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# NEWS

India has moved up to the 38th rank out of 139 countries in the 2023 ranking World Bank's LPI. This improvement is the result of investments in hard and soft infrastructure, and technology.

## Govt to reduce logistics cost to 9% by 2024, says Gadkari

India's logistics costs will reduce to 9 per cent by 2024-end aided by the growing infrastructure, Nitin Gadkari, Union Road Transport and Highways Minister said, while addressing Assocham's AGM 2023. India's high logistics cost will be brought down to 9 per cent by 2024-end



bringing it on par with developed economies. "We are working to keep this target in mind," he said. Logistics cost is 12 per cent in European countries and the USA, while it is 8 per cent in China. Lower logistics cost helps optimize cost and makes Indian products competitive.

## Cargo between Northeast & Chittagong Port to start soon

Cargo transit and trans-shipment between North-east and Bangladesh via Chittagong Port will begin soon, as per Bangladesh Minister of State for Shipping K.M. Chowdhury. Tripura is set to become the 'Gateway of the Northeast,' with access to Ban-



gladesh's Chittagong Port, which is 70 km from Sambrook, he said. "We are ready to begin ferrying goods between Bangladesh and India's Northeast through Chittagong. Trial runs have been completed, and all formalities on Bangladesh side have been completed."

## Sonowal okays oil jetty at Gujarat's Deendayal Port

Sarbananda Sonowal, Union Ports, Shipping, Waterways and AYUSH Minister approved the project of Development of Oil Jetty No.9 at Deendayal Port, Kandla to handle all types of liquid cargo at Kandla on BOT basis under PPP mode. The estimated cost of developing the oil jetty



is Rs.123.40 crore. The concessionaire shall arrange the financing for the proposed project. While the construction period is estimated to be of 24 months, the concession period will be for 30 years. The proposed project will follow a revenue share model of royalty per ton.

## Maharashtra to have 5-6 logistics parks: Gadkari

Nitin Gadkari, Union Minister for Road Transport and Highways, said, his ministry will set up five to six logistics parks in Maharashtra. The construction of dry



ports at Jalna and Wardha has been completed and work on similar ports in Nashik and Pune is being undertaken. The minister was speaking at the 11th Biennial International Conference on Ports, Shipping and Logistics. He said water transport between Mumbai and Goa would be a game changer in the region as it is cost-effective compared to road and rail transport. The Union government has started work on 36 green highway projects, and it is paying more than the market value as compensation for the land acquired, he claimed.

## Railways earns ₹1.35 cr from ferrying freight in 2022-23 till Jan

In an impetus to the 'Hungry for Cargo' initiative, Indian Railways has recorded hike of 16 per cent in 2022-23 compared to the same period last year (till January 31, 2023). Loading for the first 10 months of the current fiscal crossed last year's loading and earnings for the corresponding period. The Railways has earned ₹1.35 crore from ferrying freight till last month.





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# Enhancing pharma SUPPLY CHAIN STRATEGIES

There has been a surge in demand for pharma globally ever since the pandemic struck the globe. Apart from lifesaving drugs, demand for medical equipment and bioscience products have increased. To meet the demand, pharma manufacturers, logistics service providers, cargo terminals have realized the need for resilient supply chains to offer customers' end-to-end transparency of shipments.



Ritika Arora Bhola

India is the third largest producer of medicines in the world and a large exporter of medicinal drugs. According to reports, the Indian industry has seen an expansion over the past few years and will reach 13 per cent of the size of the global

pharma market, while enhancing its quality, affordability, and innovation. Performing as per its tag as the 'pharmacy of the world', India has been a global generic medicine supplier for 200 countries from developed and emerging markets. As per the report, the country has attained traction for being the

largest producer of vaccines, contributing 60 per cent to the world's supply of vaccines.

As per McKinsey report, a several local players producing branded generics have provided the pharma industry with a unique opportunity. The kind of growth the industry has witnessed from a non-existent to a

global pharmacy is extraordinary. This growth is an outcome of a series of sound legislation and economic environment, timely actions, and the motive of welfare to the masses.

However, the new normal has demonstrated the need for resilience and agility in the pharma supply chains forcing





the manufacturers and supplier to rework on their storage of pharma products, logistics and supply chain management capabilities for creating value for customers.

The pharma supply chain comprises multiple layers, including acquisition of raw materials, manufacturing pharma, distribution to various entities, and to patients. In India, the supply chain network is complex and requires interconnected departments to ensure medications are accessible to patients in tier II, III cities, and interior locations. In this regard, pharma firms must improve their supply chain performance to improve their planning, procurement, financing, handling, and distribution strategies.

### Major challenges

Inadequate cold chain infra at manufacturing units, airports' terminals, CFS, and small number of reefer trucks are major challenges. These apart, experts say inaccurate forecasting, lack of transparency, long lead times, high raw material costs, lack of optimal target inventory, manufacturing compliance issues, decreased R&D efficiency, and the industry's regulated nature are few other

challenges. Medicines should reach the patient on time and the quality and integrity of the medication should be maintained during the pharma chain—from production to last-mile delivery. This should be the aim of pharma industry. The government and private entities are taking efforts to overcome these challenges, but experts say that collaboration and cooperation here is vital. The stakeholders involved in

## To reduce costs and improve customer service levels, supply chain optimization, compliance, and efficiency are critical

the supply chain must adopt an approach to survive in the long run. Investments in advanced technologies such as AI, ML, Data Science and Blockchain would be an advantage.

From the terminals' perspective, creating more capac-

ity, cold chain warehousing space, maintaining the storage conditions, regular checks on the temperature and humidity conditions, and compliance with the special handling processes are a must.

From the carrier's perspective, the challenge is identifying handling needs and temperature of shipments. Lack of data makes shipment tracking incredibly challenging, as there is a lack of transparency and connectivity.

### Remedies

Pharmaceutical companies and service providers must adopt policies and collaborate to succeed. Investments in new tech, and techniques are mandatory to overcome these challenges. To reduce costs and improve customer service levels, supply chain optimization, compliance, and efficiency are critical. Industry should follow norms and codes of conduct for ensuring patient safety. Pharma firms must focus on improving their supply chain performance to gain an advantage in the industry, after all each life counts and matters.

CARGOTALK reached out to pharma logistics service providers to gain in-depth knowledge on what is happening with pharma industry.





# ‘Building resilience, agility in pharma supply chains’

❖ **Digitalization:** Implementing technologies such as automation, Blockchain, and Artificial Intelligence can help streamline the supply chain and improve agility, and flexibility.

❖ **Collaboration:** Building partnerships with suppliers, logistics providers, and customers can help create an integrated supply chain, leading to responsiveness and agility.

❖ **Risk management:** Investing in inventory management, contingency planning, and supply chain mapping can reduce the impact of disruptions and increase resilience.

❖ **Capacity optimization:** Optimizing utilization of storage facilities and logistics infrastructure can help reduce costs and improve efficiency.

❖ **Sustainability:** Embracing sustainability can create value for customers by reducing the environmental impact of operations, improving brand reputation, and increasing stakeholder engagement.

## Bottlenecks

❖ **Lack of visibility:** Limited visibility across the supply chain can make it difficult to identify potential disruptions. This can lead to delays, increased costs, and reduced satisfaction of the customer.



Vipin Vohra  
Chairman  
Continental Carriers

❖ **Quality control:** Maintaining quality control is a must in pharma industry. Any deviation from the standards can result in product recalls, delays, and reputational damage.

❖ **Regulatory compliance:** Firms must comply with all regulations and norms; non-compliance can result in heavy fines and reputational damage.

❖ **Cold chain logistics:** Many pharma products require cold chain logistics, maintaining a specific temperature throughout the supply chain. Any

deviation can result in spoilage and reduced efficacy.

❖ **Capacity constraints:** Limited manufacturing capacity, storage space, and transport infra can lead to delays and increased costs.

Creating best infra for pharma handling, India has emerged as a major pharma hub, with a strong manufacturing base and a large pool of skilled workforce. The infrastructure for pharma handling is evolving, and there is room for improvement. Some of the challenges include:

❖ **Inadequate cold chain infra:** Cold chain infrastructure is inadequate to support the demand for temperature-controlled logistics, and other temperature-sensitive products.

❖ **Limited storage capacity:** Availability of storage facilities is often limited in India, which can make it challenging to maintain product integrity and quality.

❖ **Fragmented logistics network:** The logistics network is fragmented, which can create inefficiencies and increase the complexity of managing the supply chain.

## Initiatives to increase reefer vehicles

❖ **Use of advanced technol-**

**ogy:** Tech is used to improve efficiency of cold chain transportation. GPS tracking systems can monitor the location and temperature of shipments real-time, while remote temperature sensors can alert drivers if the temperature deviates.

**Limited visibility across the supply chain can make it difficult to identify potential disruptions. This can lead to delays**

❖ **Collaboration between stakeholders:** Collaboration between stakeholders is important to ensure the smooth flow of goods across different modes of transportation. Shippers, carriers, and logistics providers can work together to optimize routes, while ensuring that products are handled in a safe manner.

❖ **Training and certification:** Training and certification programs are available for drivers and handlers of refrigerated shipments.

# ‘Tech & innovation vital for pharma warehousing’



**Kamesh Peri**  
CEO  
Celebi Delhi Cargo Terminal Management India

## Airport terminals readiness to handle pharma

Airports play a significant role in transporting pharmaceuticals to destinations worldwide, and our airports and terminals have shown great resilience during the pandemic. At Delhi, we have a pharma logistics centre spread over 1,200 square meters. The centre has a pre-cool facility and four chambers in a range of +15° and -20°C,

with a capacity of 72,000 MT annually. We are GDP and CEIV Pharma certified for our cargo operations. We work closely with our customers to understand their needs and have taken care of infrastruc-

**We are GDP and CEIV Pharma certified for cargo operations. We work with our customers to know their needs**

ture requirements, such as deploying “cool dollies” to extend the cool chain (-20 to +25 C) till the aircraft.

## Crucial role of technology

Technology and innovation play a vital role in the shipment and warehousing of pharma products. Pharma shipments are sensitive to temperature,

humidity, light, and other factors that can affect their safety. The shipment and warehousing facilities must have temperature-controlled and monitored storage, automated tracking systems, advanced handling equipment, and handling procedures. The use of Artificial Intelligence (AI), Internet of Things (IoT), and Block Chain has made the real-time tracking of temperature and humidity levels possible. It increases the level of transparency in the entire process

of pharma cargo handling and transportation.

## Pain points

The requirements of pharma shipments are one of the biggest challenges for every stakeholder involved in transportation of pharma products. Manufacturers, terminals and warehouses frequently face the challenge of maintaining the storage conditions, space, necessary regular checks on the temperature and humidity conditions, and compliance with the handling process.



# ‘Tech to solve delays, damage & disruption’



**Anil Kumar Agarwal**  
Director  
Jeena Criticare Logistics

## Building resilience & agility in pharma supply chains

Use of digital technologies: Our digital capabilities include Android/iOS-based mobile application for customers developed using the latest technology. Dynamic Query Builder, comprehensive user management for data security and email management, customizable report generation and the like. They help us in real-time monitoring of storage conditions, tracking shipments, and identifying bottlenecks.

**Prioritization of safety and compliance:** Safety and compliance are critical for customer trust. We prioritize

safety measures such as regular sanitization of storage facilities and ensure adherence to safety protocols during logistics and transportation. We use special packaging standards such as

**We can fulfil next day deliveries by arranging with airlines to book dedicated space and ensure no offloading**

dry ice boxes along with dry ice, refrigerated boxes as per product needs.

**Adoption of agile supply chain strategies:** Agility in supply chain is critical to ensure pharma is delivered to customers fast. We adopted flexible supply chain strategies to adapt to changing customer demands, supply chain disruptions, and regulatory changes.

## Bottlenecks

The availability of raw materials is critical for pharma production, but shortages or disruptions in the supply chain can

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impact the production and distribution of pharma products.

**Regulatory compliance:** The industry is regulated, and ensuring compliance with various regulations can be time-consuming. Compliance with regulations such as Good Manufacturing Practice, Good Distribution Practice, and Good Clinical Practice can impact the supply chain.

**Transportation challenges:** Pharmaceuticals have specific storage and transportation needs such as temperature control, and any deviation can impact product quality and efficacies. Transportation challenges

such as delays, damage, or loss can disrupt the supply chain.

### Initiatives to increase reefer vehicles

The Union government has plans to build dedicated pharma parks to improve multimodal connectivity and infra for pharma shipments. These parks will provide modern cold storage facilities, specialized handling equipment, and transportation services, including the reefer vehicles.

**Developing cold chain infrastructure:** The government has launched the National Cold Chain Grid to de-



velop a network of integrated cold chain infrastructure across India. This includes the development of temperature-controlled warehouses, reefer trucks, and other infrastructure needed for transporta-

tion and storage of temperature-sensitive pharma.

**Technology and automation:** The use of tech and automation such as GPS tracking and real-time temperature can help maintain integrity of time-sensitive pharma shipments. This can help prevent temperature excursions, reduce wastage, and ensure timely delivery.

**Training and capacity building:** The government and industry associations are working to provide training for pharma logistics professionals. This can help improve the handling and transportation of temperature-sensitive pharma.

## ‘Need cold chain infra development in tier II cities’

### Building agility in pharma supply chains

Pharma supply chains require expertise. Our pharma logistics experts across the globe coupled with our scale and global suite of services positions us to serve this vertical well. To satisfy the healthcare needs, we have invested in tech to deliver proactive information and in-depth risk assessments. Our offices in India and across the globe are GDP-certified, and our personnel are trained to manage time and temperature-sensitive shipments. We collaborate with vendors and

expectations with emphasis on creating agile solutions that satisfy customer needs.

### Bottlenecks

Considering progress in the development of cold chain facilities at airports, dry ports, and seaports, there is still a need for such infra to be scaled up. When there is congestion, over-reliance on a few big ports can lead to crisis circumstances. To address this challenge, substantial investments in expanding and enhancing cold chain facilities across the country are required to



**Vinesh Kumar**  
Director, Industry Verticals (Healthcare & Aerospace), South Asia, C.H. Robinson

cold chain facilities at green-field airports, including Delhi, Hyderabad, and Mumbai airports. There is opportunity for enhancement in infrastructure for managing cold chain shipments in those cities where pharmaceutical companies and their auxiliary units are located. Because such facilities are scarce, most carriers continue to store handling equipment and reefer containers at the major ports. If these capabilities are made available where pharmaceutical customers are concentrated such as Ahmedabad, Hyderabad, and Bengaluru, cost and time efficiency could improve.

### Initiative to increase reefer vehicles

While the companies offering vehicles have increased over the years, maintaining an uninterrupted cold chain for all shipments necessitate the availability of equipment at the customer location for air and ocean moves. This tech is not available for all routes of transportation, particularly when cold chain needs rely

**To satisfy the healthcare needs, we have invested in tech to deliver proactive info and in-depth risk assessments**

on active packaging solutions, underscoring innovation, and investment in cold chain infra to ensure transportation can meet the cold chain needs. To help our customers, we are working with carriers to have access to reefer vehicles to improve multimodal connections and links infrastructure in the ME and India, and across the globe for time-sensitive shipments.

Contd. on next page ▶



service providers to provide an uninterrupted cold chain and have contracted capacity with key carriers to supply our clients with continuous solutions. We have implemented efforts to enhance the supply chain and adapt to shifting consumer

maintain a stable and efficient supply chain for pharma sector.

### Creating better infra for pharma handling

There have been developments in recent years, such as the establishment of outstanding



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# Key issues: vendors & decentralised R&D centers

## Building resilient pharma supply chains

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The containers come with 120 mm of insulation to maintain strength, contain temperature, and maintain quality. Blue Dart has gained experience to handle capacity needs for packaging, insulated shippers, walk-in cold rooms, network reach, manpower, and technology investment, among others to handle pharma logistics needs.



**Ketan Kulkarni**  
Chief Commercial Officer  
Blue Dart

## Bottlenecks

The bottlenecks are what most sectors lack; real-time visibility and tech hindrances threaten their accuracy, reliability, inventory management, and compliance. In 2021, Blue Dart leveraged the concept of drone

deliveries in India. We were the logistics provider for vaccine candidate clinical trials. To facilitate this, we ramped up our temperature-controlled logistics services to ensure a seamless temperature-sensitive supply chain for COVID vac-

**Value chain is complex & poses concerns about product quality. Pharma infra in India faces gaps in its supply infra**

cines. To extend our reach from 55,000 locations, the Blue Dart Med-Express Consortium aims to operate drones to deliver vaccines and emergency medicines in a safe manner.

## Creating infra for better pharma handling

While India's infra for pharma handling and logistics is developing. The value chain is complex and poses concerns about product quality. Pharma infra in India faces gaps in its supply infra. In transportation, 5 per cent of roads, which are NHs, handle one-third of traffic. The rail network is inadequate, and the air network is underutilized. The cold chain market, which serves the pharma sector is fragmented. Organised players contribute eight to 10 per cent of the cold chain industry market; cold-chain vendors need linkage and technology.

## Initiatives to increase reefer vehicles

We have a fleet of six large body of 737s, specialised handling, network linking all pin codes of India and DG certified manpower ensuring prevention of temperature excursions of time-sensitive shipments.

# Coordination & consistent service is vital

## Building resilient pharma supply chains

We offer special services to our customers in terms of packaging and data loggers. Blister, Vials, Aluminium for packing is being used for seaworthy movement. Finished, semi-finished, reference drugs, phototherapeutics, biological products, reagents, bioequivalence, healthcare products, hospital equipment and materials are being handled by air and ocean mode. We offer customised solutions to our pharma vertical clients.

## Bottlenecks

Any delay in one link disrupts the entire supply chain process. Therefore, in order to render valued, timely and efficient services, a close corroboration, coordination, and consistent service is the significant to

avoid such delays or deviations. While pharma products means continuity of services, it implies logistics service without any disruption or failure. At times, the transit times become lengthy and the vessel movement is frequently delayed. Another major bottleneck is catching the vessel at transshipment port. The left overload leads to congestion often resulting in production and delay in deliveries.

## Creating better infra for pharma handling

Pharma infra developed comprehensively with import of world class medical beds, advanced testing machinery and several upgraded tech stimulating Logistics and Supply Chain Cascade. Not only pharma industry, but there is a scope for improvement in every sphere.



**Pushendra Pratap Singh**  
Country Head  
Asia Shipping India

There is a profound need of reefer containers at ICDs, especially in North India, as there is dearth of equipment with

live monitoring of temperature ensuring safety and efficacious handling of shipments. Pharma products require a clean and sanitized means

**Any delay in one link disrupts the entire supply chain process. Hence, coordination is vital to avoid such delays**

of transportation to maintain its quality and shelf life. The GP containers requires meticulous cleaning, fumigation and maintenance prior to stuffing the goods.

# Lack of team work hinders pharma supply chain growth

## Building resilient pharma supply chains

Dachser Life Science and Healthcare Logistics leads the organization's efforts to provide our customers with best-in-class services. We focus on prioritizing training and certification programs for our employees and ensure they have the knowledge and skills that are necessary to handle all types of healthcare products, including temperature-controlled goods with attention to detail. Our dedication to quality is demonstrated by our strict compliance with industry standards and regulations, such as IATA CEIV, Goods Distribution Practices (GDP) and ISO 9001 certification.



**Huned Gandhi**  
*Managing Director, Air & Sea Logistics  
 Indian Subcontinent, Dachser India*

stages is critical, and a lack of collaboration between supply chain stakeholders and subcontractors can impede the smooth movement of pharmaceutical products.



We are handling this well, all parties with whom we collaborate are striving hard and working within the framework of GDP and CEIV guidelines. Poor data management and a lack of knowledge about regu-

latory compliances in various countries are some of the factors that could contribute to process delays and slowdowns, which are considered high-risk factors. It is also critical to

*Contd. on next page ▶*

## Bottlenecks

The pharma supply chain is a complex network involving many stakeholders, integration of all associates at all



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- Nhava Shiva Port via MTHL : **45-60 Mins**
- Bhiwandi via Eastern Express Highway : **75 Mins**
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ensure full regulatory compliance at the manufacturing site as well as in transit countries for managing timely deliveries up to the destination of these critical products.

### Creating better infra for pharma handling

India has improved in pharma handling and logistics infrastructure in recent years, which has helped India become one of the world's leading suppliers of generic pharma. New tech and facilities have been developed

to improve storage and transportation of pharma products, including the use of cold chain logistics. While there is room for improvement, these developments strengthen India's position as a global leader in pharma manufacturing and supply. The National Logistics Policy has laid down the roadmap for India to emerge as a leader in global logistics.

### Initiatives

The Indian government has taken initiatives to enhance

## To manage timely deliveries, one must follow norms at manufacturing site and other countries

multimodal connectivity and infrastructure in India, aimed

at improving transportation of pharma. These initiatives include Make in India and Pharma Vision 2020, which aim to develop a modern and efficient pharma supply chain infra, including pharma parks, cold storage facilities, and logistics hubs. To address ferrying of perishable goods, including pharma, the Indian Railways has launched a new initiative called 'Kisan Rail,' featuring refrigerated coaches to maintain the required temperature during transit.

# Surge in demand for pharma at airports CFS



**Vikas Arora**  
Country Manager & CCO  
Air & Ocean, Rhenus Logistics India

delivering quality service without using shortcuts and the same time be ready for any deviations/issues.

❖ **Flexibility:** To have agility we need to build flexibility in our process and give importance to quality service over

## Pharma requires temperature-controlled storage and transportation, which is difficult to manage

other things. This can be obtained once we have complete visibility via digitalization, having plan B ready after conducting RRA.

### Bottlenecks

❖ **Regulatory compliance:** The industry is highly regulated, and compliance with regulations can be time-consuming and expensive. This results in delays in shipping and distribution, which can affect the movement of the supply chain.

❖ **Cold chain management:** Pharma products require temperature-controlled storage and transportation, which can be challenging to manage. Cold Chain infra in India is still not up to the mark and needs

major investment in building temperature control zones. The temperatures in many Indian regions make cold chains difficult to operate.

❖ **Multiple Stakeholders:** During international transport of pharma goods, they move from local transporters to customer/custodian to airlines/carriers and are stored in many third part warehouses at different stages. Ensuring all stakeholders handle the shipments

These challenges can impact the timely delivery of products and impact the supply chain.

❖ **Quality control:** Ensuring quality control is a critical component of the pharma supply chain. However, India has faced challenges related to counterfeit medicines, substandard medicines, and regulatory compliance. Addressing these challenges is critical to maintaining the integrity of the supply chain.



as per needs of temperature, handling, & housekeeping is a challenging task.

### Creating better infra for pharma handling

❖ **Transportation:** India's transportation infrastructure is still developing, and the country faces challenges related to connectivity, infrastructure, and congestion.

❖ **Cold chain Infrastructure:** India has made progress in developing cold chain infra, but there is still a need for development to meet the increasing demand for temperature-sensitive products, especially at key locations like airports and CFS's. It needs to monitor the infra already created and upgrade as per changing requirements of the industry.

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# Partnerships & tech to manage storage, logistics

## Building resilient pharma supply chains

Etihaad Cargo remains committed to ensuring transportation of pharma safely, and we are leveraging the power of partnerships and technology to manage our storage and logistics. A concern when transporting pharma products and life science commodities is maintaining an appropriate temperature range to ensure the integrity of products. To expand our pharma storage capabilities, Etihad Cargo is launching a cool chain facility at Abu Dhabi Airport.

The cool chain capacity will be doubled—50,000 tons—of cool chain commodities. Etihad Cargo is working along with the Department of Health, customs, the police, ground handling partners and freight forwarders to launch initiatives such as the Pharma Corridor 2.0 and dedicated long-term storage areas, such as the KEZAD.

We are also enhancing our IATA CEIV Pharma-certified PharmaLife product, launching innovative features and utilizing tech so our partners and customers can be confident their temperature-sensitive pharmaceutical products are being shipped reliably. We have

recently announced the launch of dedicated thermal covers, which are helping us to mitigate environmental risks.

## Bottlenecks

Of importance is ensuring the pharma products are kept within a strict temperature range during the flight and during first and last-mile transportation. This requires air cargo carriers and other stakeholders to work closely to monitor temperatures and facilitate handovers. Once the commodities arrive at the cool chain facility, the challenge is to handle the shipments that require different temperatures and handling. There is the stakeholders' challenge using different platforms, which can obstruct their ability to communicate with each other. A remedy for this is standardization, and this is precisely why the Etihad Cargo sought out and achieved IATA's CEIV Pharma certification.

Another potential bottleneck in the pharmaceutical supply chain is data or incomplete data, and data that has not been digitized and cannot be shared. Significant data that measures location, temperature conditions, weather forecasts, and speed is still, in many cases,



**Fabrice Panza**  
Manager, Global Cool Chain Solutions,  
Commercial, GDP Pharma Manager  
Etihad Cargo

recorded on a local level manually, making it difficult to share among all the stakeholders. This makes tracking cargo as it passes through the handling processes challenging, as there is a lack of transparency. New types of treatments are increasing the need for deep frozen solutions, innovative packaging, and tailored logistics solutions.

## Initiatives to increase reefer vehicles

To enhance multimodal connectivity and ensure our Phar-

maLife product offers a resilient solution for shifting of pharma products, we have partnered with MICCO to provide road feeder services across the UAE and GCC. Via this partnership, we transport temperature-sensitive pharma products via

**To expand pharma storage capabilities, Etihad Cargo is launching a cool chain facility at Abu Dhabi Airport**

customs-sealed and bonded container vehicles and refrigerated trucks, providing seamless connectivity between our Abu Dhabi International Airport hub and the GCC. Internationally, Etihad Cargo has partnered with the other RFS providers and freight forwarders so as to connect with the carrier's pharmaceutical stations and other gateways. Selecting partners that possess the CEIV-pharma certification ensure that our high-quality standards are maintained.




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# ‘Safe transportation of finished products must’



**Chetan Yadav**  
Vice President – Healthcare Logistics  
Skyways Group

## Building resilient pharma supply chains

- ❖ The aim should be clearly communicated to the team along with the risks involved to have a better understanding of the product
- ❖ Quick and efficient decision-making
- ❖ Clear and accountable roles
- ❖ Technology support
- ❖ Focus on customer satisfaction, which can be achieved by proper pricing and on-time

delivery of pharma products

- ❖ Working tirelessly on feedback by customers and manage customer retention

### Bottlenecks

- ❖ Delayed production
- ❖ Lack of pharma products grade vehicles and high transportation cost
- ❖ Shortage of capacities/equipment/ plug-in points and high storage cost
- ❖ Load restrictions by the shipping lines/airlines
- ❖ Delays at trans-shipment points/ port callings/ omitting

## Another factor limiting the development of logistics infra is safe handling of pharma products

- port of call
- ❖ Safety of cargo in certain countries, including political unrest
- ❖ Delayed clearance at the destination due to freight rush

## Creating better infra for pharma handling

Projects such as DFCs aim to link existing ports and industrial areas for rapid freight movement and the Union Ministry of Railways increasing the corridors to double their freight capacity, while doubling the

works, transparency in information flow, warehousing, and distribution facilities. Another factor, which is limiting the development of Indian logistics infra, is the need for safe and precious handling and transportation of raw materials/finished products.



length of the trains. Similarly, with new ports and new roads being developed, turnaround time (TAT) of overall logistics has been reduced. Even the customs TAT has improved to an average of 2-3 days from 10-12 days. However, there are quite a few challenges the logistics industry face, including lack of integration of transport net-

## Initiatives to increase reefer vehicles

By increasing reefer vehicles one has to maintain integrity of time-sensitive shipments, create future roadmaps, and take initiatives to restructure multimode transportation by adopting efficient measures, and cold chain management with dexterity to save time and costs.

# ‘Capacity at economical rates required’

## Building resilient pharma supply chains

Sustainability of products is essential along with the proper packaging hence, efforts are being made to store goods under the required temperature in the manufacturer’s warehouse and are transported to the airport in snag-free reefer vehicles. The shipments are stored under stipulated temperatures in the carriers. The longevity and shelf-life of the pharma products remains critical here.

Hence the consignees are briefed to have these cleared at the destined airports. The products’ exposure to varying conditions such as different en-



**Sunil Kohli**  
Managing Director  
Rahat Cargo

vironment, temperature, sunlight, and oxygen are being contained to the best of our ability in close liaison. The efforts are on for migrating towards biodegradable type of packaging, which can sustain the environmental variations.

### Bottlenecks

We need to accelerate our methods to achieve product launching of the dynamic market supported by latest technological tools such as digitization, improving customer value, optimizing utilization of resources, and decreasing different types of costs. The major bottleneck, which restricts

the supply chain is shortage of material. The other factor is availability of capacity with the

## Longevity and shelf-life of the pharma products remains critical under refrigerated storage

carriers at economic levels of pricing. Another area of concern pertains to regulations, as

each country has its own set of guidelines and hence the pharmaceutical companies would have to struggle hard to comply with their requirements. And finally, the delivery processes need to be a smooth at the delivering ports.

### Creating better infra for pharma handling

The pharma and logistics industry expects a substantial growth of pharma products movement in future, which requires the government authorities' attention. All the major airport hubs should be adequately equipped with state of the art cooling/temperature control provisions since the temperature



plays a major role in preserving the longevity of pharmaceutical products.

### Initiatives to increase reefer vehicles

An optimal utilization of tech-

nology and digitization along with an uninterrupted contact with the stakeholders, including the consignees can play a major role in ensuring that the pharmaceutical shipments are properly handled at all the locations to cause nil or minimal detrimental effect to the product.

Since origin of the functions begin with dispatching of the goods in the reefer vehicles, this particular aspect needs to be looked into by the shippers who need to ensure these are readily available in good numbers at their disposal, and these must be roadworthy to withstand any possible breakdown enroute.

## Utilize compliance to define pharma supply chain

### Building resilient pharma supply chains

Pharma logistics cannot cope without resilience and agility, We in DSV Healthcare Vertical have worked diligently to be resilient and agile by having efficient handling techniques to ensure fully compliant pharma storage, best practices logistics and SCM activities. Global firms like DSV, encounter a huge number of variables- languages, differing regulations, perhaps poor coordination by leadership, historic regional relationships, local customs and holidays. In healthcare, quality is certainly a critical issue as any failure puts people's lives at risk. These variables, that are often also regarded as issues and lead to under-performance and increasing costs.

DSV sets out to turn these issues of compliance into an opportunity to reduce customer risk and increase their profitability—a classic “win-win” for all. Pharma logistics is expected to operate with resilience and agility but, we also have other challenges, additional losses and manpower cost associated with disruptive market influences such as counterfeit products, increasing downward pressure on commercial margins, internet drug sales,



**Rituparna Chaturvedi**  
Head, Healthcare & Chemicals, India  
Sub-Continent, DSV

political unrest, natural disasters etc. that create an unstable environment.

Since most of the losses occur in and are associated with logistics, the blame falls on the logistics industry, which itself is constrained by external factors like decreasing margins (competitive tendering by manufacturers and distributors, increasing overheads, huge cost root cause analysis) and increasing compliance requirements (by regulators and customers). The objective is to utilize compliance as an opportunity to de-

fine the pharma supply chain as an endless process.

### Creating better infra for pharma handling

DSV Healthcare vertical treats each pharma shipment as a lifesaving shipment and not as another package. Our top objective is patient safety and delivering unparalleled customer services. This includes temperature controlled shipping either as passive or active solutions, temperature monitoring, maintaining product integrity, timelines of delivery, full visibility and more. The ultimate aim is to deliver products to the patients in right conditions, in right time and at right cost. We have extended our temperature controlled storage facility footprint globally with additional solutions in India- in Mumbai, New Delhi and Hyderabad.

From quality perspective global HealthcareQMS, is in line with the latest GDP guidelines, is being rolled out to embed the product handling in the processes throughout our network. The raised awareness has increased the knowledge level throughout the organization, resulting in structurally better quality. As for the temperature controlled facilities at key gateways Nhava Sheva, Mumbai,

New Delhi and Hyderabad, the increased capacity allows us to provide a solid alternative for shipping in temperature controlled packaging solutions to multiple customers for both ocean and air freight. GDP is embedded throughout our pro-

**Since most of the losses occur in or are associated with the logistics, the blame falls on the logistics industry**

cesses. We're covering the GDP areas in the part of our Freight Forwarding processes as well as the (intermediate) storage. Such initiatives are part of our continuous improvement of procedures for pharma handling and logistics. The vision is to take a leadership role in the development of GDP compliant supply chain solutions, we at DSV already have the best-in-class infra for pharma handling but, we will continue to better it for our customers. 🙌



# Evolving role of GSSAs in new digital world

General Sales Agents have evolved in the past one decade, from being sales and marketing agent for airlines in particular market or country or region to General Sales and Services Agents. GSSAs have come a long way from offering services such as handling and managing end-to-end business of air cargo.



Ritika Arora Bhola

## Evolving role of GSSAs globally

GSSAs have truly ensured the unbroken air cargo link, their responsiveness, agility and quick thinking have kept the air freight flowing even through uncertain and chaotic times like the pandemic and Russia-Ukraine conflict. Acknowledging, **Abhishek Goyal**,

Executive Director, Aeroprime Group said, “The role of GSSAs has evolved from being a mere sales partner for airlines to a full fledged one-stop solution to manage a particular country operation for the airlines.

We have innovated the GSSA model to a new-age tech-driven GSSA solution encompassing future ready new distribution capabilities, digital marketing, and seamless inter-line solutions. India has a po-

tential for pharma exports and with our expert team of cargo specialists, we focus on developing this pharma movement. Similarly, we are a leading player when it comes to export of perishables from India catering to the major GCC market with our partner airlines carrying a varied range of perishables.”

“The role of GSSAs has become critical in the post COVID scenario, affirms **Kritika Seth Chaudhary**, Head, Busi-

ness Development & Marketing, Allied Aviation. She added, “As the world is opening, the demand for cargo distribution worldwide is increasing, especially for pharma and perishables.

With disruption in global supply chains caused by COVID, cargo airlines are relying more on GSSAs to manage their cargo operations. We are playing a vital role in coordinating with the airlines, handling



international cargo distribution, especially for pharma and perishables, has led to airlines looking for collaborations in the form of GSSA representation to help initiate and sustain cargo ops post pandemic. Digitalization, market experiences, on time performance, customer relationship and expertise in charter business, makes Hercules Aviation the natural choice of the airlines,” he added.

Meanwhile, stating a report, **Dipen Lalsodagar**, Deputy Director, Cargo Sales, Global Aviation Services said, “As per market reports, there is a surge in pharma and perishable movements from India post-COVID. GSSAs are playing vital role in identifying the core sectors to which airline principals can cater. A region such as the Northeast has the potential for perishable markets, and we are working on promoting exports for our principal airlines by liaising with various trade bodies in the region.”

**Sakshi Gupta**, Country Manager, India, Air Logistics Group said, “COVID had a worst impact on global economy, including aviation, but on the brighter side, the crisis inevitably made Indian air cargo more mature—air cargo GSSAs having firmly rooted local presence and local expertise have been a boon to airline partners to act swiftly at a time when cargo became the hero for aviation. As passenger flights slowly opened—the airlines repre-

agents, and other stakeholders to ensure seamless cargo operations for time-sensitive and critical shipments, including pharma and perishables.”

Agreeing, **Sujeen Paulose**, Director, Commercial, Hercules Aviation said, “GSSA plays a vital role in the growth and development of the air cargo business, more so in post COVID times. Airlines are searching for organisations that can manage end-to-end business activities of air cargo during post COVID. We have learnt a lot from the pandemic, which has helped us to evolve. We bring 20 years of expertise with strong customer relations to understand the increased demand well for global distribution. We are investing in IT and infrastructure to optimize the supply chain.

“With the world opening, GSSAs find themselves in a position where there is a rapid influx of airlines inducting new aircraft, expanding new routes, and initiating operations into new regions. This coupled with the increased demand for



**Abhishek Goyal**  
Executive Director  
Aeroprime Group

**Our GSSA model is a new-age tech-driven solution encompassing new capabilities, digital marketing, seamless interline solutions**

sented by GSSAs stood tall and ready with utmost confidence, especially when business trips took longer to recover. We have not only fostered a sense

of financial security and stability to our airline partners, but also supported to collaborate with all stakeholders such as govt bodies, airports, GHAs, freight forwarders, exporters, consignees, among others. Air Logistics Group as a GSSA to a bouquet of airlines, has been a reliable and resilient partner being their extended arms, ears, eyes and importantly, boots on the ground for our airlines.”

On similar lines, **Pramod Menon**, Vice President, Cargo, Rainbow Aviation averred, “Airlines, GSSAs, logistics companies are slowly getting back on track. When airlines were operating during COVID with freighters and preighters (P2C) for moving pharma from India and other places, it was the GSSAs, appointed by the carriers, who played a vital role in managing the airline operations, coordinating with government bodies, custodians, handling agencies and ensuring the safety of the aircraft and cargo, despite shortage of staff.”

He added, “The GSSAs took lot of risks by being physically present on the area of operations so that all airport functions are conducted smoothly. The airlines have realized and accepted the fact the GSSA module is the best concept for any airline in any country. Appointment of GSSAs is based on their background, experience, trust, and financials, important for any major carrier planning operations in any country. Post





**Kritika Seth Chaudhary**  
Head - Business Development & Marketing, Allied Aviation



**Sujeen Paulose**  
Director Commercial  
Hercules Aviation

**With disruption in supply chains due to COVID, cargo airlines are relying on GSSAs to manage their cargo operations**

COVID, GSSAs have come up with various recommendations and suggestions for their airline partners related to saving costs, increasing revenues, and tonnages.”

From a global perspective, **Ingo Zimmer**, CEO, ATC Aviation said during COVID and lockdowns, digitalization became the only way forward and helped GSSAs overcome the challenges. “This digital communication has proved to be effective and will continue to be a major part of the communication with our customers.

In the post COVID situation, we started to reactivate the direct contact with our customers. Business travel started again, and our group has participated in industry fairs in India, Brazil, the USA, and South Africa. In our industry, a face to face dialogue with business partners and friends is important. We believe a strong focus on the customer and its needs is what makes GSSAs successful, and after the curbs were lifted,

**We offer customized logistics solutions to our customers and maximize customer outreach & cargo collection**

our sales teams hit the road to do sales calls and meet customers again. In the post COVID scenario, pharma is still the fastest growing air freight and during COVID, ATC arranged hundreds of charter flights. To cater to these products, we have set up a pharma and a charter competence team at our head office in Frankfurt.

### **Providing the best deals**

GSSAs play a vital role in assisting airline customers to expand global network, while managing costs and boosting trade opportunities. It is estimated that 25 per cent of the air cargo industry’s US\$50 billion annual revenue is raised via outsourced sales operations, which means GSSAs are responsible for generating US\$12.5 billion of the industry’s annual income. GSSAs account for around 25 per cent of worldwide air cargo sales. For this outsourced sales function for airlines, accurate data is important to keep up with local requirements.

Goyal said, “We are expanding our network internationally wherein we can extend

our partnership with airlines to a multi-country engagement build on our innovative new-age GSSA model.”

Chaudhary affirmed, “GSSAs can assist airlines in expanding their global network, while managing costs and boosting trade opportunities by leveraging their extensive network and expertise in the local markets. We provide the airlines with valuable market intelligence, identify potential business opportunities, and offer customized cargo solutions tailored to the specific needs of the airlines.

By partnering with GSSAs, the airlines can benefit from their local knowledge and expertise, reduce overheads, and focus on their core operations. We also help the airlines to build strategic partnerships with other airlines, airports, and logistics providers, enabling them to expand their reach and access new markets.”

Lalsodagar stressed, “We look for feasibility for short-haul cargo charters based on demand. Cargo consolidation is the key to such charters. In-



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terline partnership is another key factor for working outside the territory and expanding the airline network.”

Paulose said, “The main driver for expanding the global network is the increase in the demand for air cargo. A bigger potential market becomes attractive, especially for the GS-SAs to adopt a bigger customer base on behalf of our airline customers. We offer customized logistics solutions to our customers with our pan-India presence, being on the lookout for commodity-wise route development, offering tailor-made services to each of our customers, thus maximizing the customer outreach and cargo collection.

Besides being cheapest in the market, we help the airlines costs and give them an unmatched comfort level. Hercules Aviation has continued to invest, by adding value where we can, and easing the pressure on our airline principals.”

Zimmer said, “With international network of offices, we can cover many of the global air cargo spots for our customers. The network is constantly expanding. A high grade of digitalization, including e-booking channels and bots for data capture, is the most important tool



**Dipen Lalsodagar**  
Deputy Director, Cargo Sales  
Global Aviation Services

**The Northeast has the potential for perishables, and we are working on promoting exports for our principal airlines**

to keep the costs down and to put us in a competitive position. The charter and solution business are two new business

segments. To balance our portfolio, we also started representing on board courier businesses. Beside a strong sales team, data is the key to boost the airline customers turnovers. In all our 34 entities, the management got access to Power BI data pool with information coming from sources such as IATA, Seabury, Clive, among others.”

Expressing similar sentiments, Gupta said, “Prompt digital transformations and thinking out of the box at Air Logistics Group have made us bigger, better, wider, unstoppable, and cost-effective for our partners. Quick adoption of technology to access corporate capabilities from the windows of our homes and remote places became non-negotiables.”

Till date, the ALG has hybrid working models worldwide and innovative interline solutions for our freight forwarders to find inroads to reach new frontiers globally for a wider logistic global footprint, as a significant contributor for us, as a GSSA, adding up to our strength as a solutionist for our customers. Air Logistics Group has invested in a pool of market data, and with our in-depth business intelligence and analysis not only



**Sakshi Gupta**  
Country Manager, India  
Air Logistics Group

**Though COVID hit the global economy, including aviation, but the crisis made air cargo more mature**



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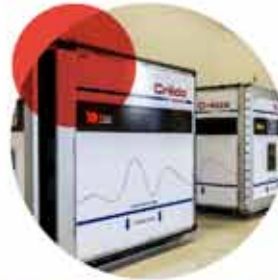
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FMCG



Footwear



Pharma logistics



Apparel

Logistics and transportation sector face constant change. Each industry segment has unique demands and challenges. Logicbox provides customized services to meet specific needs of each segment. In-depth research is conducted to understand requirements and tailor services. This ensures efficient and effective transportation of goods and customer satisfaction. Time-sensitive services for apparel, adherence to regulations for FMCG and Pharma, and preservation of delicate materials for footwear are examples of industry-specific needs that Logicbox caters to.

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for the current, but future market trends and anticipatory pricing, especially at a time when the market dynamics are changing fast, and help ALG give innovative and creative solutions to our partners. At the same time, we together can be wary of certain roadblocks in advance with equal preparedness. The greater the challenges, the greater will be the glory to surmount it, that is what we at the ALG believes in, she said.

Menon highlighted, “The Rainbow Aviation has always been associated with their principal carriers not as a GSSA, but as a reliable partner. We understand the value of partnership and never let our partner down. We have always shared responsibilities equally with all our airline partners. Worldwide recessions due to wars, civil unrest, increase in fuel prices, limitations in exports, and imports, increase in passenger capacity/flights have restricted many carriers to operate freighters.

“During this time, we stood with our partners by supporting the operations with block space arrangements (BSAs),



**Pramod Menon**  
Vice President, Cargo  
Rainbow Aviation

**The airlines have realized and accepted the GSSAs module is the best concept for any airline in any country**

which ensure the revenue commitment the airlines have represented. This creates confidence in the airlines to operate freighters into any country when they are assured of a reliable partner.”

### Crucial factors

GSSAs follow few important metrics, while serving a particular airline. Goyal said, “As GSSA, the most important metrics to track our services’ success would be the bottom line—cargo yields and upliftment on the airlines we serve. We aim to develop the right destination and product mix focusing on special products to deliver incremental revenue opportunities for our partner airlines. This has helped us build our position as leading and fastest growing cargo GSA in India.”

Lalsodagar said, “The main criteria are yield and capacity management to maximize tonnage and revenue. Territorial coverage of the airline products to cover smaller markets through offline sales. Promoting special products based on market demand is another key sales factor.”

According to Chaudhary, “First would be cargo volume and revenue generated; this is the most critical metric that determines our performance as a GSA.”

1. **Marketshare:** increase in marketshare for the partner airline.
2. **Load factor:** as a GSSA, we track the load factor or the percentage of cargo capacity utilized by the airline to ensure that they are maximizing the cargo space and generating revenue.
3. **Compliance and safety:** we ensure that we are complying with all regulatory requirements and maintaining the highest standards of safety and security in all our cargo operations.
4. **Market intelligence:** Paulose said, “We strive to become the most admired global quality service provider, delivering innovative solutions, give quality experience to our customers, and commit to deliver the services expected of us. Besides customer satisfaction, we base our business on four pillars: integrity, partnership, people, and professionalism.



We offer digital services and bring the best global practices with punctuality, reliability, cost reduction, speed, and constant quality monitoring. Going green saves green. Environmentally friendly practices are adopted not just for the environment, but to boost our business too.”

Zimmer added, “Our GSA management method is adjustable, allowing us to tailor our services to any need our partners may have. Our main competencies in market research, business intelligence, and airline consultation are critical to our partner’s success and distinguish us from other GSAs, whether we are deploying a more traditional sales and booking solution or

stronger, borderless future and footprint. Locally, we extend our operational warehouse and ramp supervision services to our airline partners to ensure seamless movement of the freight right from when it reaches the airport, to optimum space utilization and build up, to timely uplifts, to delivery at destination—our teams are clued on. These value-added cluster of services are the cherry on the logistics cake for each of our airlines and agents.”

“The Rainbow Aviation regularly conducts route studies, market studies and planning in various markets in India and abroad through its own offices or our associated offices/partners. We provide suggestions of aircraft types to be operated

we are going to add more cargo capacity and flights from the country to expand our offerings to our trade partners. We are working on developing a unified online cargo booking platform in line with industry’s shift toward digitalization.”

Paulose shared, “At the Hercules Aviation, we are on the lookout for new routes, new businesses and our customers serving these projects. We are into global collaboration, which would mean new business and more capacity, thus adding to the list of customers. We are in discussions with various airlines, trying to bring them to India and play role in contributing towards the target of 10 million tons,



**Ingo Zimmer**  
CEO  
ATC Aviation

**We believe that a strong focus on the customer and their requirements is what makes the GSAs successful**



outsourcing our partner’s end-to-end cargo services.”

“We choose our experienced middle management and sales teams. People are our biggest assets. As a global organization, we have the power, network, and financial backing to respond to the industry’s ongoing challenges,” Zimmer said.

Intervening, Gupta said, “The ALG carries a neutral GSSA outfit, which instills confidence with both the airlines and the freight forwarders to work with us and they feel safe with their business in our capable hands.

ALG thrives on diversity, expertise, and international alliances that help us build a

on routes with commitment and create space capacity for our airline partners, where we feel there is a need of capacity creation based on the customer requirements.”

The Rainbow Aviation has invested heavily in technology and software solutions in its offices in India as well as abroad. We have a full-fledged customer service, network coordination, and sales team headed by airline professionals, the backbone of our functionalities,” Menon pointed out.

### **Future plans & projects**

Goyal said, “We are always exploring new projects and partnership opportunities, where

as fixed by the Government of India by 2030.”

Menon noted, “Adding new customers into our portfolio is a primary focus, and we will have new airline partners getting associated with us this year. Rainbow Aviation will continue its focus on BSA Model and capacity creation and over the time to be a cargo airline operator in the country. We would also like to invest more in the air cargo industry in India by providing logistics and airline training to students and those who would like to join the airline and GSSA industry.”

Zimmer concluded by saying, “As many tenders as we

are now receiving is a record for us. Many airlines are seeking for new partners and the number of tenders we handle every week is high. There is a tendency to appoint a GSSA for a region instead of only one country. Here our wide network is an advantage. We are attempting to grow internationally through both organic growth and acquisitions.”

### **FACTFILE**

- ➔ GSSAs generate US\$12.5 billion of the industry’s annual total income.
- ➔ As the world is opening, demand for cargo distribution worldwide is rising
- ➔ There is a tendency to appoint a GSSA for a region instead of only one country.

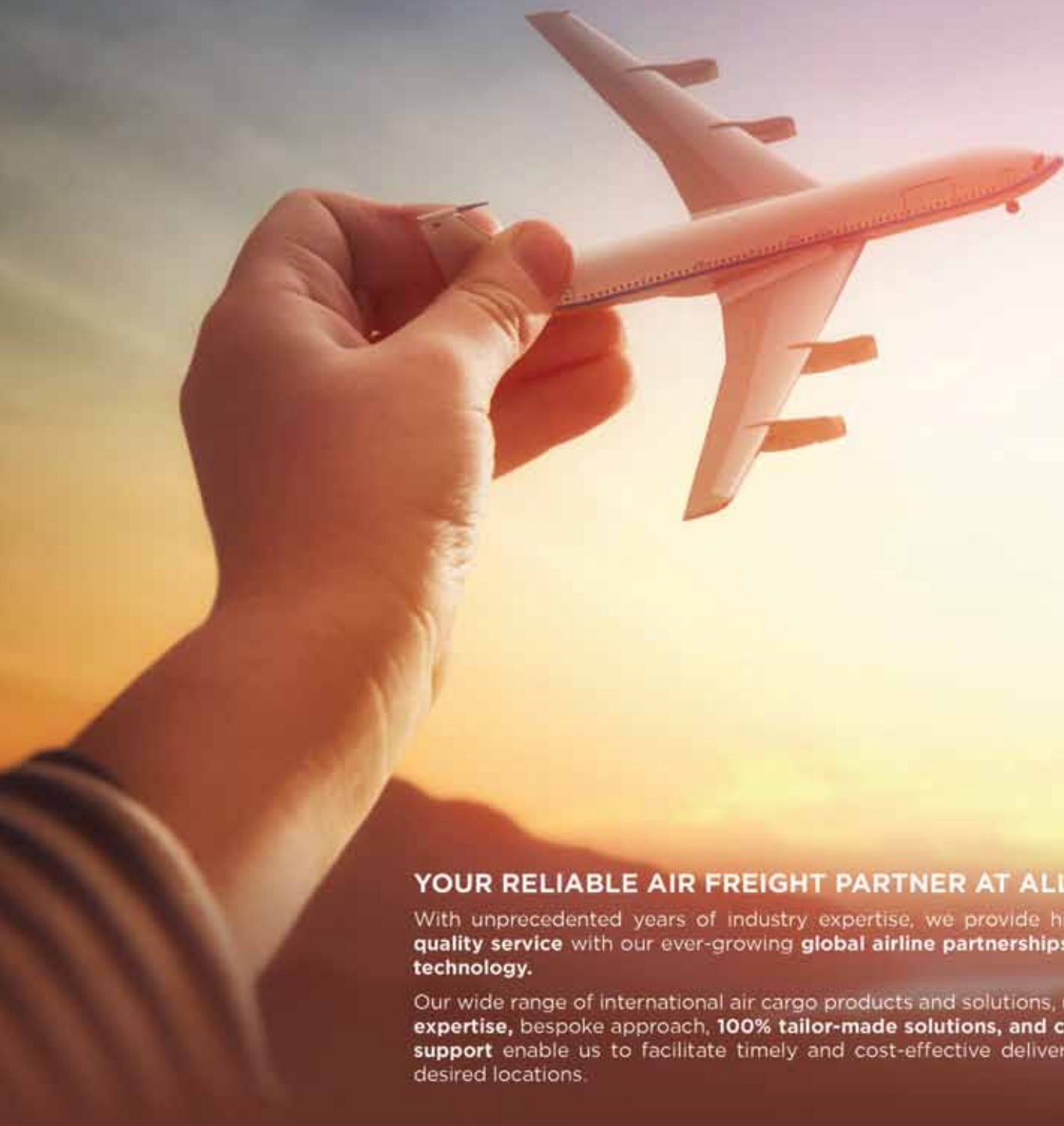
# A countdown to ACFI Annual Conclave

Air Cargo Forum India (ACFI) organized a power-packed curtain raiser recently at GMR New Udaan Bhawan, IGI Airport, ahead of its Annual Conclave 2023 on 3 May. Yashpal Sharma, President, ACFI delivered the presidential address, while Sakshi Gupta, Country Manager, ALG gave the welcome address.





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# Export growth in commodity groups in March 2023

Sl. No.	Commodities	(Values in million US\$)		% Change
		MAR'22	MAR'23	MAR'23
<b>Commodity groups exhibiting positive growth</b>				
1	Oil Meals	101.12	259.43	156.56
2	Oil seeds	87.56	174.68	99.50
3	Electronic Goods	1818.95	2862.34	57.36
4	Coffee	114.70	135.19	17.86
5	Marine Products	598.04	674.86	12.85
6	Fruits & Vegetables	373.82	416.33	11.37
7	Rice	1024.76	1127.39	10.02
8	Ceramic products & glassware	338.33	371.25	9.73
9	Iron Ore	346.90	370.65	6.85
10	Drugs & Pharmaceuticals	2387.36	2487.47	4.19
11	Meat, dairy & poultry products	368.99	381.70	3.44
12	Tobacco	86.65	89.28	3.04
13	Cereal preparations & miscellaneous processed items	242.19	248.74	2.70
<b>Commodity groups exhibiting negative growth</b>				
14	Petroleum Products	9806.46	5433.95	-44.59
15	Handicrafts excl. hand made carpet	172.67	122.58	-29.01
16	Carpet	155.09	110.97	-28.45
17	Gems & Jewellery	3780.53	2744.86	-27.39
18	Jute Mfg. including Floor Covering	49.29	37.47	-23.98
19	Cotton Yarn/Fabs./made-ups, Handloom Products etc.	1345.42	1024.01	-23.89
20	Cashew	40.09	32.87	-18.01
21	RMG of all Textiles	1740.61	1448.30	-16.79
22	Mica, Coal & Other Ores, Minerals including processed minerals	571.03	475.28	-16.77
23	Leather & leather products	413.23	344.46	-16.64
24	Plastic & Linoleum	851.82	713.59	-16.23
25	Other cereals	97.42	82.91	-14.89
26	Man-made Yarn/Fabs./made-ups etc.	527.13	476.62	-9.58
27	Engineering Goods	1016.08	10190.97	-7.49
28	Organic & Inorganic Chemicals	2860.74	2691.50	-5.92
29	Spices	389.46	383.36	-1.57
30	Tea	58.37	57.62	-1.28

(Source: Ministry of Commerce & Industry, Government of India)



# Import growth in commodity groups in March 2023

Sl. No.	Commodities	(Values in million US\$)		% Change
		MAR'22	MAR'23	MAR'23

## Commodity groups exhibiting positive growth

1	Gold	1042.02	3300.64	216.75
2	Project goods	45.85	106.89	133.13
3	Newsprint	27.74	46.81	68.75
4	Metaliferrous ores & other minerals	589.30	970.77	64.73
5	Professional instrument, Optical goods, etc.	531.77	708.21	33.18
6	Pulses	142.84	184.42	29.11
7	Iron & Steel	1494.68	1808.23	20.98
8	Chemical material & products	910.31	1086.75	19.38
9	Pulp and Waste paper	146.09	170.46	16.68
10	Machinery, electrical & non-electrical	3550.33	4119.73	16.04
11	Artificial resins, plastic materials, etc.	1937.11	2194.65	13.30
12	Textile yarn Fabric, made-up articles	164.16	183.38	11.71
13	Machine tools	325.80	362.49	11.26
14	Non-ferrous metals	1572.83	1708.34	8.62
15	Wood & Wood products	546.06	585.11	7.15
16	Fruits & vegetables	217.80	231.45	6.27

## Commodity groups exhibiting negative growth

17	Sulphur & Unroasted Iron Pyrites	29.59	7.57	-74.42
18	Fertilisers, Crude & manufactured	1656.78	812.14	-50.98
19	Silver	124.99	70.45	-43.64
20	Coal, Coke & Briquettes, etc.	4600.30	3453.26	-24.93
21	Petroleum, Crude & products	21145.03	16115.18	-23.79
22	Vegetable Oil	1734.63	1406.82	-18.90
23	Electronic goods	8647.14	7190.70	-16.84
24	Pearls, precious & Semi-precious stones	3428.46	3019.68	-11.92
25	Dyeing/tanning/colouring materials	342.58	302.97	-11.56
26	Cotton Raw & Waste	62.00	54.99	-11.31
27	Medicinal & Pharmaceutical products	792.44	706.02	-10.91
28	Leather & leather products	81.54	72.93	-10.56
29	Organic & Inorganic Chemicals	2790.18	2648.67	-5.07
30	Transport equipment	2245.77	2173.42	-3.22
29	Pulses	188.84	188.60	-0.13
30	Non-ferrous metals	1588.97	1588.24	-0.05

(Source: Ministry of Commerce & Industry, Government of India)

# Pallets: An integral part of supply chain business

With opportunities in pallets market in India, we are expecting to deliver 10 lakh pallets in the next three years from the current eight lakh pallets, taking the company's pallet count to 18 lakh to make it the leading manufacturer. Our aim is to cater to new segments, says **Nitin Kalla, Founder and MD, Exzod India.**



Ritika Arora Bhola

**T**ell us about the genesis of your operations in the Indian market. What kind of products and services do you offer to your clients?

Exzod India was founded in 2018 and we have a team of well-experienced professionals having an exposure to the pallet industry and are experts in supply chain management. We provide customized packaging solutions used for storing and ferrying products across the supply chain.

We have a pan-India presence with four manufacturing sites in India. Exzod manufactures wooden pallets made of environment-friendly soft wood used for storing and moving finished products/raw materials across the industry segments ranging from consumer, e-commerce, fast moving consumer goods, and retail. We are engaged in renting/leasing pallets for companies that want to reduce their capital expenditure, storage costs and improve their efficiency. The company manufactures wooden boxes that are sold to the auto and glass industries, and finally, we offer AMCs and repair services to clients on a contract basis, whereby Exzod takes care of the maintenance of the pallets. We have partnered with more than 50 customers across sectors such as Reliance, LG Electronics, Abbott Healthcare, Pepsico India, DHL Logistics, Flipkart, and Amazon, among others.

**How do you ensure customer satisfaction and quality when it comes to transportation of pallets to different locations? What are your supply chain management strategies?**

Customer satisfaction is the core of our operations. In a competitive world, an efficient supply chain is the bedrock of a successful company. As the economy grows and companies expand, we see an increase in demand for pallets in India. We have four manufacturing plants located in Punjab, Maharashtra, Telangana, and Haryana. They are equipped with modern automatic pallet manufacturing machines. This makes the company a pan-India pallet manufacturer and enhances the company's delivery and servicing capabilities. This would en-



**Nitin Kalla**  
Founder and MD  
Exzod India

able the company to consolidate its position to sign large brands, logistic parks and other four PL companies who have pan India

presence and act as an entry barrier for new entrants.

**What are the pain points in the logistics sector?**

Warehouse management is the key to bringing efficiency in delivering goods. In India, automation in warehouses is still at a nascent stage and changing day by day to reach global standards. Worldwide palletization had ensured automation in the overall management of warehousing, while India has

**We have four manufacturing plants in India. They are equipped with modern pallet manufacturing machines**



started moving towards palletization a decade ago. Palletization helps the brands, FMCG companies, e-commerce, automobile, pharma and 4 PL companies to bring in efficiencies be its stock management and delivery.

The Indian logistic sector has come a long way in building road, railway and air transport infrastructure and adopting advanced systems, still there is a lot of opportunity for domestic and international players to bring in efficiencies across the parameters be it cost and time among others. 🐦

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# ‘Inadequate infra may obstruct usage of tech’

We anticipate emphasis on rail freight movement to support logistics, which will increase demand for electric locomotives with high horse power, increase capacity and speed of transportation to scale-up efficiencies and realize the goal of carbon net zero emissions, says **Nisschal Jaain, Founder & CEO, Shypmax.**



Ritika Arora Bhola

**T**ell us about the genesis of your logistics operations in India. Elaborate on your services and offerings for the Indian market?

While the pandemic was a disruptor, it also had a positive impact on various businesses involved in distribution and storage of goods. There are, however, many shortcomings and gaps in the way the current supply chain sector operates. Paperwork is still extensive, and last-mile delivery (LMD) needs to be improved to meet

the international standard, especially for MSMEs as they run on a tight budget. This led us to identify the multiple problems an Indian exporter or importer faced.

This has also led to the conceptualization of Shypmax.

**Shypmax’s focus is on latest technology of India’s cross-border logistics. We based our firm on tech powered by AI**

Identification of these pain points coupled with the conducive schemes and initiatives of Narendra Modi, the Hon’ble

Prime Minister’s, ‘Make in India and Export’ push, led to setting up Shypmax. We offer shipping services for B2B, B2C, and C2C (Business-to-Business, Business-to-Consumer, and Customer-to-Customer) shipments that begin or end in

India with contemporary products, global and domestic express delivery, freight forwarding, and customs clearance.

**What are the recent advancements done by the you in technology, cross border e-commerce and logistics sector in the past two years?**

Our entire focus is on tech advancement and innovation of India’s cross-border logistics. We have based our company on a full-fledged technology dashboard, which is powered by Artificial Intelligence (AI). We created India’s first technology-powered cross-border logistics platform (LPaaS), building the cost-effective and simplified automated cross-border shipping services. Shypmax is a

*Contd. on next page* ▶



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### As a tech platform, how do you ensure tech-enabled solutions and visibility, reliability, and stakeholders involved in cross-border supply chain business?

The good news is that supply chain technology may streamline and improve one's business processes. The competitive nature of today's economy leaves less space for inefficiencies. Because of this, the businesses must keep developing and modernizing their supply chains:

1. In order to provide dependable and secure data access and visibility, implement scalable and secure cloud-based technologies
2. Automate procedures, including freight routing, pricing, tracking, and compliance monitoring to ensure effective and economical operations
3. To increase productivity and create visibility throughout the supply chain, usage of predictive analytics and Machine Learning algorithms is advised.
4. Use Blockchain to share data across the stakeholders in a secure and transparent manner
5. Ensure prompt delivery



**Nisschal Jaain**  
Founder & CEO  
Shypmax

7. Implement security procedures to safeguard sensitive information and uphold privacy of the stakeholders.

### What are your digital strategies that help customers take control of their supply chains and build maximum resilience to avoid disruptions?

Our platform is developed using the latest programs. And we use AI and ML for giving freight price quotes to the user on our platform. We use Predictive Analysis to come up

ditionally, on our Docu Plus service database, every relevant piece of information pertaining to customs clearance, EXIM documents are present to help customers with easy processing of their shipments.

### What are the bottlenecks involved when it comes to using technology and cargo movement from one destination to another?

Technology deployment and cargo transit can be slowed down by inadequate infrastructure. Ferrying goods can be delayed if there are problems with the roads, ports, railways. The deployment of technology and the transit of cargo can both be delayed by regulatory difficulties. Regulations pertaining to customs, taxes, insurance, among others make it difficult for commodities to be transported smoothly. The usage of technology and cargo movement can be hampered by lack of capacity or resources.

Delays in delivery of goods may result from factors such as inadequate storage facilities or lack of personnel. Deployment of technology and cargo movement can be slowed down by poor logistics planning. The ship-

of cargo can both be delayed by unfavorable weather conditions. Transport of products can be considerably delayed by severe weather conditions such as snow, rain, and strong winds.

### How would you rate India's infra for cargo movement? Is it good enough, or does it need further improvement?

There is still potential for improvement in India's infra for moving freight. The country's road and rail infrastructure as well as the standard of its ports and airports, have all benefited from government investment.

## Delays in delivery of goods may result from factors such as inadequate storage facilities or lack of personnel

### Share your projects in pipeline and expansion plans?

By the end of this financial year, we plan to set up presence in 50 additional locations. We will move West to expand our activities in key regions. Owing to our current revenue growth of 30-40 per cent per month, we are on the path to hit a run rate of US\$20 million this fiscal year and US\$100 million by end of next fiscal year.



by using IoT (IoT) solutions to track shipments in real-time

6. Deliver customer service round the clock to address issues and give stakeholders timely information

with the best pricing that can be given to a customer. Our platform is equipped to read and interpret location-based data, which we use in the live-tracking of the shipments. Ad-

ment of goods may be delayed due to improper route design, inadequate tracking systems, and poor shipper-carrier communication. The deployment of technology and the transit

#### FACTFILE

- We have based our company on a full-fledged technology dashboard, powered by AI.
- Paperwork is still extensive, and LMD needs to be improved to meet the global standards.

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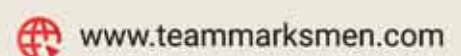
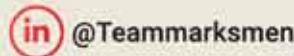
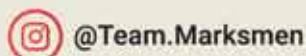
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# ACCD hosts luncheon, session for its members

The managing committee of the Air Cargo Club of Delhi (ACCD) held a luncheon and networking session for its members recently at Radisson Blu Plaza, Mahipalpur. The luncheon provided a platform to the air cargo industry professionals to meet, interact and enjoy each other's company.





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# PHARMA TALKATHON


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# Investment in air cargo infra, norms for pharma

CargoTalk in collaboration with Cargo Service Center has started **Pharma Talkathon**—a series of knowledge-sharing sessions on everything about pharmaceutical sector. The topic chosen for the first session was titled 'Is India ready to become the pharmacy of the world?' The webinar focused on manufacturing and distribution of pharmaceuticals, investments in research and development (R&D) and sustainable operations. The participants who took part in the webinar included **Vickram Srivastava, Head of Planning, Global Supply Chain, Sun Pharma, Dr. Ravi Prakash Mathur, VP, Supply Chain Management, Dr. Reddy's Laboratories, Tushar Jani, Group Chairman, Cargo Service Center**, while the session was moderated by **San Jeet, CEO, DDP Group**.  has compiled the insights and inputs shared by the speakers during the session.

# ‘India has potential to become biggest e-commerce pharmacy’

## Is India ready to become pharmacy of the world?

We must become self-sufficient on raw materials, mainly on the APIs for which we are still dependent on China. I think there would be a revolution of

present, we have 20 per cent market share, and nothing can stop us from reaching 40 per cent. Our cost of production as against other nations is quite low, our regulations are much low as compared to the other

The only thing that we do not have is the scale that the huge neighbouring country has. We must match that scale. With the kind of developments happening in Indian market for pharma, I think we will remain biggest pharmacy of the world.

## Even though China has volumes, but when it comes to final or finished high-calibre products, we beat the Chinese hollow

sorts if we are able to reduce this dependency or cut it down completely. We are without doubt the largest pharma supplier globally, and the biggest opportunity for us will be from the e-commerce side. India has the potential to become the biggest e-commerce pharmacy. Our Indian pharma companies,

countries, and in terms of value chain and tremendous investments happening in the research for pharma and drugs—nothing can stop us.

### India vs China projections

I think the reliability that India offers, China can never offer it, especially after COVID. We

### Manufacturing and distribution

There is good amount of efficiency that is being brought into the domestic Indian pharmaceutical supply chain. We offer the lowest prices of medicines as compared to any other part of the world. We are the world's largest laboratory. By using Artificial Intelligence and Machine Learning (ML), we get the exact data of more than 1.2 billion people, but matching research to equal that would be fantastic. We have huge clinical data in the country, which we can use it to our advantage.



**Tushar Jani**  
Group Chairman  
Cargo Service Center

Our pharmacists at the terminal can differentiate between the different types of drugs/medicines. So, we have created that empathy. We have put sensors in all corners of the terminal, which can provide you the information on temperature required for shipments, directly to your mobile phones through Turant



be it Sun Pharma, Glenmark, Cipla, Dr. Reddy's, among others, deliver medicines across the globe in just 20 minutes—that is the power we need to create in India in partnership with all the pharma firms. From a generic drug manufacturer and supplier's perspective, at

have started with a strong foundation that India can be reliable, the country has always been number one in value-addition when it comes to pharma, more than China. China has volumes, but in terms of when it comes to final or finished high-calibre products, we beat the Chinese.

### Technology intervention

At CSC terminals in Mumbai, we have invested heavily in technology to ease the workflow. We have pharmacists working in the terminal to educate the handlers about the consequences of handling shipments incorrectly.

App. You can track, trace, and monitor your shipment, anytime, anywhere. With AI, customers get information about the shipments in advance. It is time that all of us in the supply chain need to collaborate and work towards solving the inefficiencies.

# AI can help remove bottlenecks in pharma supply chains

## Is India ready to become pharmacy of the world?

India is already a global pharmacy. In the past few years, especially during the pandemic, the industry did well in meeting the healthcare needs of the global community. Not only did we manage to vaccinate the population of India, but also supplied vaccines to other countries. Other than the pandemic vaccines, we also supplied other vaccines and medicines globally, which are manufactured in India. Almost 60 per cent of the vaccines are being supplied globally from India itself.

We have 36 per cent lower per person disease burden in India. We provide 95 per cent lower cost for treating life threatening diseases (Hepatitis-C and leukaemia).

About 37 per cent of people have access to affordable treatment of AIDS in Africa by Indian manufactured medicines. To give one a broader perspective, one out of every three pills taken in North America—they are manufactured and supplied by India. We are in a position of strength now. We as of now hold the position of a leading



**Dr. Ravi Prakash Mathur**  
VP, Supply Chain Management,  
Dr. Reddy's Laboratories

forward we need to focus on improving our value chain.

## Technology intervention & innovation

Artificial Intelligence (AI) is already present in pharma supply chain right now. It is being used through many use-cases in supply chain and operations and in areas such as drug discovery. In case its many usages, AI is being used in the area of drug discovery to give pace to

in drug discovery is virtual screening, which involves using Machine Learning algorithms to analyze data and predict the efficacy of different compounds in binding to specific biological targets.

## Using AI to remove constraints

Throughout the supply chain there could be constraints at various points in time. For example, gate entry at the terminal, or loading of a container at a rail yard, waiting for the customs officer to come in and examine your shipment, and the like. Throughout the supply chains, especially in the shared infrastructure such as airports, ICDs and ports, there

will flow in for everyone in the supply chain ecosystem. Technology must be democratized and the cost of using or deploying technology should also come down.

## Knowledge sharing and training in maintaining quality in transportation

As far as the quality is concerned, we can provide the highest quality medicines without which we cannot enter the regulated markets. Not only quality of products, but also quality of systems in manufacturing and supply chain is superior here. There is no doubt about the quality of the drugs manufactured in India. Coming to the question of quality of work in

**Throughout supply chains and in the shared infra, there are many constraints. AI can forecast them and based on them, you can remove the constraints**

are many constraints. AI can forecast the bottlenecks likely to come up and based on these insights which AI can forecast,

logistics or supply chain, where it is dependent on the external partners, while the pharma world does have in place its processes for good manufacturing practices (GMPs) and good distribution practices (GDPs), many a time the 3PL partners lack in experience or do not understand the quality systems.

At terminals or airports, even for a process of providing Corrective and Preventive Action requires training and follow-up. Shipping lines and port authority do not share data easily because they do not understand the importance of the data for the manufacturer, and that is a challenge for us. I will not say that there is a total absence of good external processes or systems, in the external logistics world, but logistics systems need to catch up in terms of GDPs not only in India but also abroad. Technology intervention is happening, but still there are loopholes. Training and knowledge sharing should be a continuous process.



generic pharma manufacturing country. But when we start developing the drugs and when they start getting patented, we will reap the dividends. Moving

development of new drugs by facilitating the identification of novel compounds with therapeutic potential. One of the most common AI applications

you can eliminate those constraints. If you can identify the constraint points with the help of data, that is what will make an impact. That is where value

# Traceability of entire pharma supply chain important

## Is India ready to become the pharmacy of the world?

We can safely say that India is the pharmacy of the world and going forward, we are only going to get bigger and better. The industry is expected to continue to achieve double digit growth in the next 5-7 years, considering the surge in demand for pharma driven by accessibility to both doctors and medicines. However, if we want to become global leaders in value as well, we need to improve our value chains, focus on innovation, packaging and designing products. There are four 'Ds' of pharma value chain—Discover, Design, Develop and Deliver. I feel the pharma companies are quite strong and produce majority of vaccines in India for global consumption. Thirty-five per cent of our goods are being consumed in North America alone and in Europe. We are the market leaders from generics supply perspective. In fact, the first two Ds—Discover and Design—are important to upgrade our value chain in terms of how we move forward from chemical-based drugs to biological drugs or biosimilar drugs. How the mechanism of drug delivery is going to change, how we are going to have the patient-centric medicines, so that they



**Vickram Srivastava**  
Head of Planning, Global Supply Chain,  
Sun Pharma

have more target therapies going forward. This would change the paradigm of how supply chain management works, but how it focuses on the drug design and discovery.

## Manufacturing and distribution

We need to capture 40 per cent of generic drugs manufacturing space in India. We might be a market leader in volumes, but we are just 5 per cent when it comes to global pharmaceuticals industry value. We need to work on it and create value for the industry, stakeholders, and produce affordable drugs,

which can be consumed globally. There are many positives in the Indian pharma market when it comes to openness, government regulations, trust, among other factors. China has a constraint when it comes to firms moving into China for producing vaccines, they have complex policies and regulations. India is at a comfortable position with the human resource, technology, infra being built in the country right now, it will be difficult to replace India as a global pharma manufacturing hub. The government's

focus on the healthcare sector and from the industry side is also strong. monitoring activities at all the facilities will be helpful for the supply chain.

**Though drug discovery and designing are expensive today, we need to have faith in the industry and the government when it comes to investments**

focus on the healthcare sector and from the industry side is also strong.

## Reducing paperwork

Going paperless is quite important in today's situation. Putting our audits on digital medium is a prerequisite. Every pill that comes out of a certain batch should have the same efficacy and effectiveness, even if a million pills come out of the same batch. It becomes impor-

monitoring activities at all the facilities will be helpful for the supply chain.

## Investing in R&D

Though drug discovery and designing are expensive today, we need to have faith in the industry and the government when it comes to investments. Considering the benefits it will provide us in the long run, the industry should invest in it. In case of India, the pharmaceutical industry is to double in terms value to US\$80 billion by the year 2027. The government realizing the sector's potential, following an increase in purchasing power, the expenditure on healthcare is only going to increase. With e-pharmacy, technology, the way we can access doctors, medicines, insurance, everything is going to improve.

## Collaboration is Vital

Logistics service providers have a huge role to play in the distribution network going forward. Currently, logistics distribution is unorganised in the country; there are many loopholes that need to be plugged, thereby, making it a win-win situation.



# TIACA prioritizes air cargo growth, opportunities

The International Air Cargo Association (TIACA) organized its first Regional Symposium at ITC Maurya in New Delhi. The summit focused on many topics such as digital innovation, sustainability, pharma, perishables, freighter capacity, among others. The three-day event also saw participation of global air cargo industry experts.

## SESSION 1: Official welcoming



Official Inauguration was done by (L to R) Glyn Hughes, Director General, TIACA; Jasraj Singh Chug, Co-Founder & Director, Cargo Flash Infotech; Sunil Arora, Regional Head, Air Freight India Sub-continent, ASIT; Yashpal Sharma, MD, Skyways Group; Steven Polmans, VP, Business Development, Abu Dhabi Airport Company, and Sanjeev Gadhia, Founder & CEO, Astral Aviation

## SESSION 2: Global Market Outlook by Glyn Hughes



Glyn Hughes, Director General, TIACA, gave an insightful presentation on macro economic outlook, India air cargo data spotlight and key global growth drivers. The report suggests growth in global e-commerce activities, while air cargo will continue to decline due to ongoing global economic crises. He presented data, including Indian market assessment and outlook forecast

## SESSION 3: Industry leaders roundtable 1



The experts discussed about the current business environment, future opportunities and how the Indian air cargo industry must evolve. (L-R) Glyn Hughes, Director General, TIACA; Tushar Jani, Group Chairman, CSC; Cyrus Katgara, Partner, Jeena & Co; Yashpal Sharma, Managing Director, Skyways Group, Sanjeev Gadhia, Founder & CEO of Astral Aviation, Jasraj Singh Chug, Co-Founder & Director of Cargo Flash Infotech

## SESSION 4: Freighter capacity: key for Growth



Next panel discussion was on 'Freighter capacity: key for Growth'. (L-R) Steven Polmans, VP, Business Development, Abu Dhabi Airport Company; Burak Omerolu, VP, Middle East, and South Asia, Turkish Cargo; Brian Hermesmeier, Senior Director, Product Marketing Freighter and Customer Leader, Boeing Commercial Airplanes, and Vipul Bhalla, Chief Business Officer, Pradhaan Air Express participated in the session

## SESSION 5: Workforce Challenges



It was followed by a panel on 'Workforce Challenges', covering the need to attract, retain and develop successive generations of workforce in logistics. Sakshi Gupta, Country Manager, Air Logistics Group; Samir J Shah, Partner, JBS Group of Companies; Glyn Hughes, Director General, TIACA, moderated the session

## SESSION 6: Drones



An interesting session on 'Drones' was conducted by (L-R) Glyn Hughes, Director General, TIACA; Vikram Singh, Founder & CEO, TechEagle; Sanjeev Gadhia, Founder & CEO, Astral Aviation. They talked about the need for drones to transport urgent medical transport not only in urban cities but also in remote locations and how can the country play a leading global role in this area?

## SESSION 7: Pharma



(L-R) Satish Lakkaraju, Senior VP, and Global Head, Air Freight & Pharma, Radar Ventures, WIZ; Bharat Bhushan Rathi, Head, Logistics, Mankind Pharma; Saurabh Kumar, CEO, GMR Hyderabad Air Cargo, and Vivek Chopra, Senior Director, Airfreight India and Indian Subcontinent, DB Schenker

## SESSION 8: Digital Innovation



(L-R) Kunal Bhatt, Cargo Transformation at Air India, Sabari Ramnath, Senior Manager, Unisys Corporation, Gautam Mandal, Director, Products, Cargoflash Infotech, Ashish Agrawal, MD, Freightos India, WebCargo, Suneet Gupta, VP, Sales, Kale Logistics Solutions participated in the session

## SESSION 9: Ground Handling



(L-R) P. Balasubramanian, Founder and CEO, ACCIS; Surender Bhardwaj, Head, Operations, Delhi, CSC; Saurabh Kumar, CEO, Officer, GMR Hyderabad Air Cargo; Anuj Thapliyal, COO, Celebi Delhi Cargo Terminal Management India attended the session on ground handling

## SESSION 10: Sustainability



Sustainability has become the buzzword. Customers, partners, financiers, regulators, are challenging supply chains to improve environmental stewardship. Whether that is increased use of SAF or enhanced electrification or investment in new technology. (L-R) Joeri Aulman, Director BD & Airport Planner, NACO; Sanjiv Edward, CEO, Cargo and Logistics, DIAL; Glyn Hughes, Director General, TIACA

## SESSION 11: Airports-conducting the Orchestra



Airports-conducting the Orchestra was the next topic of discussion. Panellists included (L-R) Steven Polmans, VP, Business Development, Abu Dhabi Airport Company; Chandrakala Bobba, Director, Bobba Group; Zaheer Bakshi, VP, Head of Cargo, IGI DIAL, Tushar Jani, Group Chairman, CSC

## SESSION 12: General Sales and Service Agents (GSSAs)



(L-R) Glyn Hughes, DG, TIACA; Prithviraj Chug, CEO, Group Concorde; Kritika Chaudhary, Head Development & Marketing, Allied Aviation and Abhishek Goyal, Executive Director, Aeroprime Group, spoke during the discussion on GSSAs

## SESSION 13: e-commerce



A panel discussion e-commerce growth included industry professionals such as (L-R) Glyn Hughes, DG, TIACA; Ramesh Mamidala, Head, Cargo Commercial, Air India; P. Balasubramanian, Founder and CEO of ACCIS and Sanjeev Choudhary, CEO, sKart Global Express

## SESSION 14: Perishable cargo, new growth



Another important session was on perishable cargo, new growth opportunities. The interactive panel included (L-R) Kamesh Peri, CEO, Çelebi Delhi Cargo; Raveen Pinto, VP, BIAL; Mark Sutch, CCO, Cargo, International, IndiGo and Keku Bomi Gazder, MD & CEO, Aviapro Logistic Services



# Providing inland multimodal transportation solutions

Gateway Distriparks, one of the leading logistics solutions providers for the EXIM trade with large network of CFSs and ICDs, has plans to open ICDs in UP, Rajasthan, Madhya Pradesh and Jaipur in the coming years. Aim is to link our hubs along the WDFC, says **Samvid Gupta and Ishaan Gupta, Joint MDs**.



Ritika Arora Bhola

## Please tell us about the genesis of your cargo operations in Indian market?

Established in 1994, Gateway Distriparks provides comprehensive logistics solutions for the import and export of goods through a network of CFS and ICD facilities, strategically located near major ports and inland industrial hubs across India. Our core strength is in providing a pan India network of logistics services, focusing on rail trans-

portation to provide inland multimodal logistics services to shipping lines, manufacturers, importers, exporters,

in Nhava Sheva, Mumbai. As demand grew exponentially, we expanded our presence into multiple locations enter-

## Gateway Distriparks has followed a strategy to align its Inland Container Depot network and locations with the Western Dedicated Freight Corridor

and freight forwarders. We were the first to create the first private multi-user Container Freight Station (CFS)

ing new lines of business as well. We created our first Inland Container Depot (ICD) in Gurgaon, after which the

Indian Railways privatized container train operations and we purchased a license to ply trains on a pan-India basis. Now, Gateway has a total of 11 container terminals at Nhava Sheva, Gurgaon, Ludhiana, Faridabad, Ahmedabad, Chennai, Visakhapatnam, Kochi, Krishnapatnam, Kashipur and upcoming Jaipur terminal operating 31 trains and a fleet of 750 trailers and refrigerated vehicles. Gateway has followed a strategy to align its ICD network and locations with the Western Dedicated Freight Corridor (WDFC) to





iciencies in our operations. We moved containers from ports to the CFSs or ICDs and vice versa. We worked closely with our customers and offered supply chain management solutions. During lockdowns, we were able to support our customers by offering them rail transportation, a lower cost option for the customers. As a result, our volumes were not affected much, and we saw high levels of growth. We now continue to build customized solutions, while integrating new technologies to increase operational efficiencies, while expanding our network of container terminals.

**Did the ongoing NHs development, and emergence of Dedicated Freight Corridors (DFCs) boost the road and rail transportation?**

The NH development and DFCs have the potential to boost the road and rail transport sector in India. It will lead to improved connectivity, reduced transit time, increased capacity, cost savings, and a boost to manufacturing, trade, and job creation. With DFCs, we can leverage our expertise in container logistics and management by transporting more volumes with same set of trains and reduce transit times for our customers. Similarly, the development of NHs will lead to better connectivity between different regions and faster movement of goods, reducing transportation costs, improve delivery time, and enhance

offer faster TAT to customers, while reducing the cost of logistics and improving their carbon footprint.

**How was 2020 for Gateway Distriparks? Share with us the growth strategies adopted to achieve pre-COVID growth levels?**

Our services were classified under essential services during COVID, and we provided uninterrupted services throughout the lockdown to our customers. We fully used technology for improving effi-



*Samvid Gupta and Ishaan Gupta, Joint Managing Directors, Gateway Distriparks*

our first and last mile connectivity. Together this will help us provide multimodal logistics services, where the longest distance can be travelled by rail and first/last mile connectivity can be provided by road.

**How would you rate infra in India for road/rail transportation, especially in tier II and III cities. Do you think its sufficient to fill the demand-supply gap?**

India's transportation infra has been undergoing expansion and improvement over the past few years. The NH development program and the emergence of DFCs are among the major initiatives aimed at improving transportation infrastructure in the country. However, there is still scope for infra improvement in tier II and III cities.

**The development of infra around ports needs to be addressed as it will enable easier transportation of containers**

The development of infra around ports needs to be addressed as it will enable easier transportation of containers in the country and increase the marketshare of railways in cargo movement. We may see further investments from across the globe in the coming years to help fill the demand-supply gap.

**Brief us about your investments in ongoing projects and expansion plans?**

After the acquisition of ICD Kashipur and the purchase of land for ICD Jaipur for which construction is underway, we are looking at two more terminals that can augment our existing network and connect our hubs along the WDFC. We are currently evaluating land options in Uttar Pradesh, Rajasthan, and Madhya Pradesh for the same. In Snowman Logistics, we are contemplating setting up multiple dry warehouses in various cities





on an asset light model basis, for our customers' requirement and cold storages at locations where we are running at full capacity. As and when they get finalized, we will announce the same.

In Gateway, we had earmarked ₹500 crore towards capital expenditure by the end of FY25. Out of that amount, ₹200 crore has already been used till now and the remainder will go towards the new projects, and fleet replacement/additions. In Snowman, we are looking to spend Rs.150-200 crore towards capacity expansion alongside the growth in our asset light model of dry warehousing.

**Is land acquisition a challenge in India? Throw light on the crucial areas of concern.** Identifying the correct location is important and involves few metrics—proximity to railway station, connectivity to DFCs or main routes of Indian Railways, and NH

connectivity. Importantly, we need to be present near major industrial manufacturing clusters. Multimodal transportation faces challenges such as lack of integration between various modes of transportation, resulting in inefficiencies and delays. Transportation is largely unorganized, and a heavily fragmented regulatory framework leading to inefficiencies, delays, and high costs. Addressing these challenges will require investment in infrastructure, regulatory reforms, and policy changes.

**Do you think NLP and PMGS would boost the logistics sector, and the percentage of rail transportation will rise from the current 33%?**

Yes, initiatives such as the National Logistics Policy (NLP) and Gati Shakti are likely to provide a boost to the logistics sector. The NLP aims to create a single-window e-logistics market, reduce logistics costs, and improve

India's competitiveness in global trade. Similarly, Gati Shakti is focused on creating an integrated, multi-modal logistics network, which is expected to improve the efficiency of transportation and reduce logistics costs. The initiative aims to connect key production centers, industrial clusters, and ports through a network of highways, railways, waterways, and airways,

plastic, paper, garment & textile, furniture, white goods & industrial component industries. Under Snowman, we cater to the food and pharma industries. There are also some unique products stored by Snowman such as Apple iPhone batteries and the need for specialised storage of such industrial products is growing. To ensure the highest level of quality and service,

## We shifted maximum volumes from road to rail to help reduce the carbon footprint. We have adopted clean and renewable energy sources

which will help in faster and efficient movement of goods. Using rail transportation for long distances and connecting the first and last mile transportation by road is the most cost-efficient way. As more and more terminals are being developed, it will give Gateway more options to use and provide rail freight services to more locations.

we focus on creating global standard infrastructure and investing into our assets.

We make sure the locations of our facilities are relevant for our customers. By creating a pan India network, they can rely on us for all locations, and we are able to reduce their cost of logistics through our double stacking and hub operations.

**Elaborate on the cargo moved to and from India via your network of ICDs and CFSs. How do you ensure 100 per cent quality, on-time delivery, and customer satisfaction?**

We are not limited to any specific kind of cargo. If it's containerized, we can move it. Some of the top clients are from the automotive, steel,

**How much emphasis has been laid on sustainable operations?**

We have shifted maximum volumes from road to rail in order to help reduce the carbon footprint. We have adopted a clean and renewable energy sources. We have installed solar panels at Container Freight Stations and Inland Container Depot facilities wherever it is feasible. 🐦



# An experiential visit to Inland Container Depot

Gateway Distriparks held a FAM trip to explore its ICD located at Garhi-Harsaru railway station in Gurgaon followed by one to one chat with Ishaan Gupta and Samvid Gupta, the Joint MDs who gave an overview of the firm's current performance, growth strategy and plans.



# Improving end-to-end process of air cargo

By implementing all Cargo iQ processes, an airline can furnish the exact information as to when their cargo shipments are likely to arrive at the particular destination. In case of delay, the carrier officials can analyze why these delays occurred and work towards ensuring that they do not happen again.



Abigail Mathias

Cargo iQ developed a system of shipment planning and performance monitoring for air cargo-based on common business processes and milestones. As part of that system, Master Operating Plan (MOP) describes the standard end-to-end process of transporting air cargo. In an exclusive interview, Lothar Moehle, Executive Director, Cargo iQ, explains how it operates.

Moehle was involved in the activities of Cargo iQ since the beginning in various functions and until recently as a Board Member. He took charge as the Executive Director of Cargo iQ in January 2022 and is supporting the company's task to assist the members improve the quality of the air cargo industry.



**Lothar Moehle**  
Executive Director  
Cargo iQ

The core team is made up of four people who help coordinate most of the activities of the company. Moehle explained, "The feedback from our existing members is unanimous in that they see a lot of added value in the work that Cargo

iQ as an organization has been able to measure quality and the cooperation as a community to tackle issues."

Etihad Cargo has implemented Cargo iQ and all its processes are based on our operative model. They have implemented all the Cargo iQ standards. Customers are given information on where their shipments exactly are, and in case of delays, they can analyze why these delays happened and work towards ensuring they don't happen again." When it comes to approaching new members, he said, "We are always open to having more members. Particularly for small and medium sized community we have a lower membership fee which allows them to become members of Cargo iQ and allow their customers to benefit from the features we offer."

We participated in the IATA World Cargo Symposium taking place from 25- 27 April 2023 in Istanbul. Our Cargo

**Etihad Cargo has implemented Cargo iQ and all its processes, which are based on Cargo iQ's operative model**

iQ Board Meeting was held on 24 April and our AGM on 28 April. While in Istanbul, the team is expected to hold one of its training seminars, hosted by Turkish Airlines. 🐦

# ‘My unending journey with Jeena & Company’

My initial days were faced with some resistance. Being an accountant, the older employees questioned my dedication to the job, which came with its own set of challenges. I was fortunate enough to have the support of late N.J. Katgara, late A.J. Katgara and late V.R. Naik who encouraged me to take on the obstacles head-on.



Ritika Arora Bhola

**16 October 1984** was the luckiest day of my life when I was selected as Accounts Executive by Magan Bihari Lal and finally by the late V.R. Naik. I had not heard of Jeena at that point, as my earlier experience was in manufacturing units. When I joined the organization, I was put in the air export division. My first role at the company involved interactions with various accounting heads along with billing activities across various departments. As I learnt the ropes, my responsibilities extended to interactions with airlines and clients to keep them up to date on flight details and schedules.

Initially, I learnt billing of air export, sea export, air, and sea import consolidation. It was an introduction to various account heads in freight forwarding organization. After billing, I used to call various airlines to take flight details to inform clients.

## Challenges

After one year, I was made accountant of the air exports department. My initial days were faced with some resistance. Being an accountant, the older employees questioned my dedication to the job, which came with its own set of challenges. I was fortunate enough to have the support of late N.J. Katgara, late A.J. Katgara and late V.R. Naik who encouraged me to take on the obstacles head-on. Late Naik taught me humanity, punctuality, and control of customer outstanding.

Cyrus, Sam and Homi were



under training in 1984. They were in their early twenties at that time. In 1985, I was offered a job at Air France, but I could not leave Jeena. The attachment, and respect I had for Jeena was profound. I discussed my inhibitions with late V.R. Naik and he assured me that with my work ethic, I would have a bright future no matter where I went, however it was my

## My decision to stay with Jeena was absolutely the right one

decision to make. Now that I look back, my decision to stay with Jeena was absolutely the right one. During my time, Jeena handled customs clearance of film sets for movies such as Guide, as well as clearance of kits and personal effects of the Indian cricket team.

I had a different relationship with each of the partners. Late N.J. Katgara and Late A.J. Katgara used to visit the Delhi Branch once in three months and never failed to ask me for an update about branch activities. Their eagerness to encour-

age me and their appreciation of my work, motivated me every time. Their ethics and integrity rubbed off on me during my entire journey with Jeena, and till this day, I consider myself fortunate to have worked with two generations of partners i.e., Late Nariman Katgara and Late Adi Katgara and thereafter in the 1990s with their sons, Cyrus, Sam and Homi Katgara.

Within six years, they took over all responsibilities and challenges and took Jeena to its present heights. The understanding between all partners is healthy and the decisions taken are unanimous. In 1995, I retired, but was not away from Jeena. Jeena's reputation is such that staff do not feel like leaving but want to work till retirement. More than 30 per cent staff were working for 25 years and some up to even 40 years with Jeena.

To build a strong structure you need strong pillars and base. I learnt from Cyrus Katgara—how to take bold decisions, from Sam Katgara—how confidently you should speak and from Homi Katgara—I learnt punctuality and profit and loss analysis. I learnt overall from all three Brothers—business ethics, customer importance and communication. There were/

are many pillars such as Sunderasan, Khushrow Major, Gayomard Driver, K.S.Desai, and Mehra. I see Jeena like a vast, endless ocean.

Jeena is a well-established organization and due to its business ethics and reputation, the airlines and customs respect and honour Jeena's word implicitly. The same culture is carried forward from Late N.J. Katgara and Late A.J. Katgara till date due to which today I find the growth, popularity, goodwill, raised to different heights. They helped Indian government to bring vaccine during COVID period. Now they are handling import-export pharma.

Today, Jeena is miles ahead of many freight forwarding and supply chain companies due to its excellent style of management.



**G.D. Walimbe**

Chief Executive Officer  
Chintamani Consultants

*(The views expressed are solely of the author.  
The publication may or may not  
subscribe to the same.)*



# A one stop shop to whet your logistic solutions

Gandhi Automations offers complete logistics solutions with several best-in-class products such as Dock Levelers, Dock Shelters, Sectional Overhead Doors, and Dock Houses. It also offers Porto and Max Vista—Automatic Sectional Overhead Door—the ideal solution for all industrial and commercial needs.



CT Bureau

## Entrance door with automations

**Porto:** Porto Sectional Overhead Doors are ideal for all industrial and logistics needs. The design and different solutions offered ensure the door to be aesthetically pleasing and perfectly suited to any architectural environment, from modern and traditional industrial to fine commercial buildings.

**Max Vista:** Max Vista Sectional Overhead Doors are ideal for industrial and commercial buildings. The doors are made with a combination of aluminium panels and transparent acrylic, grilled or meshed windows giving it a distinctive look and enhancing the look of a building. It makes the environment bright and pleasant to work in as it allows natural light to pass through the large clear areas.

**Electro-hydraulic Dock Levelers:** It facilitates fast and

safe transition by compensating the difference in heights between the loading bay and the vehicle. The Dock Leveler remains with the Loading Bay in rest position and the Sectional

**At the end of loading/unloading, the Dock Leveler is put in rest position and Sectional Overhead Door is closed**

Overhead Door closed, until the vehicle is positioned. The driver drives back centring to the Dock Shelter and stops the vehicle the moment it gets in contact with the bumpers.

**Sectional Overhead Door:** It opened only when the vehicle is positioned, brakes are applied, and engine is shut off, eliminating the exit of hot air, intake of cold air (or the opposite in hot area and inside air-conditioned places). After the Sectional Overhead Door opens, the lip

of the Dock Leveler links to the truck bed for loading/unloading to take place.

At the end of the loading/unloading, the Dock Leveler is put in rest position and the Sec-

tional Overhead Door is closed, without moving the vehicle. The vehicle then departs at the end of the process.

## Following are the four types of Dock Levelers:

**Radius Lip Dock Levelers:** These are available in multiple size and capacities and allows the dock to connect with the truck bed thereby making it convenient to drive directly on and off with forklift trucks. The Self-Cleaning Lip-Hinge

System does not retain dust and dirt, which allows a smooth operation.

**Telescopic Lip Dock Levelers:** Telescopic Lip Dock Levelers are ideal for connecting vehicles unable to drive near dock i.e. sea containers, side loading railway wagons among others. These Dock Levelers can be supplied with a lip extending up to 1 meter.

**Edge-of-Dock Levelers:** Edge-of-Dock Leveler is developed in compliance with the latest European safety standard, EN 1398. It has 6,000 kg capacity and is suitable for use with all types of material handling.

**Forklift Roll-Off Barrier Lip Dock Levelers:** This product adds a run-off protection, preventing accidental forklift roll-off when the overhead door is open, and no trailer is stationed at the dock. They are built to provide all the benefits of the hydraulic dock leveler along with the benefit of providing a formidable barrier. 🐦

# DP World's weekly Malabar Service to facilitate trade



DP World welcomed the weekly Malabar Service at its International Container Trans-shipment Terminal (ICTT). The Mediterranean Shipping Company will operate the new service. It will have four vessels of 2,400 TEU capacity. Malabar service's maiden vessel, M.V. MSC Krittika, reached DP World's terminal in Cochin on 6 April. The new service will provide link between Cochin, Mundra, Karachi, Jebel Ali, Abu Dhabi, Kuwait, Qatar, and Sri Lanka.

# Boeing to increase freighters fleet size from 15 to 80 by 2041

The rise in demand for cargo movement fuelled by the growth of e-commerce and expansion of electronics manufacturing has led to Boeing taking the decision to hike the fleet size of cargo aircraft in the country from the current 15 to 80 by 2041, stated reports. "India experienced a surge in cargo demand during COVID, and we expect this to continue. Firstly, the growth in e-commerce is fuelling demand for narrow body conversions. Also, the expansion of Indian electronics manufac-



turing in higher-value manufacturing, is a driver of cargo demand," according to online reports. IndiGo, SpiceJet, and Air India Express are looking at increasing their freighter fleet size.

# Airbus A350F production starts, to enter service in 2025

Airbus has produced the first parts that will make up what it calls 'the world's most efficient large freighter aircraft', the Airbus A350F. The parts were made at Airbus Atlantic in Nantes and will soon be transferred to the manufacturer's other site at Montoir-de-Bretagne, where they will begin to be pieced together, says reports. Airbus A350F is due to enter service in 2025.



# CargoAi adds new feature to promote paperless cargo ops

CargoAi has launched a new feature to support its users with the paperless transition. Starting today, over 9,000 freight forwarders using CargoMART will be able to send FWB and FHL, once the booking is made over 80 airlines. CargoAi aims to bridge the gap between paper and digital AWBs by facilitating the messaging for small



and medium-sized freight forwarders. David Rose, Chief Transformation Officer, IAG Cargo said, "We support CargoAi's move and hope to see wider customer adoption of eAWB. It is a step forward for the air cargo industry; not only does it drive operational efficiency but also simplify the process of document handling. "At IAG Cargo, we are committed to achieving 100 per cent eAWB adoption by 2023-end. The Air Waybill is a core part of the cargo journey, and we see digitizing as one of the many stepping stones in our 'Destination Digital' strategy," he added. The launch of the FWB/FHL feature allows CargoMART users to send all information required for ISC2, to comply with European customs standards.

# Swiss Worldcargo to launch sustainable air freight ULD

Swiss WorldCargo, Swiss Airtainer, and BPL – BIO-STECH & PHARMA LOGISTICS have partnered to launch a sustainable air freight ULD for medicine that weighs less than its counterparts, resulting in less fuel consumption. Swiss Airtainer's 'Osprey' container is 40 per cent lighter compared to similar models in the market, enabling a 45 per cent CO2 reduction, as per the company's website. The ULD features integrated



solar panels, and a full redundant temperature control system that increases reliability, avoids temperature excursions, and improves risk mitigation. Built-in compressor technology allows high precision temperature management (+/- 0.5° C in extreme environmental conditions). The ULD is integrated with 18 sensors for temperature mapping, humidity, shock, vibration, door opening, payload detector, and positioning.

# ESR invests ₹400 cr to build logistics park in Gujarat

The ESR Group will invest ₹400 crore to develop an industrial and warehousing park in 38 acres in Gujarat. The project, for which land has been acquired, is at Sanand in Gujarat. ESR Group will invest about ₹400 crore for the park's construction and development. It had made its first investment at Jalisana, a 37-acre project. Abhijit Malkani, CEO, ESR India, said this project will add to the state's industrial ecosystem. "Gujarat attracts one of the highest FDIs in India and is currently turning into an EV battery manufacturing and



assembly centre," he said. The availability of Grade A infrastructure in Sanand is essential for its industrial growth.

# Gati launches tech-enabled cargo facility at Bhiwandi

Gati Ltd., an Allcargo Group company, has launched a tech-enabled surface transshipment centre and distribution warehouse at Bhiwandi on Mumbai outskirts. Spread over an area of over 1.48 lakh sq. ft., the mega STCDW is a Grade A warehouse observing the highest level of construction quality, advanced technologies, and a skilled and trained workforce to offer its customers.



# GMR Group opens Robotics CoE for airports

GMR Group recently launched the Robotics Centre of Excellence (CoE) as part of the expansion of GMR Innovex. The GMR Innovex-Robotics CoE will serve as a hub for innovation, R&D, and collaboration in the field of robotics. The Robotics CoE will identify startups working in robotics and co-develop robotic products for the airport and aviation eco-system, said Jayesh Ranjan, Principal Secretary, Industries & Commerce and IT, Telangana Government. The tech has attracted various industries like never before, he said.



# Coldman new warehouse of 9k pallets capacity in Guj

Coldman Logistics announced commencement of new all-purpose warehouse of 9,000 pallets capacity near JNPT Port. With this launch, Coldman Logistics is available in 14 cities with 1,00,000 pallets across India, stated the company's official LinkedIn Post. "Our new facility is equipped with the latest technology, providing us with the capacity to store more products and streamline our operations. This expansion is a result of our dedication to providing exceptional service to our customers and our commitment to meeting your evolving needs. The warehouse is 11 km away from JNPT Port, making it easier for us to access transportation routes, EXIM cargos resulting in faster and more reliable deliveries. Our new facility is an environmentally conscious facility, with sustainable practices implemented throughout our operations. This includes energy-efficient lighting, recycling programs, and an efficient use of resources, which aligns with our company's commitment to sustainability," the post stated.

# Now, Celebi is Saudi Airlines' ground handling agent



Celebi Airport Services India Pvt. Ltd. has been appointed by Saudi Airlines as its Ground Handling Agent at Rajiv Gandhi International Airport Hyderabad. The flight was welcomed by Celebi team. "Thank you Saudi Airlines for trusting Celebi and expanding our business partnership to this new station. We look forward to a successful collaboration," stated Celebi's official LinkedIn Post. Celebi India also recently bagged ground-handling contract at the Chennai International Airport and has started fulfilling the requirements to start the services. Celebi will provide ground handling support to scheduled and non-scheduled airlines at domestic and international terminals.



# Skyways Group is now Saudia Cargo's global partner

Skyways Group is the first Indian forwarder to be one of the 'Global Partners' of Saudia Cargo, Skyways Group announced in an official LinkedIn post. "Our longstanding ties with Saudia Cargo goes back three decades. This business partner has been one of our strongest associates and played a pivotal role in our success story. I would like to extend my gratitude to the entire team of Saudia Cargo and their GSA in India ECS Group for their support over years and the trust they have shown in brand Skyways. We look forward to accomplish milestones together," the post stated.



## China Central Longhao Freighter ready to take off



Delhi International Airport Ltd. (DIAL) is delighted to welcome 'China Central Longhao Freighter' at DEL. The airline will operate two flights per week between Zhengzhou, China and New Delhi with its B747-400 aircraft having capacity of 100 MT. This lane will strengthen the connectivity of Delhi airport with China in the coming years.

## CABT Logistics unites with Cromia as logistics partner

CABT Logistics has partnered with Cromia as their logistics partner to facilitate deliveries pan-India. The partnership has been initiated from the Western Region in Mumbai for last-mile delivery (LMD) orders for large items. CABT Logistics is expected to go live in over 10 cities by next six months. This will ensure the customers have an experience keeping brand equity on priority. CABT Logistics has a strong presence pan-India. This places them at an advantage to help Cromia achieve targets swiftly. CABT Logistics is investing heavily in delivery personnel, including riders, sorters, and loaders.



## 7th edition of Commercial Vehicle Forum on 25 May

Block your calendar for the seventh edition of annual Commercial Vehicle Forum to be held on 25 May 2023 at JW

Marriott, Pune. With 60 speakers joining the stage, CVF will focus on the commercial vehicle and road transport industry.



## 2nd edition of Supply Chain & Logistics Conclave

The second edition of Annual Supply Chain and Logistics Conclave 2023 is all set to be held on 25 May 2023 at The Lalit in New Delhi.

The event will provide a platform for all stakeholders in India's supply chain and logistics ecosystem to discuss industry issues.



# Movements

## DIAL INDIA

**Puskar Nath Thakur** has been promoted as the CCO for Delhi International Airport Limited (DIAL). In his new role, he will spearhead the aeronautical business for DIAL. They include passenger, cargo, and aviation ancillary businesses. Thakur led the Strategy team for DIAL for about three years, during the turbulent times of the pandemic.



## GROUP CONCORDE INDIA

**Rohit Virmani** has joined Group Concorde as the GM, Business Development for the GSA vertical. He is an air cargo professional with 20 years of experience in International Sales & Marketing, Global Key Accounts mgt, Negotiations, Strategy and Business Development. He started his career with KLM Cargo where he worked for about 13 years.



## LUFTHANSA CARGO SOUTH ASIA

**Shankar Iyer** has been appointed as Head of Sales and Handling in South Asia at Lufthansa Cargo. Iyer is a native of South India and started working at the Cargo Division for Swissair in Mumbai. He held various positions and gained a vast portfolio of knowledge and expertise in the air freight business. Iyer is also responsible for India, Africa, the ME and Israel.



## LUFTHANSA CARGO FRANKFURT

**Ashwin Bhat** is appointed as the new Chief Executive Officer of Lufthansa Cargo. In his new role, he will be responsible for product and sales. Dr. Michael Niggemann, Member, Executive Board, Deutsche Lufthansa AG and Chairman, Supervisory Board said, "Bhat will develop the company and expand its strong market positioning."



## PROCONNECT SUPPLY CHAIN SOLUTIONS INDIA

**Karan Vir Puri** joins ProConnect Supply Chain Solutions as its Chief Sales Officer. With 20 years of experience he brings expertise in managing P&L, driving revenue growth, building corporate relationships, and developing talent. Puri will oversee the development of high-performance culture with internal talent for global roles.



## DRONAMICS BULGARIA

**Tim Martin** has joined Dronamics, as the CRO and member of the Executive team. His experience in commercial development and sales spans logistics firms will come in use as the first cargo drone airline gears up to commercialise operations across Europe following completion of its test flight program. Martin has three decades of management experience.



## IAG CARGO UK

**Camilo Garcia Cervera** has been appointed as Chief Sales and Marketing Officer at IAG Cargo of International Airlines Group. He will shape IAG Cargo's sales and marketing strategies, lead the business's partnerships, while working closely with John Cheetham, CCO, who will focus on commercial strategy and product, in addition to leading on customer experience.



## TRACKON LOGISTICS INDIA

**Mayank Dwivedi** has joined Trackon Logistics as its Head of Sales & Marketing. His responsibilities include strengthening the express business both Channel and Direct. He will be responsible for establishing the Trackon brand in new products and markets such as surface express, global services, D2C business in domestic expansion.





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