



# IAAI Newsletter

November 2015, 1st Fortnight Issue

हappY दीवाली



FROM IAAI  
MANAGEMENT

## IAAI News

Mr Chetan Momaya, President IAAI Maharashtra has provided following links for Travel Agents to understand the New Distribution Capability (NDC) process..

1. Introducing NDC—What is NDC ? (Part 1) : <https://www.youtube.com/Rru0RgWxtqq>
2. NDC—Educational Videos : <https://www.youtube.com/playlist?list=PLM2XOITqY4-vtZqaxxk8>
3. Understanding NDC—Shopping & Ordering : <https://www.youtube.com/Yq1ZRqDSRp0>
4. Adopting NDC—Deployment Patterns (for airlines) : <https://www.youtube.com/NCmYyisk56c>
5. Adopting NDC—NDC Reference Architecture (for Airlines) : <https://www.youtube.com/shD3Rq8A1E4>
6. How major GDSs embrace NDC : <https://www.youtube.com/8IRISamZ2ks>
7. <http://www.iata.org/whatwedo/airline-distribution/ndc/Documents/ndc-report-v6-online.pdf>

# IAAI News

## Update on current scenario

The month of November signifies the onset of the winter season that brings about a cold despair and gloom to many living beings around the world. And, this 'November' especially marks the 7<sup>th</sup> Anniversary of zero Commission followed with various restrictive practices like the TAP and WPS.

While the pioneers & stalwarts of the Indian Travel Industry responded to these injudicious airline actions by playing submissive and inactive roles, true to its 'Vision & Mission' from its very inception in 2001, IAAI has continued to fight a lone Crusade against these injustices and for the greater good of the Fraternity and for the survival of the ordinary IATA Travel Agents.

Since a newly re-constituted strong APJC with representation from all the 3 associations can only reverse the weekly payment to fortnightly and implement DIP system as an assured insurance coverage for the survival of ordinary agents in India, we had approached IATA India and Singapore. When APJC was formed in 2000, there were only 43 Airlines and two Associations, whereas today airlines are doubled and 3 National Associations. The biased stand of IATA that, they shall not intervene and re-constitute APJC with 18 members, forced IAAI to approach the Court of Law for legal proceedings.

The outcome of the following Cases are pending as indicated below:

**1. IAAI's Civil Suit in the District & Sessions Court of Gurgaon, Haryana, against IATA (2014 Oct)** - IAAI appealed Hon Court to freeze APJC activities and to direct IATA Country Director to re-constitute APJC-India with 18 members (9 agents equally represented by TAAI, TAFI & IAAI) and Chairman/ Vice Chairman to be elected from the 18, as per Appendix 'F' Guidelines of PAConf 2014 January, under IATA Resolution 818g—

**Current situation** - IATA instead of maintaining its neutral policy, objected on grounds of jurisdiction and shielded APJC-India agent members and activities. But the objections were over ruled. IATA, frantically even submitted a fraud letter to the court, which forced IAAI to file a criminal case against IATA. On 03 March 2015, the Hon. Court has passed an Order favouring IAAI for further proceedings which now are pending for documents verification and hearing.

**2. High Court of Kerala -2014 Mar:** IAAI's lone fight for commission before Division Bench

**Pending judgment** - final arguments in IAAI's Writ Petition to direct DGCA to implement, enforce and execute DGCA Order of 5<sup>th</sup> March 2010 and MoCA Order of 16<sup>th</sup> September 2013 that all airlines operating in India should pay Commission to the travel agents.

**3. Punjab & Haryana High Court, Chandigarh, 2015 Jun:** IATA - Mumbai filed Civil Revision Petition against the Court Orders passed in favour of IAAI by District & Sessions Court of Gurgaon to proceed with the APJC matters.

**4. District & Sessions Court of Gurgaon, Haryana, 2015 Oct-** Criminal Case under Section 340 Criminal Procedure Code against IATA for submission of forged document - Hon court directed to proceed further thru proper channel and accordingly IAAI has filed an FIR with Police department at Gurgaon and awaiting action.

**5. Supreme Court of India** - Case against CCI judgment on "travel agents boycott on Singapore Airlines in 2009". CCI directed TAAI, TAFI & IAAI to submit written guarantee to refrain from such activities and fined Rupees one Lakh as penalty - Our legal counsel opined that such submission will be harmful to the interests of the travel agent fraternity, we had filed an Appeal against the CCI Order in the Competition Appellate Tribunal. Since CCI Apex Council also supported CCI views, IAAI approached Hon Supreme Court for justice.

IAAI only requested IATA to enhance APJC strength with 18 members- 9 agents members equally represented by TAAI, TAFI and IAAI. With such a reconstitution of APJC - In, neither TAAI nor TAFI will be required to compromise on their current representation in the Council. Enhancement in membership will pave way for the airlines like EK & EY which are keen to be a part of this regulatory board.

IATA-India is supposed to be an impartial and unbiased Body and being the Secretary to APJC, why are they so anxious & adamant to keep IAAI out of APJC-India? Who all are involved? What is their commercial interest in APJC's Agency Representation - nexus or noxious?

## Aviation News

### New winter schedule flights introduced by Jet Airways



Effective 15 November, Jet will introduce new flights from Mumbai and Delhi to the eastern port city of Vishakhapatnam, plus new daily flights between Srinagar and Jammu. It will also launch direct flights between the eastern metropolises of Chennai and Kolkata. And the Delhi-Mumbai route will be upgraded with the deployment of a twin-aisle Airbus A330 aircraft, offering extra seat capacity. A 16th daily flight will also be introduced on this high-demand sector.

In addition to the new routes, Jet will increase the frequency of several existing services, with a key focus on Bengaluru. This includes the addition of a 10th daily flight between Bengaluru and Delhi, an 11th daily service from Mumbai to the Garden City, a third daily service between Hyderabad and Bengaluru, a sixth daily flight on the Bengaluru-Mangaluru route, and six more weekly flights between Bengaluru and Goa.

Elsewhere, there will be a third daily service from Delhi to Ahmedabad, a second daily service from Delhi to Varanasi, and a fourth daily flight between Delhi and Hyderabad. Jet will also introduce new late night flights from Mumbai and Kolkata to Chennai.

### Air Canada's non-stop Toronto-Delhi flight starts operations



After a gap of 7 years, Air Canada has relaunched its non-stop Toronto-Delhi flight. The first 787-900 Dreamliner flight from Toronto touched down at Delhi Indira Gandhi International Airport on November 2.

Air Canada is operating 4 weekly flights on the route (Toronto-Delhi on Monday, Wednesday, Friday, and Sunday and the return leg on Tuesday, Wednesday, Friday, and Sunday). The airline will convert the existing frequency of 4 weekly to daily operations from September next year. The airline has deployed brand new Boeing 787-900 aircraft with 3-cabin configuration on the route. Out of the 287 seats on offer, 237 are Economy, 21 in Premium Economy and 29 Business Class seats.

## Aviation News

### Etihad Airways to operate A380s to India from May 1, 2016



Etihad Airways, the national carrier of Abu Dhabi, will start deploying the super jumbo Airbus A380 on the Mumbai route from May 1, 2016 and operate on the official code of its domestic partner Jet Airways.

The new route will connect with the carrier's A380 New York service. Etihad will become the fourth international carrier after Singapore Airlines and Lufthansa to and from New Delhi and Emirates, Singapore from Mumbai to operate the A380 on the India network. For the airline, Mumbai will be the 5th destination to deploy super jumbo after Sydney, and the recently-announced Melbourne which is to start from next June.

The A380 will have 4 types of cabin configuration -- The Residence by Etihad offering 3 suits, 9 First Apartments, 70 Business Studios, and 415 economy seats -- taking the total capacity to 496 seats. The A380 service will offer 50 per cent more seats than the Boeing B777-300 ER it replaces. These A380 will operate daily (EY204 from Abu Dhabi, and EY203 from Mumbai) carrying the 9W code of Jet Airways. The Residence by Etihad features a living room, separate en-suite shower room, double bedroom, and a dedicated Savoy-trained butler. It also features a large 32" LCD monitor in the living room and a separate 24" version in bedroom. Each suite, measuring 125 sq ft, is located on the forward upper deck and is available for single or double occupancy.

### Chennai-Bangkok direct service on SpiceJet from Dec 10



SpiceJet has started new direct international flights to Bangkok from Chennai, flying six days a week. Flight services on this route will commence from December 10, 2015, and this will be its second direct international flight from Chennai. SpiceJet will be operating to Bangkok's state-of-the-art Suvarnabhumi airport from Chennai, from where numerous onward domestic and international connections are available. The airline will deploy Boeing 737 Next Generation aircraft on this route. The airline is offering an all inclusive introductory promotional return fare of Rs 9,999 (Chennai-Bangkok-Chennai) / THB 5400 (Bangkok-Chennai-Bangkok) for a limited period.



## Aviation News

### Scout Airlines to debut in India early next year



Singapore-based Scoot Airlines is now planning to tap the fast growing Indian market early next year. The budget carrier is also launching services to as yet unannounced destinations in India and to Jeddah in Saudi Arabia. Hangzhou city was recently joined as its destination and Gangzhou, expected to come online early next year, will be Scoot's sixth destination in China served from its Singapore base. Scoot was currently serving Australia's four biggest cities including Brisbane, Melbourne, Perth and Sydney. Apart from Australia and China, it also has services for Thailand, Japan, Korea and Hong Kong.

## Visa News

### Thailand to launch 6-month Multiple-Entry Visa for Indians from November 13



Thailand's Ministry for Foreign Affairs (MFA) has confirmed that it will be launching a new six-month multiple-entry tourist visa (METV) on November 13, 2015. The visa, costing INR 10,000 (5,000 baht) will grant travellers multiple entries during a 6-month period, for up to 60 days per entry. All foreign nationals are eligible to apply for METV. There has been speculation about the METV since August this year. Under the current rules, tourist visas are valid for just 60 days, after which visitors must leave the country or apply to a local immigration office for an extension. The new visa will allow visitors to enter and leave the country as often as they want over the six-month period; provide they leave the country every 60 days.

Indian travellers must be able to show a proof of funds in excess of INR 400,000, 12-months' validity on their passports and must display an intention to travel to Thailand at least twice during the six-month period in order to be eligible for the METV.

One can only apply for an METV at a Royal Thai Consulate. It is not available on-arrival. Travellers should keep a buffer of two days, after submitting a completed visa form with all documents for the processing of an METV.

## Hospitality News

### AccorHotels to open 14 hotels in India next year



AccorHotels is hopeful of launching ibis Hotel in Chennai and Goa by end of this year or by early next year. Slated to completely launch by next year ibis and Novotel Hotel would be the next combo offering by AccorHotels on the OMR Road in Chennai. ibis Hotel at Coimbatore and Kochi would be unveiled thereafter. Novotel Jaipur will be launched by July 2016 along with the Jaipur Exhibition and Convention Centre (JECC) debuting either by year end or by mid 2016. AccorHotels, India outlining that a total of 14 hotel openings are slated to open in the next year.

### Goa introduces Online Foreign Registration



Goa's tourism industry has welcomed the Foreigner's Regional Registration Office's (FRRO) move to allow online registration of foreign guests. The FRRO in Panaji launched an online initiative, where foreign nationals can now fill the mandatory 'C' Form online.

The 'C' form is a key document which requires foreigners, under Section three of the Foreigners Act, 1946, to fill up their passport number and other key information for record. Earlier, the responsibility of filling up the form and submitting it to the nearest police station within 24 hours of the arrival rested with the management of the hotel or the host of the foreign guest. Goa, which receives over three million tourists every year, is the second state after Kerala to start the online 'C' Form facility.

According to Section 14(6) of Foreigners Registration Act, 1939, not filling the form is tantamount to violation of visa norms. Online registration would help effective collation of data related to tourist arrivals in the state and allow police to swiftly learn about the identity of the foreign nationals arriving in their jurisdiction.

### Government subsidy to Airlines on remote routes



The Union Government will provide a subsidy to airlines to charge passengers Rs. 2,500/- for an hour's flight on remote routes through a reverse bidding process. This means the airline company which seeks the least financial support through bidding will be given the subsidy, to enable it to charge a low fare.

The subsidy to airlines would come from a proposed Regional Connectivity Fund (RCF). For this the Government has proposed a 2% cess on all air tickets & the proceeds would be utilized towards Viability Gap Funding (VGF) to the qualifying Airline/s. Through levying 2% cess starting from January 1, 2016, the Government expects to raise about Rs. 1,500 crore annually towards VGF.

## Railway News

# Indian Railways doubles ticket cancellation charges



The Indian Railways has doubled the ticket cancellation charge as it has proposed to change the refund rules to help genuine passengers getting confirmed tickets.

There will be no refund after the departure of train and one has to get the refund four hours before the departure, according to the new refund rules. The revised refund rules will be effective from November 12. While cancellation fee of second class confirmed ticket in 48 hours before the scheduled departure of the train will be increased from Rs 30 to Rs 60, the Third AC ticket will cost Rs 180 as against Rs 90 earlier. For waitlisted ticket and reserve against cancellation (RAC), one has to avail the refund up to half an hour before the scheduled departure of the train and there will be no refund after that, as per the new rules. The Second Sleeper class cancellation has been increased from Rs 60 to Rs 120, the Second AC has doubled up from Rs 100 to Rs 200. The aim of the amendment in the Railway Passengers (Cancellation of Ticket and Refund of Fare) Rules, 2015, is to plug the scope of misuse.

Now between 48 hours and 12 hours before the scheduled departure of the train, cancellation fee was 25 per cent of the ticket. Earlier between 48 hours and 6 hours before the scheduled departure of the train, the cancellation fee was 25 per cent of the ticket. Earlier from 6 hours before the scheduled departure of the train and upto 2 hours after the actual departure of the train, cancellation fee was 50 per cent of the ticket. However, revised rules stipulate that between 12 hours and 4 hours before the scheduled departure of the train, cancellation fee will be 50 per cent of the ticket.

Rules were revised to discourage touts and those ticketing agents indulging in black marketing of tickets. Indian Railways has also decided to enable certain unreserved ticket counters to allow refund of reserved ticket.



## Photo Feature

## Ha Long Bay, Vietnam



Ha Long Bay (also "Halong Bay") is in northern Vietnam, 170 km (105 mi) east of Hanoi. The bay is famous for its scenic ocean karst topography and is often included in lists of natural wonders of the world. This unique UNESCO World Heritage Site is a popular place for tourists and it is good to know that large parts of Ha Long Bay are officially protected from development. The Ha Long Bay archipelago is made up of 1,969 islands, both settled and uninhabited. These can be accessed from various ports, though in the special case of Cat Ba you can also arrive either by car, motorbike or bus (via Haiphong) or combined bus/boat (from Hanoi via Halong City). The islands vary greatly in size and shape as well as structure.



## Open Space

### Lighter Moments

A couple from Minneapolis decided to go to Florida for a long weekend to thaw out during one particularly icy winter. Because both had jobs, they had difficulty coordinating their travel schedules. It was decided that the husband would fly to Florida on a Thursday, and his wife would follow him the next day. Upon arriving as planned, the husband checked into the hotel. There he decided to open his laptop and send his wife an e-mail back in Minneapolis. However, he accidentally left off one letter in her address, and sent the e-mail without realizing his error.

In Houston, a widow had just returned from her husband's funeral. He was a minister of many years who had been 'called home to glory' following a heart attack. The widow checked her e-mail, expecting messages from relatives and friends. Upon reading the first message, she fainted and fell to the floor. The widow's son rushed into the room, found his mother on the floor, and saw the computer screen which read

**To: My Loving Wife**

**From: Your Departed Husband**

**Subject: I've Arrived!**

**I've just arrived and have checked in. I see that everything has been prepared for your arrival tomorrow. Looking forward to seeing you then! Hope your journey is as uneventful as mine was.**



## IAAI Director Board

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

**Newsletter Editor**

**Devendra Ghule**

**Asst Editor**

**Saras Deshpande**

**Sudin Travels & Forex Pvt Ltd., Pune**

**We welcome your suggestions to improve this newsletter.**

**The same may be forwarded to [iaai.pune@iaai.in](mailto:iaai.pune@iaai.in)**

**In case you do not receive any issue of the Newsletter, the same can be viewed on the IAAI website : [www.iaai.in](http://www.iaai.in)**