



# IAAI Newsletter

**August 2017 — Ist Fortnight Issue**

## Index

Content	Page No.
IAAI News	2 to 4
Aviation News	5 to 9
Hospitality News	10 to 12
Railway News	13
Visa News	13
Advertisement Section	14
Photo Feature (Chand Baori, Rajasthan, India)	15
Open Space	16
Sudin Travels Information	17

## IAAI announces ICON 2017



The IAAI National President Mr Biji Eapen has announced the IAAI National Convention - ICON 2017. It will be held as a 3 nights/4 days' event from 14<sup>th</sup> to 17<sup>th</sup> September at the Cherai Beach Resort located 28 km from Kochi.

## IAAI Maharashtra State AGM 2017





## Minutes of the IAAI Maharashtra State AGM 2017

The Annual General Body Meeting of IAAI Maharashtra State Unit, held on 20th July 2017 at the Hotel Mirador (Andheri East), Mumbai, had an unprecedented turn out of over 110 Members.

In her welcome address, Mrs Aruna Shetty, MH-President mentioned that business is downhill already in the last 6 months due to demonetization, followed by extra burden of BSP link charges , reduction of commission by Emirates airline followed by Cathay pacific announcement of zero commission and finally GST.

Secretary Mr. Chetan Gandhi and Treasurer Mr. Siddharth Shah presented Activity Report and Financial Report respectively.

Vice-President. MH Mr Devendra Ghule addressed the members about IAAI's own portal "ITOP" and spoke about the benefits to the agent by using the portal. He stated that most services like Insurance , Eurail, Cruises,Hotels etc is being integrated into the systems and will help agents to benefit maximum out of it.

In his keynote address, IAAI National President Mr. Biji Eapen spoke about the general conditions of all agents in India. He spoke about the times when airlines offered 9% commission to agents and till date he confirms that without traditional agent's support, it is impossible for Airlines to have good occupancy factor . He also mentioned that the current scenario relating to GST though confusing, would be cleared in the next 2-3 months when it is applied practically.

He explained the aircraft rules under which commission is the legitimate right of the travel agents. . It is only the rate of commission that is left to be decided by the airline concerned depending upon commercial considerations.

It is wrong on the part of the airlines to reduce the commission to zero and force agents to recover a charge from the passenger in the form of a transaction fee, as the agency agreement is between the agent and the airline and the passenger is not a party to it. He stated that as per IATA Resolutions, the payment of commission to the agents by airlines is also a statutory requirement in India as the same is provided in the Aircraft Rules, 1937. He clearly explained that the definition of "tariff" given in clause 54A of rule 3 of the Aircraft Rules, 1937 makes commission an integral part of the tariff to be fixed by an airline in accordance with rule 135(1) of the Aircraft Rules, 1937.

Mr Eapen stated that in spite of the relevant Sections of IATA Resolution 824 being very clear as to the payment of remuneration by airlines to the Travel Agent for the sale of the airline services, it is very difficult to understand why DGCA, the Regulatory Authority in India for Civil Aviation, is not confronting the airlines in the matter of their contravention of both the IATA Resolution as well as the Orders from DGCA and MoCA. He also continued and stated that the IATA's Apex Council in India, APJC-India, is interpreting the laws according to their whims and fancies in favour of the airlines and misguiding the Industry (either deliberately or through ignorance) and the ordinary Indian Travel Agents and the traveling public are the victims of such actions like zero commission, TAP, weekly payment system, BSP Cheque payment system etc.

Continue on Page 4...

As APJC-India itself is not functioning as per the Appendix 'F' Guidelines of January 2014 under IATA Resolution 818g. It is for this reason that IAAI has filed the SLP in the Supreme Court against IATA for not reconstituting APJC-India as per its own Resolution. IAAI is the only Travel Agents representative Body that is relentlessly fighting for Agency Commission since June 2008. If the other Trade Associations are indeed having the interests of the Travel Trade Fraternity at heart, why are they not supporting IAAI's views and actions in spite of the favourable Orders it has got from both DGCA & MoCA??

IAAI is in negotiation with certain Insurance Companies for DIP (Default Insurance Program), a move which will greatly benefit Travel Agents. He addressed the gathering to update on the latest developments in the industry and the efforts that IAAI is making to ensure that the rights of small and medium Travel Agents are protected.

## Vistara introduces check-in & baggage drop facilities at Airport Express Metro Line in Delhi



Vistara, a full service carrier, joined hands with Delhi Metro Rail Corporation (DMRC) and Delhi International Airport (DIAL) to introduce check-in and baggage drop facilities at the New Delhi station of the Delhi Metro Airport Express Line.

The service is available starting to offer enhanced convenience and seamless travel experience to Vistara customers. Vistara customers can check-in with great ease from two to 12 hours prior to their flight's schedule departure at the New Delhi station of the Airport Express Line Metro, which is also conveniently connected to the New Delhi Railway Station of the Indian Railways network. Those already checked-in using the web or Vistara's mobile app can simply drop their baggage at the counter and head to the airport directly.

Vistara uses secured Baggage Handling System (BHS) to transfer the baggage to the airport terminal efficiently. The Airport Express Line of the Delhi Metro runs every 10-15 minutes and takes passengers to Terminal 3 of Delhi's IGI Airport within 18-20 minutes, helping time-constrained passengers beat the traffic on roads.

## Jet Airways to start 14 new direct, non-stop domestic flights



Jet Airways (India) Ltd has expanded its domestic network during this monsoon by introducing 14 new direct, non-stop flights to emerging cities in India. This augmentation of domestic services between these cities comes on back of the rising demand for aviation services between these fast-growing cities, reflecting their economic progress, it said. The airline has been witnessing steady growth in traffic, primarily in northern India, especially between cities such as Jaipur, Lucknow, Chandigarh, Dehradun, Udaipur and Indore. The new flights will deepen Jet Airways' domestic footprint, helping it support and facilitate travel aspirations of its guests from these regions.



## After Delhi, Air Canada connects Mumbai with daily direct service to Toronto




Air Canada has started operating four times a week direct flight between Toronto and Mumbai. This marks the beginning of the only non-stop service connecting the two cities. The new flight compliments the Delhi-Toronto daily non-stop service and Delhi-Vancouver non-stop seasonal flight. The Toronto-Mumbai flight will operate round the year with Air Canada's state-of-the-art Boeing 787-9 Dreamliner. The Dreamliner features 29 Business Class lie-flat seat suites, 21 Premium Economy and 247 Economy Class Seats, with upgraded in-flight entertainment at every seat throughout the aircraft. This is Air Canada's third new non-stop route launched between India and Canada in less than two years. It is the only non-stop service between Canada and Mumbai and positions Air Canada as offering the best coverage of any carrier operating between Canada and India.

## Air India starts daily flight between Jaipur and Lucknow



Air India has started its daily flight between Jaipur and Lucknow from yesterday. AI launched this flight under its subsidiary company for a regional flight, Alliance Air. At Jaipur international airport, the first flight took off for Lucknow at 7:15 am. As per the schedule, Alliance Air's flight number 9I-691 from Jaipur will fly at 5:55 am and arrive Lucknow at 7:30 in the morning. Similarly, flight 9I-6912 from Lucknow will fly at 4:25 pm and reach Jaipur at 6:10 pm. The fare for these flights will start from INR. 1874. It is worth to mention that this monsoon, Jaipur International Airport will be showered with new flights on its runway. Earlier from July 1, Spicejet has started three new flights including one flight for Guwahati and 2 flights for Hyderabad. Apart from the Alliance Air, Jet Airways is also going to start Lucknow flight from Jaipur on July 16. In fact, Jet Airways will start 4 new flights from Jaipur to Lucknow, Udaipur, Indore and Delhi.

## Jet Airways announces fixed, one-stop return fares for Amsterdam & Paris

**JET AIRWAYS**  Jet Airways, announced special fares for its services to Amsterdam and Paris for guests travelling to Europe from across its domestic network. Under this exclusive, first-of-its-kind offer, for travel effective September 15, 2017, guests can avail the special all-inclusive, one-stop 'flat' return fares at INR 39,990 for Economy and INR 99,990 for Premiere travel, from all domestic points across Jet Airways' entire domestic network, for travel to Amsterdam and Paris.

The limited period offer is also valid for the airline's new and upcoming non-stop services, scheduled from October 29, 2017, between Chennai - Paris (9W 128), Bengaluru - Amsterdam (9W 236) and Mumbai - London Heathrow (9W 116). Offering a flat fare regardless of the point of origin on its domestic network, this will help bring India's emerging cities closer to Europe. The special fares are on sale with immediate effect until August 10, 2017.

Guests from across the nation will now be able to travel from any domestic point on the airline's network to Amsterdam/ Paris via Mumbai, Delhi, Bengaluru and Chennai at a flat fare, equalising the cost of travel regardless of the point of origin. In essence, traveling from Amritsar to Amsterdam becomes identical to travelling from Pune to Paris. The inclusion of the airline's two new direct, non-stop flights from South India in the offer makes Jet Airways the only airline to offer its guests the choice of travel to Europe and onwards to North America through its European gateways, offering them the advantage of travelling via one gateway and returning via another, on a single itinerary.

## Air India Express to start Madurai-Singapore direct flight in September


**AIR INDIA express** Air India Express will start its Madurai-Singapore direct flight from September 15 with its ticket booking already opened. Besides, the same flight would provide a non-stop service between New Delhi and Madurai. The lowest one-way fare between Madurai and Singapore was INR 7,900. Air India Express would fly a Boeing- 737-800 aircraft with a seating capacity of 186 to 189 in an all economy class, he added. The new flight service would bring down the fare to Singapore, evident from the immediate reaction from IndiGo which reduced its one-way fare to INR 4,600 on Madurai-Singapore flight with transit in Chennai, he added. Similarly, Jet Airways had brought down its oneway fare to INR 6,700 on the same route.

## AirAsia India adds 12th aircraft to its fleet



AirAsia India added one more Airbus A320 plane in its fleet, taking the total number of aircraft to 12, and also announced the launch of services on Jaipur-Hyderabad route from next month. The airline has also added an additional flight on Bengaluru-Bhubaneswar and Kolkata-Bhubaneswar routes. As a part of its fleet expansion plans, AirAsia India has inducted its 12th aircraft, which will be stationed in Bengaluru, the airline said. The Jaipur-Hyderabad flight, being launched in line with the government's regional connectivity scheme, and the additional services to Bhubaneswar and from Bengaluru and Kolkata will commence operations from September 1.

## New Non Stop Flights: PUNE- COIMBATORE and PUNE-KOLKATA from Jet Airways

**JET AIRWAYS**  Jet Airways is has announced new operations from Pune to Coimbatore and additional flight to Kolkata effective 1<sup>st</sup> Sep 17 as per the following schedule :-

Flight no.	Origin	Destination	Dep	Arr	Date of operation	Remarks
9W 363	Pune	Coimbatore	2355	0145	1-Sep-17	Daily Non Stop
9W 364	Coimbatore	Pune	0305	0455	2-Sep-17	Daily Non Stop
9W 2486	Pune	Kolkata	0355	0630	2-Sep-17	Daily Direct service
9W 2486	Pune	Guwahati	0355	0820	2-Sep-17	via Kolkata
9W 2474	Guwahati	Pune	1915	0005	1-Sep-17	via Kolkata
9W 2474	Kolkata	Pune	2125	0005	1-Sep-17	Daily Direct service

## Tigerair flights will be operated under the Scoot brand



Nine months after Scoot and Tigerair announced their intention to pursue a single brand and operating licence under the enhanced Scoot brand, the airline industry bade farewell to Tigerair Singapore as its last flight departed Singapore for Tiruchirappalli at 2305 on July 24. All previous Tigerair flights will be operated under the Scoot brand and Scoot flights will operate under the TR flight designator code. After successfully commencing operations in India last year, award winning value airline Scoot is all set to take up new destinations under its umbrella that were running under Tigerair. These include Bengaluru, Hyderabad, Kochi, Tiruchirappalli and Lucknow which are now operating under the single brand name – Scoot from July 25, 2017. To celebrate the merger to the single Scoot brand, special one-way promotional fares from Bengaluru will start from as low as INR 5,599 to Singapore, INR 9,799 to Bali, INR 10,499 to Hong Kong, INR 12,499 to Melbourne/Sydney among others.



## Government plans to issue digital identification number to air passengers



A digital identification number, similar to Aadhaar one, could be issued to air passengers when they book tickets, as the government has started consultations with stakeholders to comprehend its viability. Consultations with stakeholders have been conducted and suggestions received for air passengers to furnish a digital identification number at the time of purchasing a ticket to enable seamless travel. The civil aviation ministry has set up a technical panel to implement technology-enabled seamless passenger facilities across airports in India. However, no specific timeline has been set because input regarding appropriate technology standards and inter-operability protocols will be received from the committee periodically.

## MoCA grants in principle approval for setting up 18 Greenfield Airports



The Ministry of Civil Aviation (MoCA) has granted 'in principle' approval for setting up of 18 Greenfield Airports and 'site clearance' approval for setting up of 7 Greenfield Airports across the country. Out of these, Mopa Airport in Goa, Navi Mumbai and Shirdi Airport in Maharashtra, Kannur Airport in Kerala, Kushinagar Airport and Jewar Airport in Uttar Pradesh, Dholera Airport in Gujarat, Bhogapuram Airport in Andhra Pradesh, Machiwara Airport in Ludhiana, Alwar Airport in Rajasthan and Rajkot Airport in Gujarat are International Greenfield Airports. The airport project at Kannur has been completed.

During the last three years and the current year, MoCA has received proposals for setting up of Greenfield Airports at Ankleshwar in Gujarat, Bhiwadi (district Alwar) in Rajasthan, Dagadarthi (Nellore), Bhogapuram (Vizianagaram), Tadepalligudem (West Godavari), Oravakallu (Kurnool) and Kuppam (Chittoor) in Andhra Pradesh, Chingleput near Chennai, Gwalior and Singrauli in Madhya Pradesh, Hisar in Haryana, Kothagudem (Khammam) in Telangana, Noida International Airport near Jewar, Saifai (Etawah) in Uttar Pradesh, Shivdaspur in Jaipur, Karwar and Chickmagalur in Karnataka and Rajkot in Gujarat. GoI has granted 'site clearance' approval for setting up of Greenfield Airport at Bhiwadi (district Alwar) in Rajasthan, Kothagudem (Khammam) in Telangana, Rajkot in Gujarat and Noida International Airport near Jewar in Uttar Pradesh and 'in principle' approval for setting up of Dagadarthi (Nellore), Bhogapuram (Vizianagaram) and Oravakallu (Kurnool) in Andhra Pradesh.

## Concept Hospitality Launches Amanora The Fern, Pune



The Fern Hotels & Resorts, one of India's leading environmentally sensitive hotel chains, will be adding one more hotel by launching Amanora The Fern, Pune. This would take the tally of hotels managed by the company to 31 hotels. The hotel is located in the eastern suburbs of Pune at Magarpatta, in Hadapsar. The property which is spread over 4.5 acres with a capacity to cater 3000 people is owned by City Corporation Limited. The hotel comprises of 26 well furnished rooms overlooking the picturesque view of the club. The rooms are thoughtfully designed ensuring comfort to the needs of every guest, while providing the best modern amenities such as spacious bed, work table and sofa, separate shower with the basic toiletries, etc. for a remarkable experience.

## Taj to expand portfolio in Safari segment; revamp Jiva Spa brand



Taj Hotels, Palaces, Resorts, Safaris is planning to grow in the high-potential adventure and wellness travel segments. Apart from four Safari resorts in Madhya Pradesh and one in Nepal, the brand is on the lookout to add on new Safari properties. Besides, Taj will also be revamping the Jiva Spa brand and taking it to new locations. Starting this year, all resort properties will house a Jiva Spa showcasing fine-quality products and trained professionals. On the expansion front, Taj currently has 2000-keys in pipeline.

The upcoming launches in next 6-9 months include a Taj-owned property at Havelock Island in Andaman Island, followed by management contracts in Shimla, Wayanad, Gangtok, Rishikesh and Darjeeling (by 2019). Plans are afoot to fully renovate the Agra hotel. Two more properties will be added in Dubai at Palm Crescent and Jumeirah Lake Towers. Taj is also planning to capitalise on the technological front. The digital check-in and check-out through iPads is already operational at The Taj Mahal Palace Hotel and Taj Lands End in Mumbai and will be rolled out in a phased manner across India by March 2018. The bookings being done on official brand sites are growing month on month and half of the traffic is coming through smartphones. Witnessing the surge, multi-lingual sites (in French, Spanish, German, etc.) and native apps will be launched soon. The websites have been revamped with 360° photos and virtual tours. Unique content is also being updated with detailed description on the destination.

## Lords Hotels to launch four hotels in India & Nepal by year end



Lords Hotels & Resorts plans to open two hotels in Nepal, along with one hotel each in Goa and Bengaluru city this year. The hotel group is focusing towards achieving 68% growth in their overall average room occupancy by the end of FY2017. The group presently operates 26 hotels with an inventory of 1,544 rooms under its belt. The mid-market hotel brand currently operates 15 hotels in Gujarat alone. They are also operational in few popular destinations like Agra, Bengaluru, Jammu & Kashmir, Rajasthan and Kerala. Overall, corporate travel segment has been the best performing traveller segment for the Lords Hotels & Resorts followed by the pilgrim travel segment. The brand runs corporate training schedule and departmental training programmes for their frontline staff which proves beneficial in guest management. As a part of CSR activity, the hotel group has a hotel and management college in Surat where about 150 students are trained to become the future hospitality industry professionals.

## Heli-Taxi service: Fly from Bangalore airport to software hub in 15 minutes



Bengaluru is set to launch a helicopter taxi service from its international airport to Electronics City, helping passengers save hours in commute and beat the city's bumper-to-bumper traffic. The service, to begin in three months with one helicopter by Thumbby Aviation, will eventually expand to connect Whitefield, the HAL airport, and some of the 90-odd highrise buildings that have rooftop helipads, based on the demand from people. A 55-km road journey from the airport to Electronics City, home to several technology firms such as Infosys, Wipro and HP, takes over two hours by cab, costing around Rs 2,500/- while the chopper journey would reduce it to 15 minutes. The commute costs on a chopper for an individual would match air conditioned cab rides. BIAL would partner other chopper operators, based on initial success, while the Government would explore setting up a heliport in Electronics City that would allow passengers to check in from the software hub. Around 60,000 passengers fly from Bengaluru every day and if 100 passengers use choppers to commute to the airport, the service could be economically viable.



## Birth certificate no longer mandatory for Passport

In order to streamline, liberalise and ease the process of issue of passport, the Government has said that the birth certificate is no longer required to get a Passport. Documents such as PAN card, Aadhaar card, driving license, voter ID cards, LIC policy and matriculation certificate will suffice.

As per the extant statutory provisions of the Passport Rules, 1980, all the applicants born on or after 26/01/1989, in order to get a passport, had to, hitherto, mandatorily submit the Birth Certificate as the proof of Date of Birth (DOB). It has now been decided that all applicants of passports can submit any one of the following documents as the proof of DOB while submitting the passport application :

- Birth Certificate (BC) issued by the Registrar of Births & Deaths or the Municipal Corporation or any other prescribed authority.
- Transfer/School leaving/Matriculation Certificate issued by the school last attended/recognized educational board containing the DOB of the applicant.
- PAN Card issued by the Income Tax Department with the DOB of applicant
- Aadhar Card/E-Aadhar having the DOB of applicant
- Copy of the extract of the service record of the applicant (only in respect of Government servants) or the Pay Pension Order (in respect of retired Government Servants), duly attested/certified by the officer/in-charge of the Administration of the concerned Ministry/Department of the applicant, having his DOB
- Driving licence issued by the Transport Department of concerned State Government, having the DOB of applicant.
- Election Photo Identity Card (EPIC) issued by the Election Commission of India having the DOB of applicant

## Czech VFS Global Visa Application Centres inaugurated in Chandigarh & Jalandhar



The Embassy of the Czech Republic and VFS Global inaugurated the 15th and 16th Czech Republic Visa Application Centres in Chandigarh and Jalandhar respectively, significantly extending the network of visa application facilities in the north of India.

The centre in Chandigarh was inaugurated by the Ambassador of the Czech Republic in India, at a ceremony held on July 5, 2017. The centre is centrally located at Elante Offices, Unit no. B 209, 2nd Floor, Office Block B, Plot no. 178- 178A, Industrial & Business Park, Phase – I, Chandigarh 160002.

## Indian Railways launches “Rail SAARTHI” app



The Railways launched an integrated mobile app Rail SAARTHI to cater to various passenger requirements, including ticket booking, inquiry, on-board cleaning and ordering meal on a single platform. Currently there are multiple mobile app by the Railways. To use different services, users need to search and download each separately. In order to provide better customer experience, there was a need for an integrated application which could give a single window interface for these services. The **Rail SAARTHI** (Synergised Advanced Application Rail Travel Help and Information) such as safety for women, complaint facility and suggestion for improvement. One can also book air ticket through the app and give feedback.

Railways also announced a quota facility for differently-abled people in 3AC coach and extending the advance booking period for foreigners to 365 days from present 120 days. Now a lower berth in a 3AC coach will be reserved for physically-challenged people and the middle for the individual accompanying them. However, there will be only one such berth in the 3AC coach of a train. Until now the quota provision was only in the sleeper class -- 2 berths -- which has now been extended to the 3AC as well.

## ADVERTISEMENT SECTION



AHMEDABAD	CHANDIGARH	KOLKATA	KOCHI	PUNE	NAGPUR
Jul 13 to 15	Jul 20 to 22	Jul 27 to 29	Aug 3 to 5	Aug 10 to 12	Jan 18 to 20-2018

For more details log on to : <http://gps-india.com/>



## Chand Baori, Rajasthan, India

### PHOTO FEATURE



Chand Baori is a stepwell situated in the village of Abhaneri near Jaipur in the Indian state of Rajasthan. Abhaneri is a village in the Dausa district of Rajasthan state in India. It is situated at a distance of 95 km from Jaipur, on the Jaipur-Agra road. Chand Baori consists of 3,500 narrow steps over 13 storeys. It extends approximately 30 m (100 ft) into the ground making it one of the deepest and largest stepwells in India. It was built by King Chanda of the Chauhan Dynasty between AD 800 and AD 900 and was dedicated to Hashat Mata, Goddess of Joy and Happiness upon completion.

## Lighter Moments

**Interviewer** : “How well do you work with Powerpoint ?”

**Applicant** : “I Excel at it.”

**Interviewer** : “Was that a computer joke?”

**Applicant** : “**WORD**”

## Thought for the Fortnight

**A MISTAKE which makes you HUMBLE is much better than an ACHIEVEMENT that makes you ARROGANT.**



## IAAI Director Board

**1. Mr Biji Eapen, National President**

: Speedwings Travel & Cargo Pvt. Ltd., Kochi

**2. Mr H S Chawla, National Treasurer & Director—Northern Region**

: Speed Air Travel Agents, New Delhi

**3. Mr Naresh Rajkotia, National General Secretary & Director—Western Region**

: Madhura Travels & Tours, Mumbai

**4. Mr Faisal Sharhabeel, Director—Southern Region**

: Magellan Travel Services (P) Ltd., Chennai

### Advertising rates for IAAI Newsletter

Size	2 insertions (1 month)	6 insertions (3 months)	12 insertions (6 months)	24 insertions (one year)
<b>Quarter Page</b>	Rs. 5,000/-	Rs. 14,000/-	Rs. 25,000/-	Rs. 45,000/-
<b>Half Page</b>	Rs. 9,000/-	Rs. 25,000/-	Rs. 45,000/-	Rs. 80,000/-
<b>Full Page</b>	Rs. 15,000/-	Rs. 40,000/-	Rs. 75,000/-	Rs. 1,35,000/-
<b>Strips</b>	Rs. 2,000/-	Rs. 5,000/-	Rs. 10,000/-	Rs. 18,000/-



T  
H  
A  
N  
K  
  
Y  
O  
U

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***

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