



# IAAI Newsletter

June 2016, 1st Fortnight Issue

## Index

Topics	Page Nos.
IAAI Column	2
Aviation News	3 to 5
New Aviation Policy	6
Hospitality News	7 to 10
Railway News	11
Visa News	12
Photo Feature (Khan Shatyr Entertainment Center, Astana, Kazakhstan)	13
Lighter moments & Thought for the fortnight	14

## IAAI Column

### DGCA DRAFT Amendments

You would have all recently read in the newspapers about the changes that the Ministry of Civil Aviation & DGCA are intending to bring about in the matter of the cancellation & 'denied boarding' charges that airlines are currently levying on all passengers, both domestic & international.

Given below are the URLs related to various DGCA DRAFT Amendments to be introduced soon with regard to certain Sections of the DGCA's Civil Aviation Requirements (CARs).

1. [http://dgca.nic.in/misc/draft%20cars/D3M-M4\(Draft June2016\).pdf](http://dgca.nic.in/misc/draft%20cars/D3M-M4(Draft June2016).pdf)

Draft amendment to CAR Section 3 Series M Part IV – Facilities to be provided to passengers by airlines due to denied boarding, cancellation of flights and delays in flights.

2. [http://dgca.nic.in/misc/draft%20cars/D3M-M2\(Draft June2016\).pdf](http://dgca.nic.in/misc/draft%20cars/D3M-M2(Draft June2016).pdf)

Draft amendment to CAR Section 3 Series M Part II – Refund of Airline Tickets to Passengers of Public Transport Undertakings

3. [http://dgca.nic.in/misc/draft%20cars/D3M-M1\(Draft June2016\).pdf](http://dgca.nic.in/misc/draft%20cars/D3M-M1(Draft June2016).pdf)

Draft amendment to CAR Section 3 Series M Part I – Carriage by Air - Persons with Disability and/or Persons with Reduced Mobility.

As we all collectively have many years of Travel Trade experience and expertise, you are requested to carefully study the proposed amendments that have been clearly indicated in a shaded grey colour and send us your opinions /comments / suggestions ASAP (positively within 2 weeks) so that we can revert with the same to MoCA & DGCA for the final drafting of the Amendments that they intend to complete in June 2016.

Looking forward to hearing from everyone ASAP and within the deadline,

With regards

Biji Eapen  
National President - IAAI

## Aviation News

### Vistara adds new double daily connections



Vistara is further expanding its wings to establish a pan-India presence as its inaugural flight UK 747 commenced from IGI airport, Delhi recently for Kolkata. The introduction of Kolkata, Vistara's fourth destination in the east and 17th destination overall, reflects the airline's commitment of bringing high quality, international-level service standards in air travel across the length and breadth of India aboard brand new, state-of-the-art Airbus A320 aircraft configured with 158 seats offering Business Class, Premium Economy, and Economy Class. Kolkata will now be directly connected to Delhi via double daily flights offering convenient same-day return options in both directions and onward via Delhi to eight other destinations such as Chandigarh, Goa, Kochi and Srinagar. International travelers from the city will also benefit from convenient same-terminal connections in Delhi through Vistara's interline partnerships with 12 global airlines via Vistara's hub at T3 Delhi, along with international baggage allowance on Vistara flights that connect to or from international flights on any airline.

Effective June 18, 2016, Vistara will operate double daily on the Delhi-Guwahati route. Guwahati, the gateway to the northeast, is the largest and most cosmopolitan city in Assam and serves as the starting point for most north eastern itineraries. With the addition of the new frequency, Vistara will now offer convenient connections to Guwahati from Ahmedabad, Mumbai, Bengaluru, Hyderabad and Srinagar, and from Guwahati to Bagdogra, and to Mumbai and Ahmedabad via Delhi.

### GoAir adds first A320 NEO aircraft to its fleet



GoAir adds its 20th aircraft into the existing fleet of 19 A320 aircraft. The A320 NEO incorporates latest generation engines and many innovations to ensure smooth flying experience while also reducing carbon footprint. GoAir is delighted to welcome A320 NEO into its fleet. With the induction of the first 72 NEO aircraft on order, GoAir have reached a fleet strength of 20 aircraft. The A320neo is equipped with the Spaceflex cabin concepts making even more efficient use of the available space. GoAir is also the first airline to use this aircraft in Spaceflex configuration with 186 seats. The A320neo "new engine option" incorporates a host of innovations, including latest generation engines and large Sharklet wing-tip devices. These allow for 15% in fuel savings from day one and 20% by 2020. This is equivalent to a reduction of 5,000 tonnes of CO2 per aircraft per year.

## Aviation News

### IndiGo enhances connectivity across its domestic network with new flights

# IndiGo

Effective June 1, IndiGo has enhanced its customer experience in the domestic market with the launch of new flights in India. IndiGo has introduced its first direct and daily flight on the Kolkata-Lucknow route, while adding additional daily non-stop flights connecting the cities of Delhi-Kolkata, Delhi-Pune, Delhi-Lucknow, Delhi-Chennai, Delhi-Ahmedabad, Delhi- Bengaluru, Delhi-Goa, Delhi-Kochi, Delhi-Thiruvananthapuram, Bengaluru-Hyderabad, Chennai-Kolkata, Chennai-Pune, with effect from June 1, 2016.

Effective June 2, 2016, the Indian carrier has also added additional flights between Ahmedabad - Hyderabad, Chennai - Hyderabad, Kochi - Thiruvananthapuram (operating on Monday, Tuesday, Thursday & Saturday).



Kyrgyzstan- based low-cost carrier - Air Manas (formerly operating as Pegasus Asia), is all set to add a third frequency on the Bishkek-Delhi-Bishkek route, to be operated on Sundays. From June 14 onwards, the additional frequency will depart from Bishkek at 5:20am and arrive in Delhi at 8:10am. On the return leg, the flight from Delhi will operate at 9:15am and will reach Bishkek at 1:05pm (all times local). These timings will remain the same until October 28. Airline will operate a Boeing 737-800 new generation aircraft on the Bishkek-Delhi-Bishkek route with a seating capacity for 189 passengers.

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South: Chennai, Bangalore, Coimbatore

## Aviation News

### Airlines to reduce fee for extra baggage



In a major relief to passengers, airlines will be mandated to steeply reduce fees for carrying five-kg extra baggage on flights. The Ministry of Civil Aviation will ask the airlines to charge INR 100 on each additional kg baggage against an average of INR 300 a kg charged at present, a senior official of the Ministry said. However, the reduced fares will be applicable for five-kg extra luggage.

At present, domestic airlines, except national carrier Air India, allow passengers to carry 15 kg luggage free of cost. Air India allows passengers to check in with 25-kg bags without any cost. IndiGo, GoAir, AirAsia India and Air India charge passengers INR 250 for carrying each kg extra baggage. SpiceJet charges INR 300 a kg for additional luggage, Jet Airways INR 350 a kg and Vistara INR 320 a kg for economy class and INR 330 for premium economy. With the latest move, a passenger may carry five-kg additional luggage by paying INR 500 to the airlines instead of shelling out INR 1,250-INR1,750.

### MoCA likely to announce new norms for ticket cancellation



In an important move, the airlines will not be allowed to charge cancellation fees more than the basic fare of a ticket. For instance, a Delhi-Chennai flight booked through a travel portal on June 25 costs INR 3,993 and the cancellation fee comes to Rs. 3,550, including the airline's cancellation charge and travel portal's cancellation fee.

Ministry of Civil Aviation (MoCA) is likely to announce new norms for ticket cancellation, baggage and denied boarding, amid the increasing number of complaints on these issues. The move also comes after domestic air passengers' body Air Passengers Association of India (APAI) had written to the MoCA and aviation regulator Directorate General of Civil Aviation (DGCA) requesting them to address these issues including adequate compensation to fliers in the eventuality of their flight getting cancelled or delayed.

At present a passenger gets between INR 2,000-4,000 depending upon the duration of the delay. The compensation ranges in the same amount if boarding is denied. The revamped norms are expected to be made public soon. Significantly, after domestic airlines including the largest airline by market share IndiGo and Government-run Air India hiked its cancellation charges, the DGCA had sought an explanation from the carriers over the issue. In April, budget carrier IndiGo had done away with the slab system for calculating ticket cancellation fee and made it uniform at INR2,250. Air India too had in February imposed a hike of INR 500 for cancelling its flight tickets, which now stands at INR 2,000 per ticket. According to DGCA, more than two-thirds of the airline flights in April were cancelled due to technical and operational reasons. Also, a total of 46,833 passengers were affected due to the flight cancellations, delays and denied boarding, involving a compensation of INR 1.33 crore during April this year.



## New Aviation Policy of Government of India



The new civil aviation policy cleared by the Government is holistic in its agenda. The main focus of the key proposals is that it ought to be viable not only from the perspective of airlines but also that of passengers.

- There are 34 regional airports in India. In comparison with traffic at metro airports, traffic at these airports is slim. To make routes to these airports profitable, the Government has announced a few business-enhancing measures. For one hour long flight, the Government has capped ticket price range to Rs 2,500 and for a half an hour journey the ticket price now cannot exceed Rs 1,200. For instance, for a typical Delhi-Mumbai flight, which is more than an hour journey, if one books a ticket sufficiently in advance, the price may be close to Rs 3,500. The difference of Rs 1,000 would be made up from the support of state and central Government. The central and state Governments (in the ratio: 80:20) will bear the losses borne by airlines which wish to fly from and to regional airports.
- *To increase the viability of running routes from regional airports, the Government has abolished airport charges, reduced service taxes and excise duty on aviation turbine fuel. State Governments will provide free police and fire services. Further, they are to provide power, water and other utilities at concessional rates. To take care of the losses borne by airlines the Government will create a Viability Gap Fund (VGF) and funds for it would come from small levy (it is believed to be 2%) on domestic flights.*
- These measures would have long-term advantages. The Government is expected to invest Rs 50-100 crore for revival of regional airports as no-frills airports. One big advantage would be emergence of airlines as preferred mode of travel as the cost of travelling by trains between tier-2 and 3 towns and doing so by air would not have any significant difference. This would enhance the industry's number of passengers. Higher ticket sales is expected to enhance revenues for domestic airlines.
- *The Government has also done away with the 5/20 rule, which required domestic airlines to have 20 aircraft and five years of domestic operations to fly overseas. The Government has recommended any domestic airline to fly overseas at least 20 aircraft or 20% of total aircraft capacity must be allocated to domestic operations. This rule would not intensify competition for existing players as new regional entrants Air Asia and Vistara have just completed two years of operations and have capacity of less than 20 aircraft.*
- The Government has also dealt with issues related to bilateral rights. All airlines in India, which have not utilised their capacity on routes to countries within 5,000 km radius of India may receive additional capacity by a method, which will be recommended by a Committee headed by the Cabinet Secretary. The Government will enter into an 'Open Sky' policy arrangement on a reciprocal basis with SAARC countries and countries located beyond 5,000 km from Delhi. This should enhance traffic in South Asian countries and also make the business of flying overseas sensible and viable for domestic airlines, which are cautious to scale up their operations rapidly but intend to fly overseas.

## Hospitality News

### Taj unveils The Gateway Resort Corbett



The Gateway Resort Corbett is the latest addition to the portfolio of Taj Hotels. Set alongside the picturesque Kosi River, the hotel is a perfect getaway for adventure hunters and holiday seekers. Special introductory offer starts at INR 12750. Sprawled across acres of dense greens with 62 cottages and villas, Gateway Corbett comes with the finest of Indian and international dining options that include Active Foods for healthy eating at Treetop - the all-day diner, Tusker - the watering hole for the wild-spirited and Jim's Grill - a perfect spot for sundowners. Revitalize at the Jiva Spa, which offers wellness therapies, scrubs, wraps and beauty rituals performed by dedicated therapists. Unwind at the pool or with their in-room Yoga or celebrate at Woods - the banquet hall.

### Himachal Road Transport Corporation estarts Bus service to Leh



**Himachal Road Transport Corporation**  
...safe service, courteous service

The Himachal Road Transport Corporation (HRTC) bus service from New Delhi to Leh in Jammu and Kashmir has restarted for the summer season. The one side fare on this route is INR 1,365/-. The arduous 1,050 km non-stop bus journey from Delhi to Leh in

Ladakh division takes 33 hours. The route passes through four high mountain passes and remains snowbound from October to May or June.

Also, the luxury bus service linking picturesque tourist resort Manali in Himachal Pradesh with Leh will restart on July 1, more than six months after it was halted for the winter. The 35-seater bus will leave Manali at 11 a.m. on every alternate day and will arrive in Leh the next day in the evening after covering 475 km. The bus will halt overnight at Keylong in Lahaul-Spiti district. From there, it will depart at 4 a.m. One-way fare, including a night's stay at Keylong, dinner and breakfast, is INR 2,700. For the night stay, a special camping site has been developed at Keylong for the passengers by the HPTDC. The HPTDC is running the luxury bus service to promote tourism in Himachal Pradesh. The bus crosses four high mountain passes in the cold deserts of Himachal and Jammu and Kashmir — Rohtang Pass (13,050 ft), Baralacha Pass (16,020 ft), Lachungla Pass (16,620 ft) and Tanglangla Pass (17,480 ft).

## Hospitality News

### Andhra Pradesh Tourism to start water sports and adventure tourism



Andhra Pradesh is all set to launch a host of water sports and adventure tourism facilities. In line with the surge in tourist interest in water sport activities, the state has already introduced a plethora of such facilities for example parasailing, jeep parasailing,

para-motoring, water skiing, speed boat etc. in Bhavani Islands in Vijayawada. Work is also well underway to replicate the same across other key beaches such as Rishikonda, Bheemili, Mangamaripeta, Thotlakonda, among others. In the popular tourist destination of Papikondalu in Rajahmundry, two houseboats have been launched with one and three bedroom capacities respectively. To strengthen the tourism development in the state, Andhra Pradesh is also launching 33 hotels offering more than 2,766 rooms and with a total investment of INR 2,400 crore. Notable global brands such as Taj group, ITC group, Accor group, Holiday Inn Associates and JW Marriot Associates etc. have already invested in such projects. Tourism in Andhra Pradesh is also geared up to launch the amphibious vehicles in Vijayawada and Rajahmundry. These special kinds of vehicles which can operate on both land and water will give visitors an unforgettable experience.

Encouraging Heli tourism, the state is also coming up with sea planes to be functional in Vishakhapatnam, Vijayawada and Kakinada. In Vizag, one of such helicopters will be operated from one of the most prominent tourist attractions of Kailasagiri Hills. Site for setting up sea plane jetty has been identified in all the destinations and currently design work is underway. For adventure tourism, the state is all set to launch the facilities such as waterfall rappelling, rock climbing, high rope courses, zorbing etc. in popular hill stations of Horsley Hills, Puligundu and Talakona.

### Self drive cars segment gaining pace in India



Self drive car service is slowly gaining popularity among those who wish to enjoy the convenience of their own cars, without owning one. Numerous such service providers have sprouted recently and have attracted positive response. One such service provider is Revv, which provides self drive car rentals for hourly, daily, weekly and monthly requirements. The company drops and picks up cars from customer's doorstep. Currently, Revv's fleet consists of 300 cars across three cities - Delhi, Hyderabad and Bengaluru. Its pricing model includes costs such as taxes, insurance etc, except fuel, which is paid by the customer. Outstation travel forms the largest segment for Revv, which includes leisure and work-related trips. Intercity travel is also considered an important market, due to paucity of intercity mobility options. Over a period of time, the company has seen a larger share in work-related self-drive segment, which is expected to reach 60-70 per cent share in the long term.



## Hospitality News

### Sarovar Hotels launch Seyfert Sarovar Portico in Dehradun



Sarovar Hotels Pvt. Ltd. has launched Seyfert Sarovar Portico, Dehradun, a contemporary and upscale hotel, strategically located just off the hustle and bustle of the city. Located close to Dehradun's Jolly Grant Airport, bus stand and railway station, the hotel is conveniently accessible to guests. The hotel also brings the choicest of culinary delights to its guests at Café Travertine, an all-day multi-cuisine restaurant with live counters and a poolside banquet lawn covering 23,000 square feet for social gatherings. Whether it's a corporate event, a social event or a private occasion, Seyfert Sarovar Portico, Dehradun, helps you host a seamless event managed by professionals.

### Clarks Inn Suites opens at Gwalior



A modern and contemporary hotel, Clarks Inn Suites Gwalior has been recently launched by Clarks Inn Group of Hotels. A four-star hotel, offering luxury amenities and services, it is situated in the heart of the city, just 2 km away from railway station/bus station, 8 km from airport and adjacent to shopping mall and the local zoo and recreational park. The hotel comprises 60 centrally air-conditioned contemporary rooms (1 Royale Suite, 3 Premiere Suites, 6 Executive Suites and 50 Executive Rooms), out of which 33 rooms offer the Gwalior Fort view. Each room features an array of modern conveniences, such as a flat-screen color LED with multi-channel cable, tea and coffee maker, blackout curtains, high-speed Wi-Fi net access and well-appointed bathrooms with a complete range of toiletries. An 8,500 sq. ft. terrace provides guests with a venue for meetings and social gatherings, with state-of-the-art conferencing equipments.



Chototel, a chain of super- budget rental accommodation model, is all set to spread its wings to most populous cities of the world, after their pilot project which is set to open in Nagothane on Mumbai – Goa National Highway. A hospitality-cum-rental accommodation project, the Nagothane project, spread across 1.5 acres with 240 accommodation units, is slated to open soon. The biggest attraction of Chototel is the USD 2 per day rental that they promise to guests. The standard Chototel unit will have 280 sq. ft. room containing a furnished multi-purpose area, two sofa beds, study/dining table, a kitchenette, bathroom with western commodes and a common balcony.

## Hospitality News

### International cruise liners return to India; Costa Cruises to home port ship from Mumbai



India is set to create its presence on the international cruising map with Italian cruise liner, Costa Cruises home-porting its ship in Mumbai from December 16, 2016. The ship, Costa neoClassica will be home-ported in Mumbai. It will reach India from Male (Maldives) via Colombo (Sri Lanka) for a 7-night sojourn. From Mumbai, the ship will traverse via Mangalore and Kochi en route Male. Initially, the ship will be home-ported in Mumbai for three months (December to March).

Costa neoClassica, a boutique ship, has the capacity to carry 1,800 passengers. With this deployment, Indian passengers will no longer have to fly to international ports to sail. They can choose a back and forth itinerary on the Costa neoClassica of 14 days, and explore the beach destination of Male, which will be a unique experience. With the ship halting at Mangalore and Kochi ports, will allow passengers to discover these cities as well. The current business environment in India will open a new chapter in the cruising market, and will help us optimise passenger volume from the country.

### Coimbatore group to launch new airline Air Carnival



Coimbatore-based CMC (Coimbatore Marine College) group is venturing into the aviation industry by launching a low-cost carrier (LCC) under the brand Air Carnival. It is the sister concern of CMC (Coimbatore Marine College) group of institutions established in 2002 in Coimbatore. The company has stated that the airline's first flight would be ready for take off by the end of this month or early next month. To begin with, the airline will focus only the southern markets during the first one year. The airline would focus on short haul services and deploy ATR-72-500 aircraft for the same. The airline is expecting the Air Operator's Permit (AOP) in the next 6-7 days and it want to start operations by June end or first week of July, no later. Initially it is looking at Coimbatore-Chennai-Madurai sectors.

The airline will start with one aircraft and two more will be added within the next two-and-a-half months. These 70-seater aircraft are more economical for short-haul services and they are proven one in India. The airline will have daily service for 10 sectors including three daily flights between Chennai and Coimbatore and two daily flights between Chennai and Madurai. For the next one year the company would focus on the southern Indian market and later it would look at the north.

## Railway News

### Indian Railways launches Tiger Express train



Indian Railways commenced the Tiger Trail Circuit Train from Delhi Safdarjung Station. The launch of the Tiger Express on World Environment Day is to highlight the significance of environment in everyone's life. This tourist train will be operated by Indian Railway PSU namely Indian Railway Catering and Tourism Corporation Ltd (IRCTC). The train will start from Delhi Safdarjung railway station and travel via Katani, Jabalpur, Bandhavgarh and Kanha.

The semi-luxury train will take the guests onboard to the world famous Bandhavgarh and Kanha National Parks in Madhya Pradesh. In addition the trip will also take tourists to Dhuadhar Waterfall in Bhedaghat near Jabalpur. The 5 days/6 nights itinerary of the Tiger Express includes three Tiger Safaris, and it will give opportunity to the tourists to have a sight of the majestic wild cats in their natural environs and a spectacular view of the wildlife.

IRCTC has been designated to execute the entire itinerary. They have been efficiently conducting a variety of tour programmes like the 'Desert Circuit' in Rajasthan and the 'Heritage Circuit' in North India. This is for the first time that Indian Railways have forayed into the exciting and fascinating wildlife tourism. The package includes journey by the exclusive semi luxury air conditioned train, accommodation in air-conditioned rooms of three-star equivalent hotels for three nights (one night in Bandhavgarh and two nights in Kanha in Mogli Resorts), sightseeing and road transportation by AC vehicles, buffet meals, game safaris, inter-city transfers and travel insurance. Regular Monthly trips of the fully air-conditioned train, which has been vinyl-wrapped with motifs of the wildlife, are to begin from October, 2016 onwards.

The itinerary has a tariff structure starting from INR 38,500. For travelling in I-tier AC, tariff has been fixed at INR 49,500 for single occupancy, INR 45,500 for double occupancy, INR 44,900 for triple occupancy and INR 39,500 for a child aged between 5 to 11 with bed. The fares for those travelling in AC II-tier is INR 43,500 for single occupancy, INR 39,000 for double occupancy, INR 38,500 for triple occupancy and INR 33,500 for a child aged between 5 to 11 with bed. However, these rates are valid for Indian citizens only. An additional surcharge of INR 4,000 per person will be charged from foreigners for the Safari booking at Bandhagarh and Kanha.

## Visa News

### New Australian 3 years multiple entry visa trial to benefit Indian travellers



Australia has announced the trial of a three-year multiple - entry visitor visa for India to be implemented by July 2016. The trial, which is targeted at frequent short - term travellers to Australia, will allow entry into Australia multiple times on the same visa with each stay valid for up to three months. India is among three other countries - Thailand, Vietnam and Chile - where the trial will be implemented. The trial applies to eligible applicants within the tourist and business visitor visa streams. The announcement was made as part of the Australian Government's 2016-17 Budget to boost Australia's future tourism growth.

### Bahrain slashes visa fee to boost Indian arrivals



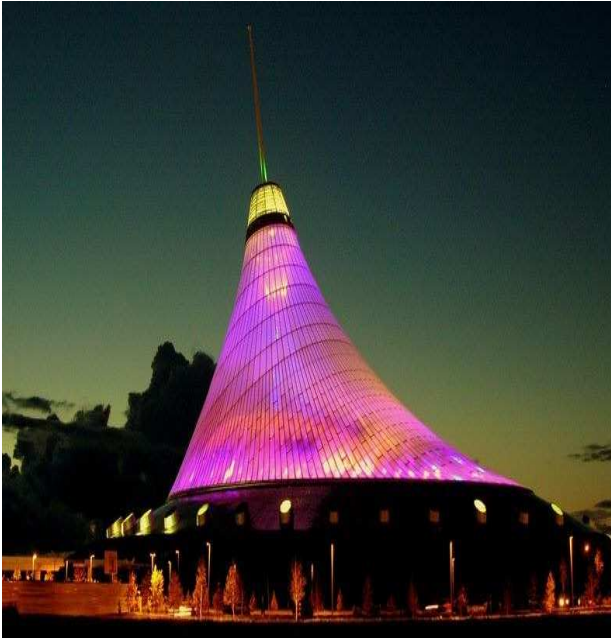
Bahrain is all set to attract the Indian traveller into its country and the obvious sign for the same is the reduction in visa fee from 25 Bahrain Dinar (BD) to 5 BD. The tourism department, which is part of the Economic Development Board (EDB), is prepared a focused plan to offer the Indian clientele a comprehensive tourism product offering, both for the FIT as well as the MICE market. Bahrain aims to offer the Indian market a niche tourism experience, offering a product portfolio of art, culture, shopping, history and nightlife. The Bahrain International Circuit proves to be a major attraction for Formula 1 sports enthusiasts. The aviation sector is also upgrading its current airport, getting it ready for future business and there are talks to increase air connectivity between India and Bahrain. Bahrain also plays host to a 200-year-old Krishna temple, churches and other religious places of worship. From pearl diving experiences to its forts and museum, the region offers a new bouquet of experiential tourism. With a progressive and investment-friendly environment, the country is confident to bring in the right tourism clientele to experience a unique product in the GCC region.



## PHOTO FEATURE

### Khan Shatyr Entertainment Center

**Astana, Kazakhstan**



Khan Shatyr ("Royal Marquee") is a giant transparent tent in Astana, the capital city of Kazakhstan. The 150m-high (500 ft) tent has a 200m elliptical base covering 140,000 square metres (14 ha; 35 acres). Underneath the tent, an area larger than 10 football stadiums, is an urban-scale internal park, shopping and entertainment venue with squares and cobbled streets, a boating river, shopping centre, minigolf and indoor beach resort. The fabric roof is constructed from ETFE-cushions provided by Vector Foiltec suspended on a network of cables strung from a central spire. The transparent material allows sunlight through which, in conjunction with the stack effect, air heating and cooling systems, is designed to maintain an internal temperature between 15–30 °C (59–86 °F) in the main space and 19–24 °C (66–75 °F) in the retail units, while outside the temperature varies between –35 and 35 °C (–31 and 95 °F) across the year.



## Open Space

### Lighter Moments

**Boss** : Someone who is early when your are late & late when you are early.

**Criminal** : A person no different from the rest except that he got caught.

**Politician** : One who shakes your hand before elections & your confidence thereafter.

**Doctor** : A person who holds your ills by pills & kills you by bills.

**School** : A place where parents pay & children play.

**Life Insurance** : A contract that keeps you poor all your life so that you can die rich.

**Nurse** : A person who wakes you up to give you sleeping pills.

### *Thought for the Fortnight*

Look deep into nature, and then you will understand everything better.

— Albert Einstein

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