parking (at Düsseldorf Airport), but last year it emerged as a useful customer-facing technology in airport terminals.

Recently, Glasgow Airport had introduced its own robot customer service agents. In Tokyo, Haneda Airport has announced the launch of the "Robot Experiment Project," which will allow various businesses and research organisations to test robotics technology in the airport environment. A total of 17 robots have already been chosen to participate in trials across three categories: cleaning, transportation and information.

Elsewhere in the air transport industry, major players such as Emirates, JetBlue and Changi Airport have namechecked robotics as a technology of interest as part of wider technology investments.

> **"Internet of Things (IoT) has been on the radar of airlines & airports for sometime, but the actual creation of fully connected ecosystem - both on the ground & in-flight is an ongoing task."**

- **Blockchain**

Blockchain technology is most closely associated with the virtual currency Bitcoin, but its potential extends much further. Blockchain, essentially a secure digital ledger of transactions and agreements, is attractive in a large part because it offers "privacy by design", so data is secure, encrypted, tamper-proof and unusable for any other purpose. Once information has been entered into the blockchain, it cannot be changed and it eliminates the need for a single authority to own, process or store the data.Blockchain could provide the basis of the aforementionedbiometric-enabled single passenger tokens, as well as digital passports. The technology is also seen as a possible panacea to the industry's data silo problems, which often prevent effective data sharing.

It is still relatively early days for blockchain technology, but the possibilities it presents will surely encourage the air transport industry to explore it further in 2018.

Wearable technology

The first generation Google Glass may not have lived up to expectations, but Microsoft's HoloLens has been well received, including by some pioneering air transport.

Using HoloLens, the mechanics can be trained as if they are working on an actual engine, even placing their hands on virtual engines and parts. Highlighting other potential use cases, Microsoft has also previously demonstrated how HoloLens can be used when designing new airport terminals, providing designers with immersive images of new terminals before construction work even begins.

In the wider travel sector, Carnival Corporation is pursuing wearable technology of a different kind with its "Ocean Medallion" technology. Medallion is a small wearable device designed to provide a personalized and seamless experience on board the Regal Princess cruise ship. Ahead of their trip, travelers can provide Carnival with details of their preferences and once on board they simply have to place the coin-sized device in their pocket or attach it to a necklace, bracelet or keychain. By interacting with 7,000 sensors located around the ship, the,Medallion enables doors to be unlocked without touching them, personalized offers and recommendations to be displayed on nearby digital screens, food and drinks to be paid for without using cash or a credit card, and friends and family members who are also carrying a device to be easily located. The Carnival Ocean technology has been partly inspired by Disney's "MagicBand". It will be interesting to see if airlines and airports are now inspired to follow suit as they continue their attempts to personalize the air travel experience.

Virtual reality and augmented reality

Emirates' augmented reality amenity kits allow passengers to unlock digital entertainment on their mobile devices via a dedicated app. Qantas launched new virtual reality app to provide travelers with immersive videos of Australian destinations.

San Jose International Airport partnered with the Google

Tango team to trial augmented reality technology for way-finding, airport retail promotions and even AR billboards displaying destination information.

Internet of Things (IoT)

The Internet of Things (IoT) has been on the radar of airlines and airports for some time already, but the actual creation of a fully connected ecosystem – both on the ground and in-flight – is an ongoing task. In airports, evidence of the Internet of Things in action is relatively easy to spot. For instance, queue measuring sensors and BLE beacons are enabling airports and their partners to better manage resources and provide passengers with destination-specific messages. Increasingly, assets within the airport are becoming trackable as more and more "things" become connected to help drive operational efficiency.

An Irresistible Leh: 'Paradise on Earth'

Leh is a land like no other on this Earth. Bounded by world's two mightiest mountain ranges, the Great Himalaya and the Karakoram, its glistening lakes, rare landscape, cobalt blue skies, bright rainbows, astronomer's delight, and untouched beauty make an unforgettable reminiscences of true "Paradise on Earth". One can't express the beauty of the region in words. It's simply a magic of unbound grandeur.

Leh is located at 11,562 feet height and connected through roads from Srinagar & Manali, having full of ancient Gompas or monasteries. Almost all the monasteries are situated on hill tops. Leh always remained an important stopover on trade routes along the Indus Valley between Tibet to the east, Kashmir to the west and also between India and China for centuries. Now it's a bustling little town with narrow lanes with mud-brick homes, built around many rivulets. While travelling in Leh, it becomes irresistible to untouch any part of the region. However, it is simply unfullfiled trip, if one does not visit at least the following –

- **SHANTI STUPA**

The Shanti Stupa is white-colored domed-shaped structure, located in Chandspa which looks extremely beautiful during night when it is illuminated. This peace pillar was built a 'Peace-sect' of Japanese Buddhist organi-zation to celebrate the completion of 2500 years of Buddhism and for the promotion of world peace. It was inaugurated by His Holiness, the Dalai Lama in 1985. This pillar is known for its gilt panels depicting the life stories of Lord Buddha. It is just 5 kms away from the main city of Leh and is surrounded with traditionally built houses of the locals and snow-covered mountains.

- **PANGONG TSO LAKE**

Remember the breathtaking beautiful lake from Hindi Movie "3 Idiots", where Chatur lost it all? It's the Pangong-Tso lake, which is at 140 km from Leh and traverses the international boundary stretching from India to Bhutan. It is an endorheic lake and is one of the largest brackish water lakes in Asia of around 134 km long, extending upto China. Boating is not allowed in Pangong-Tso Lake but when the lake freezes in the winters, if one feels too brave, they may take chance ice-skating on the banks of lake.

- **THIKSEY GOMPA**

 Amongst the many monasteries in Leh, one is Thiksey Monastry, which had been built inmid-15th century by Palden Zangpo, the disciple of Sherab Zangpo who established a monastery for the Gelug sect in Tibetan Buddhism. Thiksey Monastery is a significant symbol of the pride and glory of Gelug Sect. It is located, around 19 kms east of Leh. The3600 meters of elevation where Thiksey gompa is perched on, gives a chance to the visitor to enjoy the panoramic view of the splendors of Indus Valley town. A twelve story complex is this monastery which incorporates many things, such as stupas, thangkas, wall paintings and swords

- **TIGER HILL**

Having the awesome view of nature's beauty, situated at an altitude of 5,353 mtrs. in Drass Valley, Tiger Hill servs as a gateway to Siachen Glacier connecting Leh with Srinagar.Tiger Hill shot into prominence after the major battle took place between India and Pakistan in 1999 to tack back the peak from Pakistani Army, who had captured it. In fact, the battle for recapture of Tiger Hill or the 'Point 4660' is considered to be one of the most important battles waged by the Indian army against the Pakistani army.
Visitors feels a true sense of patriotism after reaching on the down hill of Tiger Hill and can well imagine the uttermost struggle of Indian Army, who fought during the Kargil war in 1999.

- **KARGIL**

A trip to Leh is incomplete without visiging Kargil. This is the second largest town in Ladakh, situated on the banks of Indus River. It is a transit hub with roads leading to Leh, Padum (Zanskar) and Srinagar. Also, it is a haven for adventure enthusiasts as they can enjoy sports such as trekking and mountaineering. Best Time to visit Kargil is between May to July when temperature remains cool with frigid nights.
Beyond these destinations, there are several wonderful places to visit in Leh. A visit to Leh creates treasure of memoirs, be it nature's beauty, its calm, aura of spritualism and at the end feel of martyrism. Visistors found no other words, but to simply utter - "An irresistible Leh".

Leh's small airport, built for the Indian Army, welcomes hundreds of domestic as well as international tourists each day in the peak season from May to August. Tourism is the main industry and hence modern conveniences including ATMs etc. are easily available. Winters are very extreme with temperatures dropping below -20 degree Celsius and the entire region gets covered in a thick blanket of snow, cutting it off from the outside world.   Due to the lack of oxygen, one has to take slow small steps and drink plenty of water while travelling in Leh.

The beauty of Leh can only be adored, if the region is visited by road either via Manali or Srinagar. However, recently Spicejet has also introduced a direct flight from Delhi to Leh, which is termed as an enticement amongst the adventurers and travelers to have the glimpse & beauty of this magnificent land.

UPCOMING EVENTS

FIATA World Congress
Four-day international conference to take place at the Hotel Pullman, Aerocity, New Delhi from September 26-29, 2018. The conference will deliver the insight from the world's logistics industry leaders apprising industry challenges with sustainable solutions. To more details, visit www.fiata2018.org

TIACA's Air Cargo Forum Exhibition 2018
Three-day event scheduled at Metro Toronto Convention Centre, Canada from October 16 -18, 2018. The event will encompass 300 exhibitors & panel discussion with World Air Cargo Community leaders exploring new business opportunities across the globe.

India Cold Chain Show
Thee-day event scheduled to be held from December 13-15, 2018 at Bombay Convention & Exhibition Centre (BCEC), Mumbai. This is one of the most dynamic B2B trade show serving India's cold supply chain industry. The show will gather leaders from cold storage infrastructure, refrigeration, reefer transport, temperature control, IT solutions and data storage solutions. For more details, visit www.indiacoldchainshow.com
The conference was a good platform to learn, meet, interact and explore new growth opportunities and newer business avenues in the pharma industry.

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