

From The Desk Of The President

Dear Colleagues,

In this Newslines, I would like to share with you a few critical issues that were taken up at the 27th APJC (Agency Programme Joint Council) meeting held in Mumbai on 19th April, which have a huge bearing on our future & that of the travel trade in general.

The following key subjects were considered at this meeting :-

a) Ticketing Authority Process (TAP): TAAI placed on record our strong objections & extreme displeasure on the implementation of TAP without due debate and consideration at the APJC meeting (last one was held in August 2009). IATA responded that there was not enough time to do so, and added that this matter in any case does not come under the purview of APJC. It was however debated by TAAI that a ZERO CAPPING by any Airline cannot be implemented when an Agency is accredited by IATA and financials as advised by IATA are duly submitted. There must be a reasonable capping given to every IATA Agency. IATA maintained that this subject cannot be discussed and the appeal from the Agency Associations would be only recorded.

However, at our persistent insistence, the Associations were assured that Airlines would be forwarded our strong objection & they would be requested not to resort to unfair & undue measures. The Chairperson, APJC (India) Ms Jaidka, further reassured us that with her also being the chairperson of BAR India, she would take up the issue strongly with all airlines at the next BAR India meeting.

b) TAAI IATA Joint Guarantee Scheme: This long pending item on the Agenda finally received the unanimous approval of the APJC. Airline Representatives expressed happiness at the manner in which the current scheme is being monitored. New procedures were laid down for the continuance / expansion of the scheme. This will mean that more members will have the opportunity be brought under the scheme, which we now plan to immediately implement. This is indeed a feather in our cap.

c) Weekly Settlement: Airlines vehemently pursued their point of view to introduce weekly settlement and rolled out the benefits that will go in favour of Agencies. Both the Airline Associations refused to have the same implemented in India, keeping in view the current scenario and various other issues concerning our Banking System. The matter has therefore been deferred & referred to a joint committee to deliberate on its pros & cons.

d) Change of Governance for India to Resolution 818 (g): Once again, both the Agency Associations vehemently objected to the introduction of 818 (g) citing various valid objections. This subject is also deferred. The same Joint committee of Airlines / Agents is to deliberate on the consequences of Reso 818(g)'s introduction in India and to bring it in line with Reso 810 (i) & then forward their recommendations to APJC.

e) Default Insurance Scheme: Common Insurance cover for International & Domestic Sales: IATA brought to light the acute problem faced by them on the settlements by United Insurance, and was unwilling to accept any further insurance through them unless they clear all their pending claims. IATA also



advised the Joint Council that effective 1st July 2010, the umbrella cover scheme that existed for Domestic Ticket Sales, will cease to exist and the insurance Cover will henceforth be for both Domestic & International Sales. For those agencies where the Insurance Cover / Guarantee expires on 31st December and Domestic Insurance on 30th June, an appropriate cover is being worked out and from 1st January onwards and they will be bundled together. The Agent Associations fervently opposed:

- i) Joining of both Insurances under one Cover
- ii) 35 Day Average Sale being taken as the Cover Value when Domestic Payments are being done by the 25th Day.

iii) Discontinuance of the Umbrella Cover since the insurance premiums on domestic sales will be hugely taxing the Travel Agencies as compared to the existing cover under the umbrella scheme IATA maintained that bringing International & Domestic Sales under one cover has to necessarily happen and the cover value of the agencies will be based on their productivity & 35 days average sale cannot be changed. Agency Associations maintained that this change cannot be brought about immediately, and must be deferred. IATA did not agree stating that this must necessarily happen. Finally, in response to this change, TAAI's suggestion was that TAAI will immediately commence a Joint Guarantee for DOMESTIC SALES to help our members. This was historically agreed upon.

More on TAP: Despite all assurances given to us by IATA & Chairman BAR (India) British Airlines has gone ahead undauntedly by capping many agents to zero across the country, creating an uproar and turmoil in our Industry. This unreasonable action of BA has caused tremendous agony to our members and extensive damage to members' businesses. TAAI has written two strong protest letters to the Regional Commercial Manager – South Asia, of BA explaining how TAP is thwarting the valuable role played by Agencies across India to support BA. The letters seek BA's immediate intervention to restore capping limits to our members. But with no response forthcoming, to both our letters, TAAI has lodged its protest against BA with the Travel Agency Commissioner in New Zealand recently, giving details about the airline having taken the arbitrary decision to withdraw capping from the IATA Agencies without reasonable grounds. TAAI is also taking up this matter legally as well as with DGCA in case BA does not relent.

Zero Commission: I have written to Mr R. K Maheswari, Jt. DG, DGCA in the Ministry of Civil Aviation, stating our displeasure about not receiving any response whatsoever to our letter of 7th April to all airlines that went to zero. TAAI had requested these airlines for a date to discuss the implementation of the DGCA's order & the quantum of commission that airlines must offer to accredited travel agents. On receipt of my letter, I was called to the Ministry's office where a detailed meeting was held with regard to this nonchalant attitude of the airlines. DGCA's office has taken a very serious note of this and will revert very shortly. The good news right now is that according to WTTC forecast, the overall travel & tourism economy is set to grow by 4.4 percent per annum between 2010 and 2020, supporting over 300 million jobs by 2020... which means it is 9.2 percent of all jobs and 9.6 percent of global GDP. Our industry continues to be one of the world's highest-priority sectors and employer. Lastly, our Hon. Sec. Gen would have by now rolled out the new TAAI joint bank guarantee schemes (both international & domestic) which, I am sure, will bring a lot of relief to most of our membership. I know many of you are planning your summer holidays. Time to relax, away from the madding crowd. Here's wishing you enjoy your much needed vacation !!

Rajji Rai, President

Editor's Note

Friends,

The heat is on and we at TAAI are committed to ensure our members' interest is protected. Here is our May issue of Newsline for some quick news update and general reading. If there is any news you want to share with the membership at large, please send it to us at Newsline as "Letter to the Editor". We are always welcome to your suggestions and look forward to interacting with you in this manner.

We even welcome advertisements from members at very very special rates, please contact Ms Geeta at TAAI office (Mumbai).

Till then enjoy reading. !

TAAI TEAM NEWSLINE.

Indigo Does it Again

Indigo Airlines once again beat TAAI in Mumbai on 22nd May at the on-going friendly T20 cricket match on a hot sultry afternoon. Indigo won the toss and batted making 117 runs whilst TAAI made 100. The former's highest scorer was Mr Chetan - 49 runs in 29 balls and Mr Kunal of V V Lagu Travels was the hero for TAAI with a score of 43 in 28 balls who was declared Man of the Match. Best bowler award went to Mr Mayur of Cirrus Travels and Best batsman to Mr Chetan of Indigo airlines. TAAI had to get 18 runs more to appear victorious but the runs eluded them. Well, as they say, better luck the next time!



TAAI Team in Full Swing



A Jubilant Indigo Team

A SPECIAL DISCOUNT CARD

There is a good bargain offer for all members of TAAI from the Future Group Family. They have extended a Future Privilege Card for all interested TAAI members along with the Privilege program.

Through this program, a whole new world of special offerings, discounts, previews, and other benefits are available for the card holder.

You can now enjoy upfront discounts immediately with the Future Group Card on purchase of items such as groceries, fashion (clothes & footwear) household products, electronics, restaurants, books, footwear, salon services and furniture. Discounts vary from 3% to 15 % depending on the item being purchased.

More than 1300 TAAI members all over India have already received their cards and are enjoying shopping to their hearts' content ! If you have missed out this wonderful offer you may contact the TAAI Secretariat, Mumbai for the needful to be done.

Happy shopping!!



REGION / CHAPTER NEWS

INDIGO WINS AGAIN IN JAIPUR

The second match of TAAI & INDIGO friendship series was played at Sanskar Cricket Academy; Sirsi Road at Jaipur on 27 April. Team Indigo outplayed the TAAI team by their energetic and enthusiastic fielding and bowling and won the match by 19 runs. Indigo's score was 146 for 5 in their allotted 20 overs and TAAI made 127 runs for 9 wickets. The man of the match was Mr. Ankur Chopra of INDIGO Airlines, the player of the match was Mr. Dashrath Singh of TAAI, the bowler of the match was Mr. Sushil Yadav of INDIGO Airlines and the batsman of the match was Mr. Deepak Mehta of TAAI.

The Match was covered by media such as Dainik Bhaskar, Times of India, Mahaka Bharat & Rajasthan Parika of 26 April. Says Rajasthan chapter Chairman Deepak Mehta "I am sure these friendly matches will help in strengthening the Brand TAAI & Indigo"

The Chairman extended a special thanks on behalf of Rajasthan Chapter to Mr Sanjay Datta, TAAI MC Member, who took time off to come to Jaipur from Delhi to witness the match. He also thanked all the members of Rajasthan chapter and Mr Manish Marwah and all Indigo staff for making this match such a success. Better luck next time TAAI!



TAAI team padding up for batting



Presentation Ceremony (Left Deepak Mehta, Chairman TAAI Rajasthan Chapter. Mr Sanjay Datta MC Member, Mr Sarvesh Captain of Indigo team receiving the award from Mr Sanjay Datta)



TAAI (Rajasthan Chapter) Team & Indigo Team

TAAI hails CM's Intervention in Srinagar Int'l Airport Closure issue.

TAAI J&K chapter, has hailed Chief Minister of Jammu and Kashmir, Omer Abdullah for his intervention to get the repairs of the runway of Srinagar International Airport deferred till September.

"We are thankful to the CM. He took personal interest in getting the repair work on the runway at the Srinagar International Airport deferred till September. This step would benefit the entire Tourism industry in the valley," said Haji Khazir Muhammad Dar, Chairman TAAI JK chapter. He said the closure of the Airport for 15 days during the peak tourist season could have adversely affected the Kashmir tourism. Pertinently, the Union Defence Minister decided to postpone the work that would have otherwise led to closure of the Srinagar Airport, till September. Mr Dar said diversion of all the commercial flights to Awantipora Air force Base was not a wise decision, "since the Awantipora Base lacks all the main infrastructure facilities".



The IATA BSP training now in Bhopal !

It was the turn of TAAI MP & CG Chapter to take in the IATA BSP Training arranged for the benefit of its members in Bhopal. TAAI members here welcomed the program and the efforts of Mr Rodney D'Cruz, Manager, Passenger Services India, IATA, who explained in details all matters related to IATA BSP and answered queries raised by members.

Says Ranjay Dawar Chapter Chairman " This TAAI initiative under the aegis of Mr N M Sharafudeen, TAAI Chairman for Education & Training Council, is a wonderful opportunity for IATA agents to learn and understand all IATA BSP matters correctly".

Mrs Nandani Bahpai , Pryanka from Progressive Travels, Pankaj Chatarvedi of Air Aman Travels, Mr Moien from Horizon Travels, Mrs Beena Sabastian and Uma Tripathi from Midland Travels, and Mr Manoj from fly wing travels, interacted with Mr Rodney and gained new knowledge from the session.



Mr. Rodney in his training session



Members at the training program

NACIL & TAAI 2010 MEET

TAAI Saurashtra Kutch Chapter Chairman Mr Devendra Shah and his office bearers were busy on 5th May, 2010, arranging the NACIL TAAI MEET for the benefit of chapter members as a befitting opportunity to interact with NACIL sales team Mr. Melvin D'silva, Station Manager- Gujarat, Ms. V Malini, Manager (Sales), Mr. Sarath Menon, Asst. Manager, Sales, all came specially in from Ahmedabad. Mr. Danti Station Manager, Rajkot, Mr. Hari Om Sharma and Mr. Jitendra Vyas, Sales Team, Rajkot also graced the occasion. The NACIL team put up a power point presentation for the members which proved to be very useful in clearing certain issues.

Mr.Melvin gave good information on technical issues , fares, packages, as well as various schemes of theirs . The team also spoke on the matter of reissue of tkt, penalties, how to avoid ADMs from airlines and all other related issues. They gave their responses on all queries and assured members of their full co- operation both from the offices of Ahmedabad & Rajkot and that all support would be given to make it convenient for members through their sales and group desks. Mr. Danti, gave a vote of thanks for making this meet and the presentation so successful and thanked TAAI for its support.



Ms V Malini, Manager. Air India, AMD, Mr Sarath Menon, Asst Mgr, Air India, AMD and Mr M.D'Silva, Station Mgr,Gujarat for Air India and Indian Airlines



Mr Devendra Shah, Chairman, Saurashtra Kutch Chapter with other senior members of TAAI

GMR Rajiv Gandhi International Airport Shamshabad – Hyderabad Roadshow at Nagpur on 24Apr10

Nagpur TAAI Chapter Chairman, Harmandeep Singh Anand inform us that in association with GMR Rajiv Gandhi International Airport Shamshabad – Hyderabad had organised a ROADSHOW at Nagpur at Hotel Tuli International on 24Apr10. Mr.Ramesh Krishnamurty - Chief Commercial Officer and Mr.Sunil Zephaniah - General Manager Destination Marketing did the Product presentation on RGIA Hyderabad which was very much appreciated by the Nagpur Chapter members who were present in good numbers. Mr.Harmandeep Singh Anand - Chapter Chairman and Mr.Laxminarayan Sharma - Honorary Treasurer thanked Mr.Ramesh and Mr.Sunil for taking the initiative to come down to Nagpur and update the members about the facilities that RGIA-Hyderabad has to offer. The presentation was attended by about 25members which lasted about an hour and was followed by Dinner.



NAGPUR TAAI CHAPTER MEMBERS AT GMR Rajiv Gandhi International Airport Shamshabad – Hyderabad Roadshow at Nagpur on 24Apr10

TAAI Karnataka Chapter partnered by TAFI Karnataka Chapter organized an interesting Workshop on DO's and Dont's for its members on 22 MAY 2010, in Bangalore on the following subject to avoid loss of earnings/revenue both to Agents as also Airlines:

1. CRS's Correct use - Not Misuse, 2. Procedures to be followed in Handling ADMs/ACMs, 3. Correct use of 'Dispute Button' option made available via IATA-BSP, 4. When and Where BDR's are to be used or not to be used.

The Workshop was organized for the benefit of Domestic/International & Accounts Staff of Travel Agencies members. Needless to say that there was an overwhelming response of 150 executives who participated in the program making it a huge success were present at the venue.

Airline Officials Present: were from Kingfisher: Sanjay Rao - IT BOM, Mr. Sasha Sebastian, Manager Karnataka and other executives. and from Jet Airways:

Mr. Harish Shenoy Manager Karnataka, Mrs. Lakshmi Chengappa & Mr. Kartik Specialist from 9W on matters related to CRSs. from Amadeus: Mr. Promod, Ms. Nichel and other Executives. From Galileo: Ms. Asha, Mr. Ashok Pillai and Mr. Dilip,. From Abacus: Mr. Inam ul haq

Regrets were received from IATA -BOM and AIR INDIA at the last minute due to tragic accident of Air India Express aircraft in Mangalore the previous day. Mr. Seeraj Sabarwal, Chairman TAFI commenced the workshop and requested all to stand and maintain 2 minutes of silence to the departed souls, in the wake of Air India Express Tragedy.

There after, Mr. P.Sampath Kumar, National MC member of TAFI addressed the gathering on the reason for the workshop and also the agenda. Later Mr. Sanjay Rao of Kingfisher Airlines addressed the gathering on the subject matter, followed by Mr. Harish Shenoy of Jet Airways. Amadeus/Galileo/Abacaus gave power point presentation on DOs & DONT's . Question & Answer session was followed by closing remarks by TAAI Chairman Mr. Niranjan Sachidananda Bhargava. Mr Lokesh Bettaiah, Secretary TAAI Karnataka and Mr. Sanjay Kumar Gupta, Secretary TAFI Karnataka Chapter were also present.



A Full House



Engrossed Members



Mr. Pramod - Amadeus , Mr. Niranjan S Bhargava - Chairman TAAI Karnataka Chapter, Mr. Seeraj Sabarwal , Chairman TAFI Karnataka Chapter, Standing - Mr. P. Sampath Kumar, Member Managing Committee TAFI, Mr. Sanjay Rao , Kingfisher Airlines Mr. Harish Shenoy, Jet Airways, Mr. Sasha Sebastian, Kingfisher Airlines.

News from Eastern Region

Ms. Alice Wang - Country Director for CNTO (China Tourism) recently hosted a lunch for agents handling out bound leisure traffic in Eastern Indian along with officials from Interglobe (GSA for China Eastern). The lunch was a interactive session. During the course of the discussion Ms. Wang gave a lot of useful information on the World Expo in Shanghai and also shared mutual ideas on promotional activities that agents may engage in to sell China as a tourist destination. CNTO recently has launched a massive marketing campaign and has put up 10 hoardings all over Kolkata which is aimed at creating consumer awareness on China as well as the World Expo

Seen in the picture are Mr. Indrajit Sarkar, Ms. Alice Wang, Mr. Devendra Parekh, Mr. Sanjay Jaiswal, Mr. Lawrence Fonceca, Mr. Mohan Gill, Mr. Satyabrata Singh.





3-14 OCTOBER 2010
XIX COMMONWEALTH GAMES

The Countdown has begun!



IN CASE YOU HAVE MISSED OUT READING

WORLD'S BEST AIRPORTS 2010 REVEALED

Skytrax has revealed which of the world's airports are the most pleasant to pass through and deal with. The results are based on 9.8 million completed surveys.

The world's top 20 rankings in the World Airport Awards for 2010:

1. Singapore
2. Seoul Incheon
3. Hong Kong
4. Munich
5. Kuala Lumpur
6. Zurich
7. Amsterdam
8. Beijing
9. Auckland
10. Bangkok
11. Vancouver
12. Kansai
13. Centrair Nagoya
14. Helsinki
15. Copenhagen
16. Frankfurt Main
17. Tokyo Narita
18. Brisbane
19. Cape Town
20. San Francisco

Ice on fire again

Volcanic ash from Iceland grounded 1,000 flights and delayed hundreds of thousands of passengers in parts of northern Europe on May 17, 2010, although forecasters said the situation would improve during the week.



Two Airport likely for Goa

Tourists who come from across the world to laze around in the balmy beaches of Goa will now have another attraction — it will have not one but two airports. The cabinet will soon take up a proposal to let the existing Indian Navy airport to operate even after the new airport in north Goa comes up.

A new airport is being built at Mopa near the Maharashtra border on Goa's northern tip with private participation. The existing airport, owned by the Navy and operated by the Airport Authority of India (AAI), is situated at Dabolim in south Goa. At present, the Goa airport handles 2.7 million passengers annually.

16/05/10 Mihir Mishra/Business Standard

Airlines offer a slew of conveniences for travellers

Mumbai: This summer, airlines are going all out to woo travellers. From extra flights and cheap fares to zero per cent loans, the industry is doing all it can to get more people to wing their way to their holiday destination. Air India (AI) has started extra night flights from May 15. Flight IC 624 from Delhi will leave at 11pm and arrive at Mumbai at 1.20am (the next day). Similarly IC 623 from Mumbai shall leave for Delhi at 11pm.

Sectors such as Kolkata, Bangalore, Patna and Chennai will also have extra flights for the convenience of passengers. Air India is also starting a direct flight between Chennai and Coimbatore four times a week from May 17. The flight will operate on Mondays, Tuesdays, Thursdays and Saturdays.

Travellers who cannot afford to buy air tickets can now try the card option with Jet Airways. The airline has tied-up with the State Bank of India (SBI) to offer zero per cent loans on the purchase of air tickets.

15/05/10 Naveeta Singh/Daily News & Analysis



Planes sit on the tarmac at Gatwick airport on April 15, 2010 in London, England. All flights in and out of Britain's airports were grounded due to a plume of volcanic ash drifting across northern Europe from an eruption in Iceland.



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**7th-8th August 2010 World Trade Center
Cuffe Parade, Mumbai**

New Dates for ITTE



7th-8th August 2010 | World Trade Centre, Cuffe Parade, Mumbai

The most eagerly awaited Travel & Tourism Exhibition – India Travel Trade Expo (ITTE) is being organized by Travel Agents Association of India, (TAAI) for the travel Fraternity from 7th-8th August 2010, at the World Trade Center, Cuffe Parade, Mumbai.

Avail of this wonderful opportunity to be proactive and discover new business opportunities!

The exhibition will focus on all segments of travel and will be an ideal networking platform to spearhead programs that entail strengthening of relationship between industry players, stake

holders, buyers and sellers of travel, tourism, hospitality, leisure and other related industries.

Do not miss out on this great opportunity to rub shoulders with the captains of the industry! So ensure your place by booking stalls immediately and participating in ITTE 2010.

For further details contact:

TAAI Secretariat on

Tel: 2207 8184 / 4022 / 2925 5555 or email us at taai@taai.in

Visit us at: www.travelagentsofindia.com / www.itte.in

Exhibitor Profile

- Ministry of Tourism Govt. of India
- State Government Tourism Department
- National/Regional Tourist Organizers
- International Tourism Boards
- Tour Operators (Inbound/Outbound)
- Travel Agents
- Car Rental and Coach Operators
- Airlines
- Hotels/Hotel Chains
- Resorts
- Railways
- Cruise Lines
- Adventure Tourism
- Incentive Travel Destinations
- Amusement and Theme Parks
- Insurance, Foreign Exchange, Banks and Credit Cards
- Travel Accessories and Equipments for Camping, Biking, Trekking, Photography Etc.
- Educational institutes
- Health Spas & Resorts
- Tourist Attractions
- Technology and Communication - Global Distribution System
- Payment gateway providers
- Medical Tourism
- MICE Organizers

Quote of the Month

“Flatterers look like friends, as wolves like dogs.”

George Chapman, British dramatist, translator and poet