



IAAI Newsletter

March 1st Fortnight Issue, 2014

We begin the first issue of IAAI (National) Newsletter with warm Holi Greetings to all & the following quote from *Sri Sri Ravishankar* —

Life should be full of colours! And each colour is meant to be seen & enjoyed separately, for if seen all mixed together, they will appear black. Similarly, in life, different roles played by the same person should exist peacefully & distinctly inside him. Lift your spirit with the joy of colour.



Happy Holi

IAAI News

The Eleventh Annual General Meeting of IATA AGENTS ASSOCIATION OF INDIA was held on 08 March 2014 at Hotel Ambassador Pallava , Chennai from 1730- 1930 Hrs. Following are the salient features of the AGM :-

- In his Presidential address, Mr Biji Eapen updated the gathering on the Commission & Weekly Payment issues & also latest update on the legal cases of IAAI underway in the Kerala High Court. He informed that a fresh petition is being filed in the Kerala High Court, on the basis of letter issued by MoCA to Air India in 2007, directing Air India to pay 5% commission to Cargo Agents and also provide stock of Waybills to all Agents. Taking cue from the same logic, where the airlines can not differentiate between Cargo and Passenger Sales Agents and both contributing to Airlines' revenue by filling aircraft space with cargo or passengers ,it was proposed to file a petition with a prayer to Kerala High Court to direct MoCA to give similar directives to all Airlines operating in India , domestic and international ,to the effect that:
 - The minimum commission of 5% shall be paid to all IATA Accredited Travel Agents/ Intermediaries by all Airlines operating in India under the IATA Resolution 818g.
 - All Agents/ intermediaries shall be given ticket stock by all Airlines operating in India.
- IAAI has set up new National Committees in charge of different focus-areas like Technology , Training & Education , Newsletter and Publications , Strategic Allinances and Partnership , Events Management , with competent Chairpersons at the helm , which will definitely propel IAAI to the next level.
- Further to the inauguration of IAAI-UP state committee in February 2014, concerted efforts are being taken to launch Gujarat & Karnataka state committees in the next couple of months.
- IAAI has been constantly building bridges with Airlines who are empathetic to its views and concerns . In this process, IAAI delegation had been meeting Country Heads of International and Domestic Airlines with whom they had fruitful discussions and the Airlines had also agreed to support IAAI's cause for membership in APJC-India and to take a fresh look at the commission issue in the Indian scenario .
- IAAI delegation has also been having interactions with officials of DGCA , MoCA, DoT etc , as part of continuous PR exercise and lobbying for its cause.
- Based on the majority recommendation from the Floor in the Open Forum, *a Resolution was passed urging all members to issue tickets from their own ticket Stock so as to affirm their own identity and also thereby not to promote consolidation.*

Pictures from the AGM



Turkish Visa on arrival procedure to come to an end on April 11, 2014.



In accordance with Turkey's new Law on Foreigners, the practice of obtaining visas upon arrival at entry points of the country will begin to come to an end on April 11, 2014. However, border authorities will maintain existing procedures for a transitional period, to include the 2014 tourism season. Visas for tourism or business purposes can be obtained via the new Electronic Visa Application (e-Visa) system on the website, www.evisa.gov.tr. This system, which was launched in 2013, allows intending visitors to obtain their e-Visas in approximately three minutes online.

The Turkey Ministry of Foreign Affairs is continuing its efforts to strengthen the e-Visa system and to better enable foreign nationals to easily obtain their visas. Therefore, as of April 11, 2014, in addition to English, French, and Spanish; Dutch, Norwegian, Polish, German, Arabic and Chinese language options will be added to the e-Visa system. In addition to Visa and Master Card, payment will be accepted from other commonly used credit cards and debit cards.

The necessary arrangements will be made to allow foreign visitors to obtain e-Visas from authorised airline offices, including those at airports. Tour operators will be able to apply for group e-Visas and make lump sum payments for them. Visitors arriving to Turkey without visas will be able to obtain their e-Visas via interactive kiosks placed in Turkish airports.

Fees for e-Visas obtained via the website will be lower than the fees for visas obtained upon arrival to Turkish airports. The information regarding visa fees can be found on the website of the Ministry of Foreign Affairs, www.mfa.gov.tr. The Turkish Ministry of Foreign Affairs will continue to carry out these efforts in coordination with all relevant public authorities and private sector partners in order to make the transitional period as smooth as possible.

Source : TravelBizMonitor Magazine, March 1st Fortnight Issue, 2014

Canadian Multiple Entry Visas for tourists

Now, Multiple Entry Visas (MEVs) will be available to qualified travellers allowing visitors to come & go from Canada for six months at a time for up to 10 years without having to reapply each time. There will as well be a single fee of CAD \$ 100 for the processing of either an application for a single or multiple entry visa. The fee for the Temporary Resident Visa (TRV) program will now be reduced from CAD \$ 150 to CAD \$ 100 for the processing of either a single or multiple entry visa. By harmonizing the single & multiple entry visa fees, the visa application process will become simpler for applicants & promote tourism & trade by increasing the number of eligible travelers who are able to make multiple visits to Canada. Every year, more than 35 million people visit Canada from around the world.

Source : TravTalk, March 1st Fortnight issue, 2014

Polio Vaccination Mandatory for travel to 7 countries from India



As a preventive measure to fix the spread of polio virus in India, the Central government has come up with mandatory polio prevention regime that came into effect from March 1, 2014. All incoming travelers to India from Afghanistan, Ethiopia, Syria, Kenya, Somalia, Nigeria and Pakistan and so also all Indians traveling to the aforesaid countries need to be administered for the Oral Polio Vaccine (OPV).

Inbound travellers would need to get themselves vaccinated against polio six weeks prior to their departure from these seven countries. Similarly, Indian travelers need to get OPV vaccination before flying to the aforesaid polio effected countries as a preventive measure to save themselves from the disease. India is on the verge of reaching the eligibility for the WHO certification of being a polio-free country in the South East Asian region since there has not been any polio cases reported in India for the past three years.

However, since polio prevails in the countries like Afghanistan, Ethiopia, Syria, Kenya, Somalia, Nigeria and Pakistan which still are polio-endemic countries, the risk of polio persists. Thus in view of the persisting threat of polio virus importation from these countries, the Independent Monitoring Board of the Global Polio Eradication Initiative, recommended in its October 2013 report that the International Health Regulations (IHR) should be used to ensure all people travelling from polio-endemic countries are required to undergo vaccination prior to travel, and this should be extended to any persistently affected country.

CSC's (Common Services Centre) to help Passport Applicants in Rural Area

Passport applicants from the country's rural parts will soon be able to file and upload their passport application forms, pay the fee and schedule their appointment at the Passport Seva Kendra without even having to step out of their neighbourhoods. The Ministry of External Affairs (MEA) will shortly provide passport related services at Common Services Centres (CSC's) in rural parts of the country to assist applicants with the online procedure at a charge not exceeding Rs.100/-.



One Lakh plus CSC's located across rural areas of the country & also small towns and tier II are internet enabled centres that function as delivery points for the Government, private and social-sector services in the area of agriculture, health, education, banking etc. to rural citizens of India.

Jet Airways offers female passengers 10% discount for bookings upto May 8.



Jet Airways (India) Ltd, as part of 'International Women's Day', is offering women travellers a ten per cent discount on base fare for international travel on the airline's network and a ten per cent discount on base fare and fuel surcharge (excluding applicable taxes) on domestic services operated by Jet Airways and JetKconnect. All tickets, both domestic and international travel, must be booked on the airline's website between March 8 and May 8, 2014, with a travel validity of 11 months.

As part of the Women's Day, Jet Airways will also support three NGOs working on a range of women's issues by conducting an in-flight fundraising drive from March 8-22 on all domestic flights. The proceeds from the initiative will go to three NGOs, namely Mijwan Welfare Society, Save the Children India's - Women's Institute for Social Education, and Women's India Trust.

Jet Airways integrates “Google Now” for bookings made through website and mobile apps

Jet Airways has integrated “Google Now” feature into its booking system for tickets booked on www.jetairways.com and the Jet Airways mobile applications (apps). Google Now will show guests timely and relevant updates through Google Now flight cards. Google Now is a feature of the Google Search app that delivers the information you care about, without having to search for it. On choosing the most relevant cards, Google Now learns how to help manage your day, letting you focus on what matters. On signing in Google Now seamlessly brings customised, highly relevant information. You control the settings that determine the information Google Now provides.



Jet Airways is the first Indian airline to integrate Google Now which updates guests about their upcoming flights, provides flight status, and information about the departure time and airport terminal. This feature is available via the Google Search app for iOS devices on Apple's App Store, and is built into Android 4.1+ devices, as part of the Google Search. For users of iPhones and iPads will need to download the free Google Search App.

Jet Airways guests who make a booking through www.jetairways.com or the Jet Airways Mobile App and indicate/sync their Gmail address in the booking will be able to view travel information in Google Now several hours before their flight departure. The information includes updates on flight schedule, and the airport terminal. This information is automatically updated in Google Now. If the flight is delayed or the status changes, the latest information will be reflected in the Google Now card via Google Search. Google Now additionally provides relevant information about the destination like weather, local happenings, updates, etc.

Cathay Pacific adjusts Delhi schedule to offer double daily flights to Hong Kong



Cathay Pacific Airways has adjusted schedule of its Delhi flights to offer double daily non-stop service to Hong Kong from March 31, 2014. The first flight from Delhi will arrive at Hong Kong International Airport at 0700 and the second flight at 0925, offering passengers seamless connections to destinations such as North America, Australia, Japan, Korea, China and the Philippines offered by Cathay Pacific and its sister airline, Dragonair.

Both non-stop services are operated by Cathay Pacific's fleet of A330 aircraft featuring the airline's award winning Business Class seat, new Premium Economy cabin and the refreshed Economy class seat.

Flight No	Routing	Departure	Arrival	Frequency
CX694	DEL-HKG	0125	0925	Daily
CX698	DEL-HKG	2245	0700 + 1	Daily
CX695	HKG-DEL	1745	2115	Daily
CX697	HKG-DEL	2015	2345	Daily

Jet Airways withdraws four Kolkata flights

Jet Airways (India) Ltd has withdrawn four flights from Kolkata to free aircraft that are urgently required to meet international commitments following the USD 339-million deal with Etihad Airways PJSC. Two more flights from the city will be taken off next month, reducing the number of daily departures from Kolkata to 24.

Four domestic flights that have already been withdrawn are to Chennai, Lucknow, Bengaluru and Delhi. According to airline sources, the flights from Kolkata got the axe as they registered poor yields and made sense to deploy them in sectors where demand is high.



New Airport Terminal at Ozar, Nasik inaugurated

The new airport terminal at Ozar, around 20 km from Nashik city was recently inaugurated. The Nashik airport will definitely help in decongestion of air traffic at Mumbai — especially now, when the new airport to be constructed in Mumbai will take at least seven years to be completed. The situation will only help the industrial, agricultural and tourism growth in the district.

The state government and Hindustan Aeronautics Ltd (HAL) have jointly upgraded the Ozar airport at a cost of Rs 94 crore .

Qatar Airways launches free Doha city tour for transit passengers



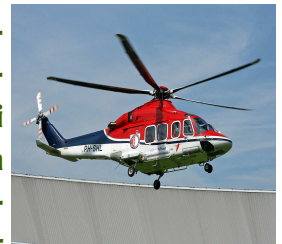
Qatar Airways has launched a free Doha city tour for passengers who are transiting through Doha, similar to that offered at Singapore. This joint initiative, between Qatar Airways and Qatar Tourism Authority, will provide passengers with a unique transit experience.

Passengers travelling with Qatar Airways who have between five and twelve hours transit time in Doha can take advantage of the free city tour by visiting the Doha City Tour counter at Doha International Airport Transit terminal. The tour takes around 3 hours and includes visits to some of the key landmarks around Doha city including the Museum of Islamic Art, the Corniche, West Bay area, Katara Cultural and Heritage Village, The Pearl Qatar and Souq Waqif.

The tour is conducted in an air-conditioned coach and is on a first come first serve basis subject to seat availability on coach. An English-speaking guide is on hand to provide information and insights about

Online Helicopter Ticket Booking for Amarnath Yatra to start on March 17, 2014

The online booking for helicopter tickets of Amarnath Yatra 2014 will commence on March 17 at 10 am. Shri Amarnathji Shrine Board (SASB) has made arrangements with Global Vectra Helicorp Limited, Pawan Hans Limited and Himalayan Heli Services Private Limited for services on the Neelgrath-Panjtarni-Neelgrath and Pahalgam-Panjtarni-Pahalgam sectors. Pilgrims, who wish to avail helicopter services, are not required to advance register through designated bank branches as their application for purchasing helicopter tickets contain the required information. These tickets will be considered as yatra permits for undertaking the pilgrimage. All such yatris shall not be allowed to board the heli-services unless they produce the required compulsory health certificate issued by authorised doctor or institutes which have been notified by their respective State Governments.



These Heli-travelling yatris shall have to furnish compulsory health certificates at the time of boarding the helicopter at Neelgrath or Pahalgam, without which the boarding passes will not be issued to them. Other than the online ticketing facility, pilgrims undertaking Amarnath Yatra will get temporary pre-paid Sim Cards in Kashmir this year. The Department of Telecommunication has also advised other service providers such as Airtel, Vodafone and Idea to compile their resources and explore the possibilities of constructing telecom towers during the yatra.

DoubleTree welcomes guests to Taj Mahal with Agra hotel



Hilton Worldwide has announced the signing of a management agreement with Archer Hospitality for the DoubleTree by Hilton Agra, scheduled to open this August. Located just two kilometres from the Taj Mahal, DoubleTree by Hilton Agra will be among very few hotels offering views of the legendary mausoleum. The hotel's city centre location will also place it near popular tourist attractions and shopping hubs like the Agra Fort, Akbar's Tomb and Kinari Bazaar. The 104-room hotel will also feature four dining outlets, an outdoor swimming pool with magnificent views of the Taj Mahal, 24-hour fitness centre, a spa and salon. The conference and event space at the hotel will include a 4,700-square foot ballroom, four meeting rooms and a 24-hour business centre.

Indian Railways launch "SMS Gateway" facility

Newly Developed 'SMS Gateway' for PNR Status update recently launched by Indian Railways. 'SMS Gateway', which will enable passengers to get SMS alerts on the status of reserved tickets.

The 'SMS Gateway' project will be used to send SMS alerts to passengers in case of status change in the PRS tickets, as compared to the initial booking status (For example W/L to RAC, RAC to CNF, W/L to CNF). SMS alerts prior to chart preparation will be sent once a day, in case of status change only, beginning from 5 days before the journey date. The SMS alerts after chart preparation (which is normally done 3-4 hours before train departure), will convey the actual Berth No., Coach No and RAC No. for those passengers whose final Charting status has changed as compared to the initial booked status. In case of any ticket upgradation or seat re-allotment also SMS alerts will be sent.



Third-party Premiums Set to rise



Private car owners may have to pay up to 137% higher premium for third-party insurance from the next financial year. An Insurance Regulatory & Development Authority (IRDA) exposure draft has proposed 25-137% increase in the third-party insurance premium for private cars from April 2014. The hike proposed is highest (137%) for cars with engine power less than 1000 cc & 1500 cc, the increase in premium proposed is 50%, while for those above 1500 cc the increase proposed is 25%. For the two-wheeler category, the proposed premium hike for bikes with less than 75 cc engine power is highest at 45%, while that for with 100-150 cc engine power is 13%. Those riding high-power bikes with engine power 350 cc or more would see their premium come down drastically by 62%. The hike has been proposed amid growing third-party losses, & riding rising death claims. According to the IRDA, the average death claim under third-party motor insurance has grown from Rs 2.1 lakh in 2007-08 to Rs 3.9 lakh in 2012-13, a jump of 85% in the last 5 years. The average loss ratio in the third-party motor business is 140%, which means against Rs 100 premium, insurers paid Rs 140 in claims. Motor insurance has two components - third party, which covers losses to a third party (other than the owner of the insured car) in case of an accident involving an insured car, & own damage, which covers the insured vehicle against damage & theft. Third-party insurance is mandatory by the law. The premium for third-party insurance is decided by the Government.

Indian Railways updated cancellation Rules for e-Tickets

Cancellation of e- tickets :-

- The e- ticket may be booked and cancelled through internet and the refund of fare shall be credited to the customer's account after deducting the charges applicable.
- In case of a confirmed e-ticket, refund of fare shall be granted in accordance with rule for unused tickets on which reservation has been made. In case of RAC e-ticket, refund of fare shall be granted in accordance with rule for unused waitlisted and RAC tickets.
- In case of the waitlisted e-ticket on which status of all the passengers is on waiting list even after preparation of reservation charts, names of all such passengers booked on that Passenger Name Record (PNR) shall be dropped from the reservation chart and refund of fare shall be credited to the customer's account after deducting the clerkage.
- In case on a party e-ticket or a family e-ticket issued for travel of more than one person, some persons have confirmed reservation and others are on the list of RAC and waiting list, then in case of passengers on RAC or waitlisted not travelling, a certificate has to be obtained from the ticket checking staff to that effect and refund of fare shall be processed online through TDR, indicating the details of the certificate issued by ticket checking staff.
- The online TDR shall be filed up to seventy two hours of actual arrival of the train at passenger's destination and the original certificate issued by the ticket checking staff is to be sent through post to Indian Railway Catering and Tourism Corporation (IRCTC). The fare shall be refunded by Indian Railway Catering and Tourism Corporation (IRCTC) to the customer's account after due verification.
- In case of e-tickets (confirmed or RAC), if the reservation charts have been prepared, online TDR is required to be filed for obtaining refund. No refund of fare shall be admissible on e- ticket having confirmed reservation in case the request for refund is filed online after two hours of the actual departure of the train.

No refund of fare shall be admissible on RAC e-tickets in case the request for refund is filed online after three hours of the actual departure of the train.

Refund on Tatkal tickets:

- No refund of fare shall be admissible on confirmed Tatkal ticket.
- In case of Tatkal ticket on waitlist, refund of fare shall be granted in accordance with rule for unused waitlisted or RAC tickets.

In case on a party Tatkal ticket or a family Tatkal ticket issued for travel for more than one person, some persons have confirmed reservation and others are on waiting list, full refund of fare, less clerkage, shall be admissible for confirmed passengers also provided that the entire Tatkal ticket is surrendered for cancellation within six hours before the scheduled departure of the train or upto two hours of the actual departure of the train.

News at a Glance...

- Low-cost carrier SpiceJet has placed an order for 42 Boeing 737 Max aircraft at a list price of \$4.4 billion. The airline swapped existing orders for 12 Boeing 737 aircraft for the next-gen avatar of the plane, which the US aircraft major announced after Airbus came up with the thriftier A-320 neo (new engine option) of its popular A-320s. The delivery of the new planes will begin from 2018. 
- Jet Airways has launched Bangalore's maiden International flight from 11th March 2014 to the Gulf, connecting India's IT Hub with Abu Dhabi. Flight 9W 504 departed from Bangalore at 8.30 pm & arrived at Abu Dhabi at 11.30 pm local time. For return leg, flight 9W 503 will depart at 10.30 am from Abu Dhabi & will reach Bangalore at 4.20 pm IST. 
- The Maharashtra Tourism Development Corporation in collaboration with a private party is starting a floating restaurant off Bandra. The project will take off in the next couple of months.
- KLM Royal Dutch Airlines has developed a method of payment which enables customers to pay via social media. Customers using Facebook or Twitter to book or rebook a flight, make a seat reservation, or to arrange extra luggage, can now pay through these channels. KLM send a link to the customer in a private message on Facebook or Twitter. The customer can then select their preferred method of payment & complete the transaction. The social media service agent at KLM then receives the message to say that payment has been received & the customer, in turn, receives confirmation of the payment. 
- Royal Orchid Hotels Ltd launched its upscale business brand designed for the corporate traveler, Regenta in Ahmedabad. The hotel features 129 rooms with facilities like Wi-Fi access, express check-in, multi party video conferencing & more. 
- For the first time, three Indian states, Andhra Pradesh, Maharashtra & West Bengal were present with their own stand at ITB Berlin 2014 which was held between 5th & 9th March. 

Upcoming Tourist Destination Myanmar



BY THE RIVERS OF MYANMAR

No longer does the world think of Myanmar as a victim of the dark ages; it's now a budding tourist destination that's evoking the interest of people worldwide. A luxury all-suite ship, custom-built by local Burmese craftsmen, is set to sail the virgin waters of the once-reclusive country soon. Catering to guests of the Sanctuary Ananda, it will make its way through the Ayeyarwady and Chindwin rivers – with guided excursions to temples, pagodas, monasteries and ancient towns – over a period of 11 days. Need more? The ship will house indoor and al fresco restaurants, a spa, gym and 21 suites equipped with balconies.

Understanding “ETA”

Rather than Visa-on-Arrival, it will be the Electronic Travel Authorization (ETA) for India, which will be in place very soon. ETA will be issued through an online system for a short visit. ETA holders can then get their Short Visit Visa at their Port of Entry into India.

International usage limit for Credit Cards to tackle fraudulent Transactions

As a security measure against fraudulent transactions on Indian Credit cards which take place from outside India, Credit card companies are now trying to have a limit on all International usage. This is a per-day limit & is applicable on all international transactions for international location merchant outlets, international ATMs & international shopping websites. With this facility, card holders can now set a limit for the international transactions, beyond which no transaction will get completed.

Lower berths in trains to be given to pregnant women & women above 45

The Railway Board has decided to ensure that pregnant women & women above 45 years of age travelling alone, are given berths. Pregnant women find it difficult to climb the middle or last berth. Hence, a few lower berth seats in all coaches are reserved for them. These women can avail this facility by showing their pregnancy certificate during reservation. Until now, only senior citizens & doctors were given special consideration during reservations. Now, pregnant women & women above the age of 45 years will also be given due consideration & will be allotted lower berths in all coaches during reservation.

The passengers must mention their mobile numbers in the new reservation forms. The Railways can send alert messages to passengers in case of emergency.

Thought for the Fortnight

*Life laughs at you when you are unhappy, life smiles at you
when you are happy but life salutes you when you make
others happy*

....Charlie Chaplin

IAAI Director Board

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| 1. Mr Biji Eapen, National President | : | Speedwings Travel & Cargo Pvt. Ltd., Kochi. |
| 2. Mr V L Jekannathan, National Gen. Secretary | : | All India Travel Agency (Madurai)
Pvt. Ltd., Chennai. |
| 3. Mr Salvadore Saldanha, National Treasurer | : | S V Airlinks Pvt Ltd., Mumbai. |
| 4. Ms Surinder Kumar, Director—NR | : | Travelmate India Pvt Ltd., New Delhi. |
| 5. Mr Rajendra Churiwala, Director—ER | : | Survottam Travels (P) Ltd., Kolkata. |
| 6. Mr T K Gopakumar, Director—SR | : | Magellan Travel Services (P) Ltd., Chennai. |
| 7. Mr Naresh Rajkotia, Director—WR | : | Madhura Travels & Tours, Mumbai. |

We welcome your suggestions to improve this newsletter.

The same may be forwarded to iaai.pune@iaai.in