

**SPECIAL FEATURE**  
**PHARMA CARGO**

**HIGHLIGHTS**

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Airport in India -  
to implement  
of e-DO process**

**Launch of  
Air Cargo  
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**CARGO NEWS  
UNLOADED**

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*Welcome to  
India's  
Largest Cargo  
Gateway ...*



## Dear Business Partner,

Greetings from DIAL !

This thirteenth edition of Cargo News Unloaded will give you a glimpse of the key happening at IGI Airport's Cargo Business.

IGI Airport has witnessed the fastest growth in India-both in terms of Passengers and Cargo. International Cargo grew at 22% during the current Financial Year with consistent support from all the stakeholders.

The growth has been driven primarily due to surge in Indian economy providing boost to the manufacturing sector thus promoting trade in the country. With our commodity focus initiatives, we have enhanced our infrastructure and improved operational efficiency. One of the commodities is pharmaceuticals, which extensively relies on air transport for its speed, reliability and efficiency in delivering high-value, time-sensitive, temperature -controlled cargo.

Realizing the criticality of Pharma, we at IGI Airport offer specialized services including GDP Certified Pharma Handling Processes, Envirotainers and Cool Dollies at Airside for temperature sensitive cargo. We also have a dedicated Cold/Pharma Zone with a capacity of 72,000 MT p.a. having temp range of -20° to +25°C.

Although, the air carriers, freight forwarders, ground handlers and airports provide quality services, but there are still many challenges in maintaining an efficient cool chain throughout the journey of pharmaceutical cargo from the manufacturer to the end customer.

Looking at its significance, we are covering a special section on "Pharmaceutical logistics in the air cargo supply chain" in this issue of E-zine...



In this issue we have tried to cover valuable insights; such as best practices for handling various types of pharma/temperature sensitive cargo, special certifications, cool chain parameters, etc. that will greatly benefit the entire cargo community and help them to improve efficiency in handling pharmaceutical cargo.

We hope that this issue will be informative and you will enjoy reading it. Please feel free to send feedback and suggestions at :

[dialcargo@gmrgroup.in](mailto:dialcargo@gmrgroup.in)

Happy reading ...

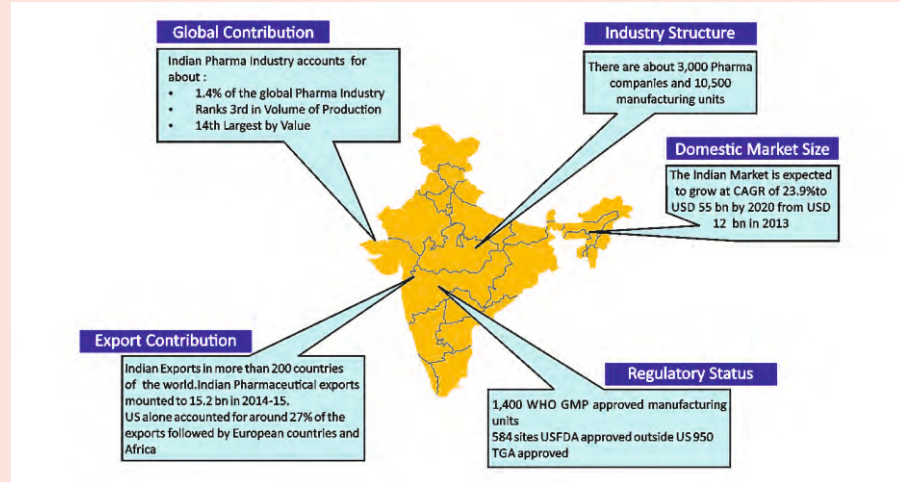
Kind regards,

**Sanjiv Edward**  
**Head - Cargo Business**  
**Delhi International Airport Limited**

## Pharmaceutical Cargo

### A nascent contributor in India's GDP Growth

In new economic development era in India, the role of Pharmaceutical Industry has been sensed as 'instrumental' to promote 'Make in India' programme of Government of India. There is exponential growth opportunity in exporting pharmaceutical produce from India. In recent years, 'Pharma Product' has been acclaimed as one of the 'High Yield Export product' to contribute substantially in India's GDP growth.



India is the third largest pharmaceuticals market in the world in terms of value and eleventh largest in terms of volume. It has established itself as a global manufacturing and research hub. A large raw material base and the availability of a skilled workforce give the industry a definite competitive advantage. Pharmaceutical Industry plays an important role in 'Make in India' program. The Indian pharmaceutical industry is expected to grow at a compound annual growth rate (CAGR) of 22.4 per cent to touch US\$ 55 billion by 2020, from US\$ 20 billion in 2015. Pharma exports record CAGR of 11.9% for decade ending 2015-16.

Industry is expected to complete projects worth 105.7 billion during 2016-19. The Annual turnover of the Indian Pharma Industry during 2015-16 was 1,85,388 crores. It represented a decline of 7.4% over the corresponding figure for 2014-15 i.e. 2,00,151 crores due to slowdown in domestic pharma market. The CAGR for last 5 financial years was 8.88%. During the decade ending 2015-16, India's drug exports grew at a CAGR of 11.9 per cent. This growth was backed, by large number of drugs going off patent, rise in the number of drug approvals and access India's pharmaceutical space is dominated by generic drugs, which accounts for around 70 per cent of the market. India accounts for around 30 per cent (by volume) and about 10 per cent (value) in the US\$ 70-80 billion in US generics market. India has maintained its lead over China in terms of pharma exports, according to a statement by the ministry of commerce and industry. The country's pharma exports rose 7.55%, from \$11.66 billion in 2014 to \$12.54 billion in 2015. China's pharma exports rose 5.3% from \$6.59 billion to \$6.94 billion in the same period. India maintained its lead over China in all major markets including the US, European Union and Africa. Exports of pharma products to the US increased 23.4% from \$3.84 billion to \$4.74 billion while China's exports to the US rose from \$1.16 billion to \$1.34 billion in the same period. India also maintained its lead with pharma exports to the European Union and Africa both growing to \$1.5 billion and \$3.04 billion respectively. China's exports to both markets showed a declining trend.

India continues to be a hub for low-cost production which in turn aids manufacturing for exports. Sun Pharmaceutical Industries Ltd, Cipla Ltd, Dr. Reddy's Laboratories Ltd, Lupin Ltd, Zydus Cadila Ltd and Wockhardt Ltd.

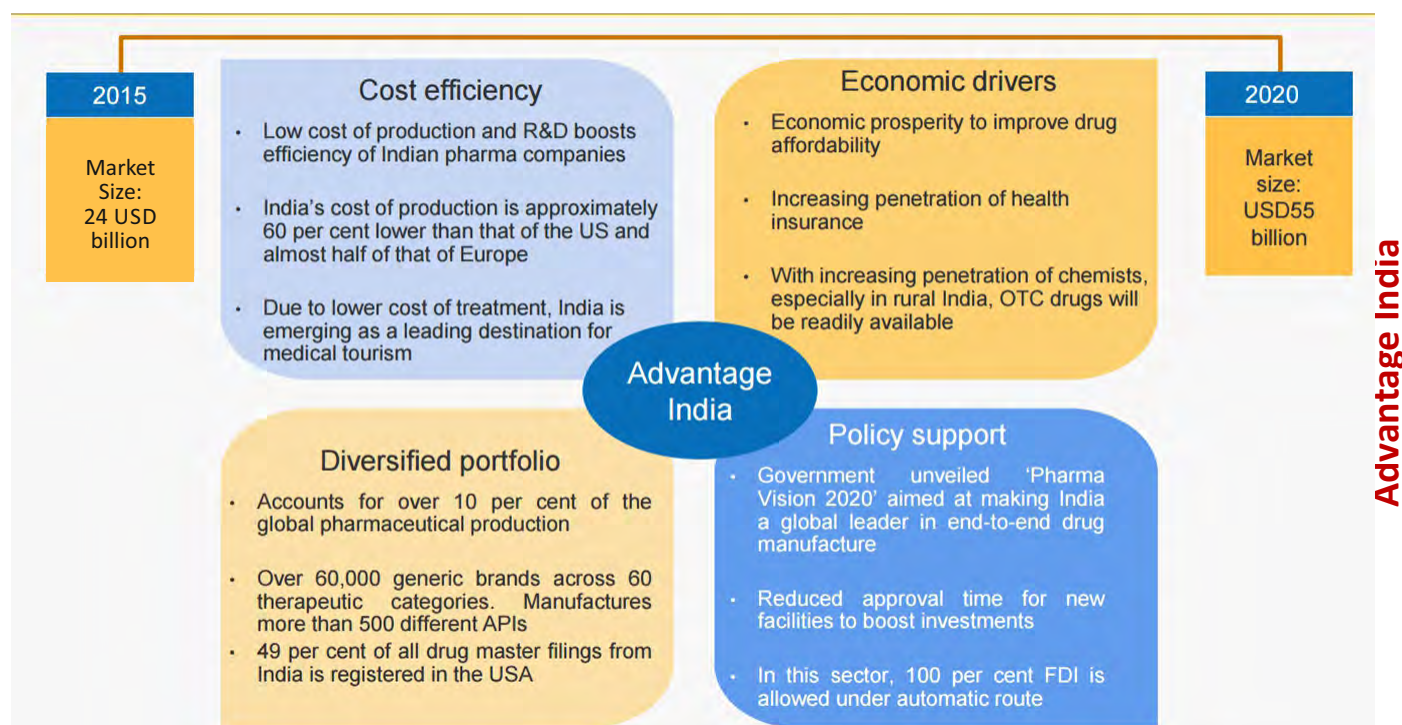
### Some Facts about Indian Pharmaceutical Industry

- Indian Pharma sector started in 1930 with Bengal chemical. Pharmaceutical work was virtually nonexistence till 1970.
- However, Pharmaceutical products were virtually non-existence. Indian Pharmaceutical Industry was valued at 6 billion in 2005, increased at a CAGR of 24% to USD 55 billion by 2020 and is expected to expand at a CAGR of 24 to USD 5\$ billion by 2020
- By 2020 India is expected to be top 3 pharmaceutical market by incremental growth and sixth largest market globally in absolute size.
- Anti-infective drugs commands the largest share (16%) in the Indian Pharma market.
- The cardiovascular segment represent 13% of the market share, its contribution is likely to rise due to growing number of cardio cases in India.
- Top 5 segments contribute nearly 57% to the total drug consumption.

account for 33% of the country's total exports and have emerged as world leaders in low-cost innovation and production of four segments—Active Pharmaceutical Ingredients (APIs), Contract Research and Manufacturing Services (CRAMS), Formulations and Biosimilars.

Size of the Industry	USD 32 Billion
Export	USD 17 Billion
Domestic market	USD 15 Billion
Growth Rate	10-12%
Imports	USD 5 Billion
Exported to	More than 200 countries
Volume of Production	3rd Largest in the world
Value of production	10th in the world

## India's Pharma Supply Chain





## The Future Prospects

After completion of projects worth Rs.170.4 billion seen during 2010-13, investments in the drugs and pharmaceuticals industry slowed down to Rs.57.2 billion during 2013-16. We expect project completions to pick-up in the coming years. Apart from formulations, the industry is investing to expand its capacity to manufacture active pharmaceutical ingredients (API) or bulk drugs manufacturing with an aim to become self-sufficient with respect to API requirements. The industry commissioned 11 projects during April-December 2016. Of these, eight projects involve an investment outlay of Rs.11.6 billion. Glaxosmithkline Pharmaceuticals, Shantha Biotechnics, Cipla Biotech and Aurobindo Pharma are some of the companies which completed their projects during the period. Going forward, projects worth Rs.45.1 billion are expected to be completed in 2017-18, followed by projects worth Rs.31.5 billion to come up in 2018-19.

## Foreign Direct Investment in Pharmaceutical Sector

Department of Industrial Policy & Promotion has reviewed the Foreign Direct Investment (FDI) Policy dated 24/06/2016 has amended the FDI Policy whereby Pharmaceutical Companies for Greenfield Pharma Projects can invest 100% FDI through automatic route and for Brownfield Pharma Projects foreign investment upto 74% is allowed under automatic route and beyond that the companies have to come through government route.

## DIAL initiatives to support the growth of Pharmaceuticals export

Delhi Airport Cargo terminals are well equipped to handle the Pharmaceuticals shipments which are exported or imported by Air mode. Delhi Airport has created state-of-the-art infrastructure to handle negative 20 to positive 25 temperature control cargo movements from dedicated center for Pharmaceuticals. It is obligatory to not to store or handle the Pharmaceuticals with any other commodity while transit. For airside movement of temperature control cargo. Cool dollies are used to avoid the temperature excursions at apron area while transporting the cargo from cargo terminals upto the aircrafts for loading or offloading. Due to its expanded air connectivity to the world and efficient processes, more than 120 plus pharmaceutical manufacturing companies and 50 plus freight forwarders are using Delhi Airport for



pharmaceuticals cargo from Delhi. **Both the cargo terminal operators are GDP certified** and well equipped to handle the pharma shipments in stringent quality control processes. As a strategic initiative DIAL has chosen to give special focus to Pharmaceuticals exports to contribute towards the Pharmaceutical products for which DIAL has launched a new product by signing a MOU with SGS to promote the GDP certified supply chain. GDP certified supply chain provides the movement of Pharmaceutical products from the manufacturing unit to airport under certified umbrella where in pharmaceuticals handling freight forwarders, transporters.

DIAL also provides the solution through its vendor to track the real time temperature movement from origin to Airport by giving the mobile alerts about the temperature excursion. DIAL also works actively with ACFI- Subcommittee for pharmaceuticals and work closely with pharma sector and provide logistics support to enable them improve their competitiveness in global market.

DIAL business development team reaches out to end shippers and other stakeholders in value chain for pharmaceuticals, to provide them custom and tailor-made products for facilitation of temperature control movements. DIAL organized a 2nd Pharma Aerologic Workshop in month of March for stakeholders to discuss the pharma future export growth and readiness of logistics support from airport prospective.

Please contact us for any business enquiries and support regarding pharmaceutical cargo handling from IGI Airport at [dialcargo@gmrgroup.in](mailto:dialcargo@gmrgroup.in)

*Contributed by :  
Ish Chowdry,  
DIAL Cargo*

## ***“Usage of Better Packing Material for Temperature Sensitive Cargo is the Solution” , says Mr. Sanjay Malhotra from Penta Freight***

Pharmaceutical industry from India has seen manifold increase in exports during last decade. More impact can also be seen in the exports from North Indian airport i.e. New Delhi.

The Indian pharmaceuticals market increased at a CAGR of 17.46 per cent in 2015 from USD 6 billion in 2005 and is expected to expand at a CAGR of 15.92 per cent to USD 55 billion by 2020.

By 2020, India is likely to be among the top three pharmaceutical markets by incremental growth and sixth largest market globally in absolute size.

The pharmaceutical industry has relied heavily on the airline industry for its speed and efficiency in transporting this high-value, time-sensitive cargo. Over the past 10 years, air carriers, handlers and freight forwarders have responded with branded products and services to grab a share of this lucrative and niche market.

Pharmaceuticals are the fastest growing market segment in the air cargo industry and have been growing on average 6% per year over the past five years. Shippers want to ensure that their products are shipped at a constant temperature to prevent tempered products from being consumed by patients which could be detrimental to their health.

Based on the current state of the industry, pharmaceutical companies can expect a damage rate of up to 30% attributed to logistics issues associated with their products.

Regulators (e.g. EC, US FDA) and international organizations (e.g. WHO, International Federation of Pharmaceutical Manufacturers & Associations) including IATA, are conscious of such risks.

**Nearly 100% of vaccines and 68% of biotech products need to be stored and transported between 2-8°C. 48% of diagnostics and 11% of products from large pharmaceutical companies have to be handled similarly. Formulations to regulated markets mostly require to be maintained within 15-25°C. It is estimated that annually US\$2.5-12.5 billion are attributed to product loss due to various reasons including temperature variations during transport and shipping.**

To prevent sanitary and health issues caused by poor handling and transportation of pharmaceutical products, regulators have issued guidelines on “Good Distribution Practice of Medicinal Products for Human Use” and “Temperature Control Regulations”.

As a service provider specializing mainly on Pharma logistics, we are always focused on optimising the supply chain for our customers, by collaborating and coordinating carefully with all the stakeholders to eliminate or minimise the possibilities of temperature



**Sanjay Malhotra**

General Manager—Northern India  
Penta Freight

excursions. The safest method is the active solutions with Envirotainers or other proprietary active containers offered by certain airlines such as Lufthansa Cargo AG. However, active solutions are substantially more expensive and therefore generics exporters often prefer passive solutions.

Penta Freight has tied up with SkyCell AG. to introduce the latest and safest innovation in passive Pharma transportation and temperature management.

Primarily, the temperature controlled pharmaceuticals are exported as Passive mode (packed in fibre board boxes) or Active mode (loaded in the cool containers).



The air supply chain begins as soon as the shipment leaves the shipper's facility. The goods are transported in reefer van directly to the perishable centre at IGI airport, New Delhi. Once the goods are offloaded directly into the perishable centre, the same are stored in the required temperature zones. After the completion of customs clearance etc, the goods are loaded in the ULDs (Unit Load Device/s) by the airlines for transportation to the final destination of the shipment. For shipments being forwarded as 'Active mode', the shipment is loaded in pre cooled cool container whereas shipments shipped under 'Passive mode' are directly loaded on the

airlines pallets. There are few challenges to maintain the temperature during the entire air cargo supply chain which includes the unforeseen delay / breakdown of the reefer truck enroute to the airport then the extreme temperature during peak summers and peak winters (in Northern India), limited or no possibility to use the cool dollies for shipping cargo from perishable centre to the parking bay of the aircraft. Likewise challenges persist at transit and at destination supply chain as well etc. The solution to above can be usage of better packing material as well as more usage of thermal blankets.

## DIAL Cargo Infrastructure Update

### Capacity Enhancement of Domestic Cargo Terminals at IGI Airport



With a view to enhance the process efficiency of domestic cargo handling, DCSC, one of the DIAL Cargo Terminal Operator, completed the expansion of the existing CUDCT building on the city side in the month of July 2017.

With this expansion more space has been created for Cargo Acceptance and for Truck docks at the city side area. The X-ray screening zone is also being enlarged, thereby creating more sterile area for storage/processing of cargo. All airline offices will soon be shifted from the existing ground level to the mezzanine level to create additional space for warehousing. The mezzanine level has working area for agents, offices for Airlines and common meeting area.

### New Domestic Cargo Terminal

Keeping in view the continued surge in domestic Cargo Business, Cargo Terminal Operator, CELEBI Delhi Cargo Terminal Management India Pvt Ltd. has constructed and commissioned a brand New Domestic Cargo Terminal facility with built-up area of approx. 2,600 sqm. This New Domestic Cargo Terminal is located next to the existing CUDCT facility and has a capacity of handling approx. 100,000 MT cargo per annum.

Beside efficient screening and handling systems, this Terminal has adequate space for truck docking, cargo acceptance and further processing of cargo. It houses 2 no. TLX machines for automatic weighing and volume measurement of consignments coupled with automated conveyor systems inside the Terminal for faster processing of cargo; thus reducing manual intervention in handling cargo and ensuring improved efficiency. This new state-of-the-art Domestic Cargo Terminal was made operational w.e.f. 20th May'17 and is currently being used for Indigo Airlines Cargo.





## Development works commenced for new Air Cargo Logistics Centre (ACLC) at IGI Airport

With an aim to improve efficiency in the cargo supply chain and to facilitate the freight forwarders and logistics companies in storage and handling of their cargo consignments prior to delivering it to the cargo terminal operators, DIAL launched the first phase of the Cargo City project at the IGI Airport in Aug 2017. This phase will involve development of a new Air Cargo Logistics Centre complex spanning over a land parcel of around 8.9 Acres right in front of the cargo terminal. The new ACLC facility will house state-of-the art warehouses, docking facilities, centralized security and access control system as well as other common infrastructure to enable its users to carry

out various value add activities within the premises. Being located just opposite the cargo terminals, the users will have the advantage of seamless connectivity with the cargo terminals to ensure faster movement of their cargo on 24 x 7 basis. The development works for this new ACLC facility commenced in August 2017 and it is likely to be made operational in April 2018.

*[Companies interested to take space in the new ACLC facility may wish to contact DIAL at ashish.batra@gmrgroup.in]*

## Launch of Cargo Mobile App 'TURANT' by Delhi Cargo Service Centre (DCSC)

In support of "Digital India" movement, DIAL's Cargo Terminal Operator, Delhi Cargo Service Centre (DCSC) launched Cargo Mobile app 'TURANT' on 18th May'17 in august presence of Mr. Sanjiv Edward - Head Cargo, DIAL; Mr.Tushar Jani – CMD, DCSC and over 150 members from Trade Bodies, representatives from Airlines and stalwarts from Indian Air Cargo Industry.

TURANT will prove to be an effective and handy tracking tool for CHA & Freight Forwarders, wherein they can access real time status of their cargo consignments being handled at the Cargo Terminal by keying in the Airway bill detail through its Dashboard. This tool has been developed with a view to facilitate the entire Trade to bring more visibility of their cargo movement with real time status updates. . This move is part of DCSC's digital commitment and on-going campaign of 'Redefining Customer Experience' with more transparency and presence in trade.



## Another First at IGI Airport - Implementation of e-DO Process

IGI Airport has become the first Airport in the country to implement “e-DO Process” for all airlines which is yet another stride to promote paperless transactions and to improve the process efficiency.

Earlier, airlines used to issue manual Delivery Orders (DO) first and then again process it through DIAL web portal. After receiving the manual DO from Airlines, the consolidator use to approach the CHA's for generating the Bank Challan (BC) which led to multiple printing of the same DO.

In its effort towards implementing paperless practices, DIAL carried out requisite modification in its ICMS system to enable CTO staff to check the DO details on their Hand Held Terminal (HHT) itself, thereby discontinuing the usage of hard copy of DO.

Lufthansa Airlines (LH) is already on board for the e-DO process and more airlines are likely to adopt this system very soon. Full-fledged implementation of the e-DO process will resultantly lead to a saving of approx. 1,80,000 papers annually.

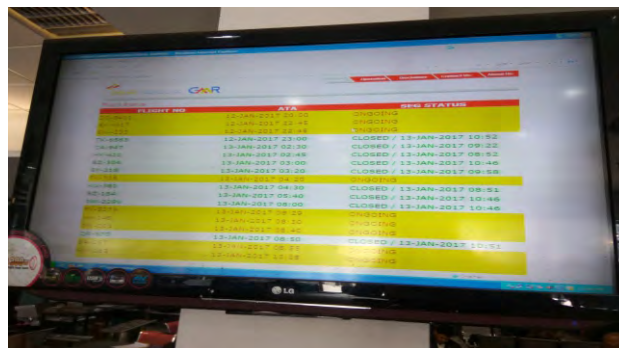
## Another stride towards Paperless Process at IGI Airport

DIAL introduced a new feature namely “Upload” and “Download” of Load Advice (LA) in DIAL Web Portal. Airlines are now able to use DIAL Web Portal for uploading/downloading of their documents, thereby saving paper documents. Earlier, after customs clearance, the airlines were using multiple ways to submit Load Advice (LA) to CTOs i.e. through email and hardcopies. But now, after using upload/download process through DIAL WEB Portal, the Airlines can upload their LA in the portal and CTO can download the same through DIAL Web Portal immediately and start loading of the ULD's. This initiative is yet another step towards go green and paperless process at IGI Airport.

## Freight Booking List (FBL) Message Integration with DIAL Portal

With integration of Freight Booking List (FBL) message with DIAL Portal, Airlines can now save time by booking through their own system. Once the booking is done, a message is transmitted through electronic mode (SITA/Email/SMTP) and it gets automatically transmitted to the custodian, instead of going to DIAL portal, thereby saving time and efficiency in booking process.

## Another 1st at IGI Airport : FIDS at Cargo Terminal



DIAL installed customized Flight Information Display System (FIDS) in the import public lobby of the cargo terminals for displaying real time flight segregation status information.

Real time information of flight number, actual time of Arrival (ATA) and segregation status of cargo from each arriving flight is displayed on the FIDS screen which helps the trade partners know the status of their consignments effortlessly.

Going forward, it is proposed to install more FIDS screen at other locations.

This is a welcome step and much appreciated by the trade partners who were finding it difficult to obtain real time information earlier. This way they can plan their further clearance process in a better manner, thereby saving their time and efforts.



### DEL Airport – First Airport in India to implement Online Truck Slot Management System

*“Good planning is everything”* – in the year 2014, IGIA airport introduced its first phase of Truck Slot Management System at one of cargo terminal operation and after its successful implementation, the final phase was implemented on 16<sup>th</sup> August 2017 at the second cargo terminal, namely Delhi Cargo Service Centre, thus, becoming first airport in the country to introduce Online Truck Slot Management System for cargo operations.

DIAL provided this on-line facility through its IGIA Cargo web portal as well as through DIAL Cargo App, whereby the users can conveniently book available time slots for delivery of their cargo as per their convenience by logging through their User ID. After booking the appropriate slot and by showing the slot receipt at cargo complex main entry gate either in hard copy or in electronic form, their vehicles can directly reach the specified area at TDG within the allotted time slot, thus eliminating the need to queue-up for their turn.

Apart from operational efficiency, the Truck Slot Management System has brought in several advantages to the trade, such as –

- Faster turnaround time for trucks, thus increase in the productivity and utilization of trucks
- Reduction in logistic cost
- Reduction of idle and waiting period of truck by upto 40%
- Structured schedule of loading/unloading of cargo at TDG by Cargo Terminal Operator
- Enhanced coordination between Freight Forwarder, CHA and CTO in scheduling cargo movement
- Considerable reduction of CO<sub>2</sub> emission

Truck Slot Management System has received huge appreciation from the entire Cargo Community, and DIAL takes pride to continuously introduce innovative technology solutions to improve the operation efficiency of cargo handling activities at IGI Airport.

### Aircoolbox targets air cargo pharma market

A new company, namely Aircoolbox has entered the air cargo container market, taking aim at the pharmaceutical sector.

At a temperature controlled logistics event in London, Aircoolbox announced that it would begin targetting the air cargo pharmaceutical market with its passive container product.

Aircoolbox offers re-usable containers, which can be flat packed to one third of its size to help reduce the cost of transporting the box back to its origin.

The container was launched in the perishables market last year, but the company is now looking to expand into other sectors.

The units are constructed from eight panels made of food high density polyethylene filled with polyurethane foam.

They protect products and keep them within a temperature range of 2°C to 8°C and 15°C to 25°C without additional refrigerant for up to 120 hours.



Aircoolbox

Source : <https://google/BmuPeu>

## A New Cargo Connect between Delhi & Kabul

Adding a new dimension to bilateral ties, the first cargo flight of Afghanistan-India dedicated air freight corridor carrying Afghan goods to India, landed in New Delhi on 20th June'17.

The flight, which carried 60 tons of cargo worth about \$5 million USD (mainly high-grade asafoetida or 'Hing') from Afghanistan, was flagged off in Kabul by President Ashraf Ghani and was received in Delhi by External Affairs Minister Sushma Swaraj in the presence of Civil Aviation Minister Ganapati Raju, Minister of State for External Affairs, MJ Akbar and the Ambassador of Islamic Republic of Afghanistan to India, Shaida Abdali.

A similar cargo flight from Delhi to Kabul had earlier carried 100 tons of cargo (mainly pharmaceuticals, water purifiers & medical equipments) on June 18, 2017 from Delhi to Kabul.

"The connectivity established through the Air Freight Corridor will provide Afghanistan, a landlocked country, greater access to markets in India, and will allow Afghan businessmen to leverage India's economic growth and trade networks for its benefit. It will enable Afghan farmers quick and direct access to the Indian markets for their perishable produce," said Deepak Mittal, Joint Secretary, (PAI-Pakistan, Afghanistan, India) in the Ministry of External Affairs in Delhi.

"This flight has added another chapter to the connectivity that has existed since times immemorial. We hope to extend air cargo flights to other cities between India and Afghanistan," said Gopal Bagley, spokesperson of Ministry of External Affairs.

Major imports from Afghanistan to India are fresh fruits, dried fruits, nuts, raisins, vegetables, oil seeds, precious and semi-precious stones etc.

### HIGHLIGHTS

- ✦ India and Afghanistan established a direct dedicated air freight corridor between Kabul to New Delhi on 20th June'17
- ✦ The first flight carried 60 tons of Cargo worth about \$5 million USD from Afghanistan, was flagged off in Kabul by President, Ashraf Ghani and was received at new Delhi by External Affairs Minister Sushma Swaraj in the presence of Civil Aviation Minister Ganapati Raju & others.
- ✦ Air Freight Corridor will provide Afghanistan, a landlocked country, greater access to Indian market by bypassing Pakistan, which strictly limits the shipment of goods by land to India.





Both the countries now hope to operate many flights in future allowing Afghan and Indian companies to bypass Pakistan, which strictly limits the shipment of goods by land. Government of India and the Afghan Government are also planning to sign an MoU for promoting Air Cargo between the two countries.

The decision to establish an Air Freight Corridor between Afghanistan and India was taken in the meeting between Prime Minister Narendra Modi and President Ashraf Ghani in September 2016 during the President Ghani's visit to India.



Workers loading export materials into a Cargo plane in Kabul, on June 19, 2017  
(Photo: Reuters)

## Ministry of Civil Aviation launched Training Program for Air Cargo handling

Minister of Civil Aviation, Ashok Gajapathi Raju recently launched the '**ACFI Advance Air Cargo Handling Training Program**' on Cargo Terminal Operations and Freight Forwarders Handling in New Delhi.

More than 125 senior government officials, members from various trade bodies and representatives of entire air cargo logistics industry were present during the launch of the program that has been organized for the benefit of air cargo industry in India, as also contributing 'Skill India' programme of Government of India.



The training programme has been launched with two Modules. The 'Cargo Terminal Operations' module is a two day program distributed in 9 modules covering all aspects related to physical, documentation and data transfer. It covers process related to export, import and domestic operations starting from acceptance, unitization and binning and DE stuffing. A dedicated section covers safety and security at terminal too. 'Freight Forwarding' is a one day module covering booking of export cargo and preparation of all types of cargo for "Ready for Carriage".

Cargo handling community appreciated and valued such impetus by Ministry of Civil Aviation.

## DIAL Cargo Terminal Operator received ISAGO Certification

The International Air Transport Association (IATA) awarded DIAL Cargo Terminal Operator – M/s Delhi Cargo Service Center Private Limited the IATA Safety Audit for Ground Operations (ISAGO) registration, following the successful completion of a comprehensive audit of Terminal operations.

ISAGO is an audit program for ground-handling companies serving airlines at airports.

ISAGO is built around a set of harmonized internationally recognized standards and accepted system for assessing the operational management and control systems of the Ground Service Provider. ISAGO registration came after a comprehensive audit carried out by an IATA-qualified ISAGO audit team.

ISAGO certification meets Airline's audit requirements, helps reducing cost by reducing damages, improves safety and quality standards and enhances understanding of high risk areas within terminal operations. The ISAGO registry enhances the company image, as it represents an independent validation of the handler's operational safety practices.

By receiving ISAGO certification, DIAL Cargo Terminal operator has created a niche in meeting the best global practices and standards in cargo handling services.



## Domestic Cargo Management system implemented at DIAL Cargo Terminal

Kale's Galaxy Cargo Management System domestic module went live in DIAL's Domestic Cargo Terminal managed by M/s Celebi Delhi Cargo Terminal Management as first phase of implementation of Kale's domestic module and further phase wise implementation of the entire suite of Galaxy Air Cargo management software system comprising of EXIM operations, Warehouse Management, UD, Invoice and Accounts and Domestic Operations. This new domestic module incorporates the next-gen features like mobile app, customer portal, hand-held based app and EDI with Airlines.



The air cargo industry has reached a crucial point where a fast-track approach to digitalization is required to keep pace with competitive modes of transport. It is undergoing a tremendous transformation – moving from legacy systems to agile technologies in order to streamline its operations, reduce costs and optimize efficiencies.

Being the capital of the country, Delhi has maximum number of flight operations and Celebi – Delhi operates one of the largest volume of domestic cargo movement out of Delhi airport. Topographically, Delhi is surrounded by many states and with a boom in e-commerce business, there is additional domestic freight movement which makes Delhi a top e-commerce hub of India.



## DEL Cargo handled Country's highest ever Monthly Cargo Tonnage

The September 2017 came as glittering stars for DEL Cargo, surpassing its all previous records of monthly cargo handling and clocked 84,900 MT cargo movement from IGIA in a single month; a unique and first ever achievement by an Indian Airport.

Post-proving its footprint across the Globe in passenger handling, IGI Airport demonstrated its niche in India's Air Cargo Industry and ranked amongst Top 30 Cargo Airport across the World by registering an Year on Year (YoY) growth of 20% till October'17. This remarkable growth has been achieved by DIAL through its several new initiatives, such as –

- Creation of Cargo Handling infrastructure, with capacity of over 1.5 million tons annually.
- Availability of most advanced Temperature Control facility and Airside Cool Dollies to ensure unbroken cold chain
- Dedicated Transshipment Facilities at the airside to promote cross-country air cargo movement, promoting DEL as Cargo Hub Airport for the regions and world.
- Expansion of Domestic Cargo Terminal facility for enhancing efficiency of processes.
- Operationalization of Airport Cargo Logistics Centre ACLC within the Airport, facilitating the forwarders for consolidation and doing value add activities
- Introduction of several technology advancements and automation processes in Cargo handling to improve the operational efficiency while eliminating several manual processes.
- Paperless Cargo handling process and 100% e-freight compliant operations.
- DIAL Cargo thanks all its stakeholders and partners for this inimitable achievement.



## DEL Cargo facilitating North East produces into Global Market

The first air cargo consignment of North Eastern Region (NER) of India reached Dubai on 14th October'17 via IGI Airport, opening up the air-locked regional connectivity of cargo movement from NER to rest of the World.

In stride with government's initiative to support economic growth & prosperity of north-eastern regions of India, DEL Cargo 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 first movement of perishable cargo from Guwahati to Delhi was initiated on 11th September 2017 for domestic consumption with NERAMAC.



NER comprises Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Tripura and Sikkim and regional connectivity in these states has always remained a challenge for ensuring smooth supply chain. In this path breaking effort, to start with, this movement of produced from Guwahati to Dubai via IGI Airport was undertaken by Spicejet with support from APEDA. DEL Cargo is also in discussion with other domestic carriers, like Jet Airways, Indigo, Air India etc.

## Awards/Events

### DIAL Cargo Award



(L to R): Sunderraj Gudihal – Head Production Management & VPS, Volvo India, O.P. Sharma & Umesh Pathania

DIAL won the **“CII First Lean Competition 2017 Award”** for 'Deployment of Lean Practices across the Organization' and its Cargo Terminal Operator, CELEBI Delhi Cargo Terminal Management India Pvt Ltd. bagged the **“First Runners up” position for 'Deployment of Lean at Supplier's Place'**, viz-a-viz their excellent DIALean (DIAL+LEAN) journey at IGI Airport in Service Sector category, during 'CII National Level Lean Competition' held on 22nd & 23rd May 2017 at Bangalore.

This year, CII Institute of Quality organized its first maiden contest on 'Lean Principles', adopted by organizations over the years at their work place to provide better value to their customers and deliver faster and efficient products and services.



(L to R): Salina Nair, Senior Functional Head Quality at Infosys BPO along OP Sharma and Umesh Pathania from DIAL.



## Digital Photography Tips

*Whether you are a beginner or more experienced with photography, here are some tips that will benefit you and give you better results.*

**Compose in Thirds** - A picture composed by the rule of thirds is more interesting and pleasing to the eye. To use the rule of thirds, imagine four lines, two lying horizontally across the image and two vertical creating nine even squares. Some images will look best with the focal point in the center square, but placing the subject off center will often create a more aesthetically composed photograph.



**Avoid Camera Shake** - First, you need to learn how to hold your camera properly; use both hands, one around the body and one around the lens and hold the camera close to your body for support. Also make sure you are using a shutter speed that matches the lens focal length. So if you're using a 100mm lens, then your shutter speed should be no lower than 1/100th of a second. Use a tripod or monopod whenever possible. In lieu of this, use a tree or a wall to stabilize the camera.

**The Sunny 16 Rule** - The idea with the Sunny 16 rule is that we can use it to predict how to meter our camera on a sunny outdoor day. So when in that situation, choose an aperture of f/16 and 1/100th of a second shutter speed (provided you are using ISO 100). You should have a sharp image that is neither under or over exposed. This rule is useful if you don't have a functioning light meter or if your camera doesn't have an LCD screen to review the image.



**Use a Polarizing Filter** - Buy one filter for your lens, make it a polarizer. This filter helps reduce reflections from water as well as metal and glass; it improves the colors of the sky and foliage, and it will protect your lens too. There's no reason why you can't leave it on for all of your photography. The recommended kind of polarizer is circular because these allow your camera to use TTL (through the lens) metering (i.e. Auto exposure).

**Create a sense of Depth** - When photographing landscapes it really helps to create a sense of depth, in other words, make the viewer feel like they are there. Use a wide-angle lens for a panoramic view and a small aperture of f/16 or smaller to keep the foreground and background sharp. Placing an object or person in the foreground helps give a sense of scale and emphasizes how far away the distance is. Use a tripod if possible, as a small aperture usually requires a slower shutter speed.



**Use Simple Backgrounds-** The simple approach is usually the best in digital photography, and you have to decide what needs to be in the shot, while not including anything that is a distraction. If possible, choose a plain background – in other words, neutral colors and simple patterns.



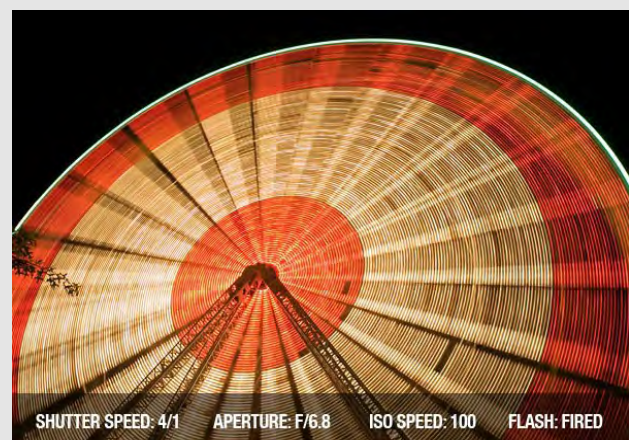
**Don't Use Flash Indoors-** Flash can look harsh and unnatural especially for indoor portraits. Therefore, there are various ways you can take an image indoors without resorting to flash. First, push the ISO up – usually ISO 800 to 1600 will make a big difference for the shutter speed you can choose. Use the widest aperture possible – this way more light will reach the sensor and you will have a nice blurred background. Using a tripod or an I.S. (Image Stabilization) lens is also a great way to avoid blur.

**Choose the Right ISO-** The ISO setting determines how sensitive your camera is to light and also how fine the grain of your image. The ISO we choose depends on the situation – when it's dark we need to push the ISO up to a higher number, say anything from 400 – 3200 as this will make the camera more sensitive to light and then we can avoid blurring. On sunny days we can choose ISO 100 or the Auto setting as we have more light to work with.



**Pan to Create Motion-** If you want to capture a subject in motion, then use the panning technique. To do this, choose a shutter speed around two stops lower than necessary – so for 1/250, we'd choose 1/60. Keep your camera on the subject with your finger half way down on the shutter to lock the focus and when ready, take the photo, remembering to follow them as they move. Use a tripod or monopod if possible to avoid camera shake and get clear movement lines.

**Experiment with Shutter Speed-** Use shutter speed to create some interesting effects. When taking a night time shot, use a tripod and try shooting with the shutter speed set at 4 seconds. You will see that the movement of the object is captured along with some light trails. If you choose a faster shutter speed of say 1/250th of a second, the trails will not be as long or bright; instead you will freeze the action. This technique works well if you are using a tripod and if you are photographing a moving object.





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