

The TAAI Magazine

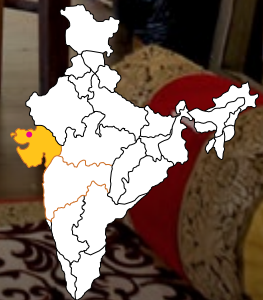
JANUARY 2021

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When India's royalty met each other on safaris, or hosted wedding parties in royal grandeur, they moved around with their make-shift palaces. These temporary tents had crystal chandeliers, dining halls filled with gold and silver cutlery, conference halls for officers of the court and entertainment for members of the royal household

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Optimism, the Way Forward

The first year as the elected President for the term 2019-21 along with the full team has been most challenging and a path of new learnings. As President along with a team which supported, delivered and made a difference, TAAI today is seen as an Association of Unity, a fortified front and working strongly towards the betterment of its members at the travel-tourism industry. TAAI plays a very important connect with all the ministries concerned and

has been able to advocate for its members the ease of doing business, protection of money, regulating the business, being instrumental in forming guidelines for the opening of flights & tourism, opening borders by RT-PCR testing, establishing business standards, certification to recognise agents, market development assistance, promotion of domestic tourism, tourism restructuring for medical, religious, MICE, special tourism zones and most vital its involvement in structuring the National Tourism Policy. Currently, we are strongly advocating insurance policies, medical/health for tourism and as protection of finances in aviation for stability of our industry.

TAAI today is invited to actively communicate & share its views on all platforms, domestic and international, including the seven countries of BIMSTEC.

Dear Friends, TAAI believes strongly in educating, skilling & reskilling its members and all connected with the travel & tourism for which we have and are formulating alliances with many e-learning and classroom platforms. We are also creating opportunities for each one of you to network on these platforms. Our recent tie up with LVG Learning is the first of these initiatives besides our tie-up with prominent tourism boards.

I strongly believe, reopening tourism-related businesses and managing their recovery in a way that is safe, attractive for tourists, and economically viable. All this will require coordination at a level not seen before. The public sector may be best placed to oversee this process in the context of the fragmented SME eco-

system, large state-owned enterprises controlling entry points, and the increasing impact of health-related agencies. As borders start reopening and interest in leisure rebounds in some regions, governments could take the opportunity to rethink their role within tourism, thereby potentially both assisting in the sector's recovery and strengthening it in the long term.

Streamlining public-private interfaces through a tourism nerve centre and associations is very important.

We need to experiment with new financing mechanisms, ensuring transparent, consistent communication on protocols and enabling a digital and analytics transformation within the tourism sector.

The success of various Covid-19 vaccine trials is profoundly hopeful news. We are a resilient industry and it is time for us to move forward stronger.

TAAI members should now utilise the vision we have created and use our support to reinvent by restructuring their business and reboot. We must certainly learn from our past experiences and mistakes, and adapt a healthier environment and establish sustainable standards to work.

As I continue to my term in the second year, I continue to look for your support, your guidance and hope we will together achieve more & more milestones to bring in the right protocols of a prosperous business to leave for our generations. Cooperation & Collaboration will play a prominent role in our growth.

Dear Friends, 'Rome was not built in a day' & thus I assure you all, we will continue to stand up for our rights, healthy procedures & transactions of business, till we do not get desired results.

Wishing you all a Happy New Year 2021! ▲

Jyoti Mayal
President
president@taai.in



Dear Colleague Members,

Welcome to the 3rd Digital Issue of our inhouse magazine NamasTAAI !

We all have been eagerly waiting to regularise our lives and businesses. The Covid vaccine is here and we are almost at the end of the tunnel, awaiting dawn.

Your Association, TAAI, has been at the forefront with the Government and Airlines during the pandemic times. We are grateful to the Ministry of Civil Aviation (MoCA) and the Ministry of Tourism (MoT), who have considered most of our suggestions/appeals in opening of the skies, accepting norms for RT-PCR testing, and setting SoPs for starting Travel and Tourism. Our appeal to permit airlines to fly to underserved markets, apart from VBM flights was well accepted and approved. MoT is working on our suggestions for health insurance for every traveller visiting and travelling within India.

We are constantly in touch and reviewing options on airlines providing security to member travel agents or working on alternative security mechanism whereby the agents and the airlines both are secured from default of either, indirectly protecting the monies of the traveller. A proposal has been submitted to MoCA which is constantly being revised and upscaled after deliberations.

Times have really changed and our relationship along with the Government of India has taken a new shape for good, wherein TAAI is in direct and regular connect with Senior Ministry officials. We are also in constant touch with IATA, Airlines and tourism boards, be it state or overseas.

Member agents should be prepared for an uneasy recovery path in terms of volumes. While business travel shall remain critical and volatile, the increase shall be seen in phases. However, it is expected that travel for tourism shall be comparatively higher and faster in the coming year. This shall depend on government regulations, health and safety policies and willingness to travel with confidence. The most important point that shall be considered by all, will be pricing, be it for airlines, hotels or activities.

Domestic flights within India, have been approved to operate at 75-80% of pre-pandemic conditions. With MoCA approving TAAI's suggestion and opening up of international travel to Africa and Europe through Air bubble routes in Middle-east and Europe, a surge is expected in bookings by mid-January'21. Our appeal on gradual increase of VBM and air bubbles

agreements for Far-Eastern and Asia Pacific countries is also under consideration.

The endeavour of the managing committee is to upscale and educate member agencies, be it destination knowledge, marketing and itinerary planning skills, financial matter updates, information about changes in tax norms, and work towards ensuring a healthy and competitive environment for all stakeholders in travel and tourism to prosper. This endeavour has been well accepted and appreciated by many of our members, especially our recent tie-ups with tourism boards and educational training programs. We have now tied up with LVG Learning, a global educational company which shall empower each member and their frontline/product teams to register and self-learn on global tourism products and also network with stakeholder partners be it DMCs, transport operators, tourism boards, destination consultants, activity organisers, etc. As these are Free Certified Courses, co-branded and supported by TAAI, exclusively for its members, we urge that every team member in your organisation must undertake them.

As we begin to crawl ahead in the New Year, we are confident that the upcoming year shall be fruitful and encouraging for all of us. Let us all gear up and be ready with all our knowledge and expertise to fly back into the skies with a new vision.

Our entire committee is thankful to the membership for patiently standing by us, supporting and encouraging us to put forward our concerns to the government, the airlines, IATA and other stakeholders where the members faced challenges. Our constant dialogues and positive approach with the airlines has yielded positive results, in most cases.

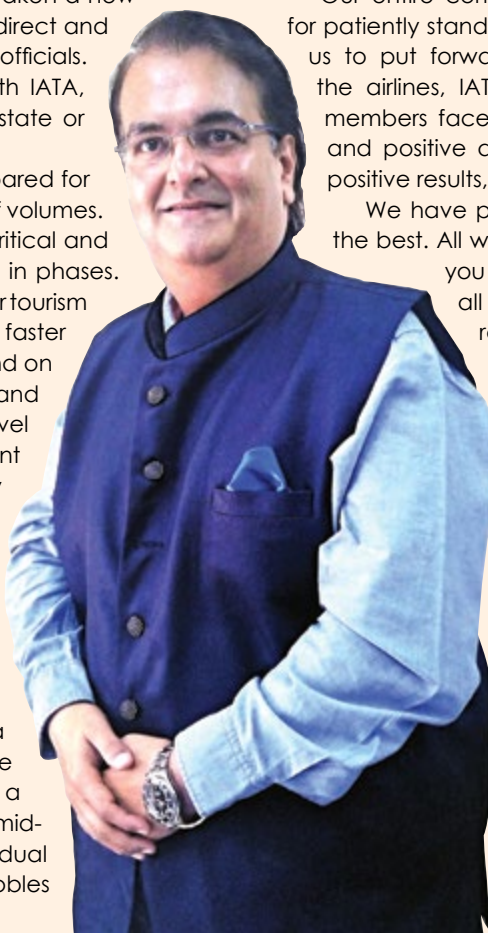
We have put our best foot forward and hope for the best. All we seek are suggestions and inputs from you colleagues on a regular basis to ensure all your concerning points are effectively raised and resolved.

We are sure that this issue of digital NamasTAAI which highlights our activities across 20 Regions and Chapters in India, during the last two months, shall be appreciated. Do share your suggestions and feedback with us on namastaa@taai.in

Wishing you all for the Festive Christmas Season, along with a Happy & Prosperous New Year, which shall bring cheer to all of us! ▲

Jay Bhatia

Vice President – TAAI
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COVID -19

OVERCOMING THE CHALLENGE

Travel Agents and Tour Operators are an integral part of the travel and tourism Industry. Restrictions on travel due to the pandemic have continued to challenge us to sustain and survive. It's been over nine months since the lockdown. Second lockdown in some parts of the globe has destroyed the hopes of revival of international tourism. Lakhs of jobs have been lost and a considerable number of travel agents and tour operators have shut shop.

The recent news of vaccine being made available slowly has come like a welcome shower after a long drought. The gradual increase in the number of domestic air travel, road travel, etc. has given us hopes of revival. However, travel restrictions must be eased or lifted in a very scientific and responsible manner to overcome the challenges of this Pandemic. Governments, International Travel and Tourism Organizations have to work on war footing, in bringing out a Blue Print for successful revival of tourism across the globe. This needs a call to the Governments, to not just help in words but also strong and quick actions. We need to build a strong confidence in International Travel.

We have witnessed how the UAE, the Maldives, etc. planned carefully and are now welcoming back tourists. They have emphasised on safe and responsible tourism. The pandemic is not over as yet, but we must be ready to act fast to save lives, take decisive action to protect jobs and businesses.

Socrates once quoted: "The secret of change is to focus all of your energy, not on fighting the old, but on building the new"

With regards to the Association front, we are happy to inform you that, in spite of several challenges, the Managing Committee has been working tirelessly in addressing the problems faced by our membership to the best of our abilities. We have been interacting with several stake holders of the tourism industry including various Ministries of the Government. We have been updating the membership about all the activities undertaken by our Twenty Regions/Chapters across the country. We have also updated the membership on all matters concerning our industry, regularly. We are happy to inform you, that we have successfully completed the exercise of holding Annual Meetings, some virtually, some physical and rest hybrid, in all our 20 Regions and Chapters. We are in the process of completing the 69th Annual General Meeting of TAAI, virtually, on Monday, 21st December 2020.

Look forward to your participation at the 69th Annual General Body Meeting of TAAI!

Stay Healthy, Stay Safe. ▲

Bettaiah Lokesh

Hon. Secretary General, TAAI
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Reboot Tourism in India



Covid-19 has compelled the entire tourism industry to sit up and 're' think and 're' invent themselves in order to survive. When post-pandemic does actually begins? There is no certainty about it. Hence it is inevitable that we build our businesses keeping that in mind. We have industry veterans who having weathered many storms could be our basic think tanks while the relatively newer ones can breathe in fresh blood. What we need today is an infusion of both. We could all then brainstorm various ideas, suggestions and come with a one-stop solution for us all. But as they say, there is an opportunity even in adversity. This period presents a never-before opportunity to build and grow domestic travel as international travel would largely be on the backburner.

COVID COMPETENCY

In my opinion, small is the new big for the hospitality and tourism sector in India and the world. Holiday-goers will prefer small, independent hotels and vacation homes as they offer private space while maintaining distance from others. Travellers will want to travel, however they will look for hotels/locations which provide safety. This would mean they would look for hotel which prioritise hygiene, and the ones that take all required measures to see that they are compliant with Covid-19 precautions and have the required competence to do so.

POTENTIAL DESTINATIONS

Travel post the pandemic is evolving. It's going to be more meaningful and purposeful. There will be more emphasis on factors like where, why and with whom; what adventures and stories can you carry back; and how it makes your life richer and fuller. Good deals should be sought from the hotels/airlines. These should be then incorporated into one composite lucrative offer which is difficult to refuse. Easy-on-pocket travel will definitely go a long way in increasing footfall. It may be in the tourism trade advantage to engage the government to subsidise their fees in case of heritage tourism/ travel and other such areas. Like take a cue from the UK government, picking up 50% of hotel tab. Similarly, formulate some subsidies to help revive the industry.

Looking forward to a bright 2021, a year of travel and tourism. ▲

Shreeram Patel

Hon. Treasurer
treasurer@taai.in

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Disclaimer: The details and pictures contained here are for information and could be indicative. Some of the activities listed may be unavailable due to seasonal and technical reasons.



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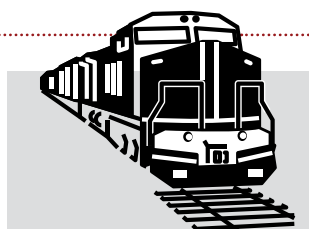
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NAMASTAAI

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Standing Tall

The backbone of the Travel Agents Association of India (TAAI) is the hard-working team at the Secretariat in Mumbai and the office in Delhi. The team was quick to adapt to the new way of working with the pandemic-induced lockdown bringing a complete halt transport and movement of people. While seamlessly adapting to the work-from-home culture, the team has efficiently managed to use the time to remain active on social media platforms to send out the messaging about TAAI and its varied initiatives. Moreover, organising webinars, virtual members meet and

upgrading their systems and process with technology have been a gradual process.

Jyoti Mayal, President, TAAI, said, "Our TAAI staff have proven yet again that they are the real heroes, working tirelessly to ensure that the association functions efficiently, and work doesn't suffer. Every single day, our staff members have continued to learn and adopt new systems and processes to ensure we reach out to our members, tourism boards and government authorities with all the developments at TAAI." ▲

MUMBAI SECRETARIAT



Manoj Karkera,
Manager Events



Anand Paleja, Assistant
Manager Administration



Indira Uchil,
Accounts



Melicia Correa,
Executive Administrator



Cindrella Rodrigues,
Secretary



Maanoj Hande,
Accounts



Trushant Palkar,
Executive Assistant



Prakash Sail retired from TAAI on December 31, after having served the association for 10 years.

NEW DELHI LIAISON OFFICE



Kavita Sharma,
Executive



Harish Sharma,
Office Assistant

MUMBAI OFFICE



Harshal Kashelkar,
Office Assistant



Prakash Sail,
Office Assistant

UFTAA .. On the Move..

Partnering with TAAI – Let's secure the Future

United Federations of Travel Agents Associations (UFTAA), in its 55th year, continues to be actively involved with TAAI and there have been several meetings to evaluate and plan the way forward.

UFTAA acknowledges the key role played by TAAI in reaching out actively to the media; authorities and the Hon'ble Government expressing concerns on the challenges the industry stakeholders had to face due to the pandemic.

"Let's secure our future" is a subject for all associations. Before we regain normalcy, let us pro-actively define our goal posts and approaches to avoid any calamity is UFTAA's focus. Here are some updates from UFTAA:-

UFTAA INITIATES A ZERO RISK ENVIRONMENT WITH IATA & AIRLINES

UFTAA's consistent focus is to draw the attention of IATA on the governing resolutions for effective risk management of all parties involved.

Here is an update on the ZERO risk environments that is requested by UFTAA to the Agents & Airlines from any future risk to either parties and to protect the customers.

Mr Sunil Kumar, President of UFTAA & Mr Yossi Fatael, Vice President and Chairman of Air & IATA Matters, have been active in deliberations with IATA. Excerpts from UFTAA's communication to IATA are given below:

"We seek an immediate discussion to prepare the agency program in a manner to successfully encounter and manage to help absorb a future crisis like COVID19. There has to be clarity on what changes are proposed for IATA; Airlines & Agents to save the stakeholders from facing challenges that can eliminate their very presence and how would we plan our work differently, so that the damage done in the market; to agents; to customers would not happen again. Our action plan must reformulate the way we do business and provide end-to-end solutions for the system and the program to absorb any future crisis.... A key factor to manage the system is through ZERO RISK. We must be clear on the guarantees required from all to ensure that at no point of time, Airlines owe money to the agents and Agents owe money to the Airlines; and money is owed to the passengers/customers"

Thanks to IATA's prompt response, a working group at a global level is created. All Global Federations of Associations involved with IATA's PAPGJC, have come together, and this working group involving the representatives of Airlines; Agency Associations and IATA shall soon commence deliberations. It is hoped that the industry leaves behind an excellent legacy for our future.

NEW TRAVEL AGENCY COMMISSIONERS ANNOUNCED

TAC or "Travel Agency Commissioners" (TAC) program is an important "connect" for the Travel Agencies to seek the

intervention of the TAC when they raise a dispute against the Airlines or IATA. The TACs receive such disputes and adjudicate on the same. It is found that in most cases, the decision of the TAC is accepted well by the parties to the dispute.

The TAC program and the dispute resolution is available to IATA accredited Agencies, FREE OF ANY PROFESSIONAL CHARGE and agencies are encouraged to fully utilise this facility.

IATA, UFTAA & WTAAA announced the appointment of the Travel Agency Commissioners recently.

The Travel Agency Commissioner Program was established 30 years ago and resides within the Travel Agency Program overseen by the Passenger Agency Conference (PACConf).

The newly appointed Travel Agency Commissioners are:

- Andrea Simoes and Lina Pettersson for Area 2, encompassing Europe, Middle East and Africa. Both have extensive experience with the IATA Agency Programme and the IATA BSP, having been employed by IATA until earlier this year.

- Abhilash Raju for Area 3, encompassing Asia, Australia and South West Pacific. Raju operates a legal practice in Bangalore, India, primarily focused on arbitration and commercial dispute resolution.

- Verónica Pacheco-Sanfuentes, the current Travel Agency Commissioner for Area 1, encompassing the Western Hemisphere (excluding the USA), has been reappointed. Pacheco-Sanfuentes has served as Travel Agency Commissioner for Area 1 for the past 11 years.

MID-YEAR FORUMS ORGANISED BY UFTAA – "RESTRUCTURING BUSINESS APPROACHES"

UFTAA's Mid-Year Forums held virtually on August 31 and September 22, 2020 featured experiences shared from different leaders on the way forward. The theme of the Forum was "Restructuring Business Approaches – Revival from COVID-19)

Representing TAAI, Ms Jyoti Mayal, President, made her presentation to the delegates.

Over 180 delegates from many countries joined to witness the presentations delivered by 15 global leaders from Belgium; India; Turkey; China; Philippines; Israel; Mexico; Singapore; Kenya; Nigeria; Sri Lanka; Tanzania and Bermuda. These Leaders shared the debates they had in their respective countries with Airlines, IATA & Governments; Future Trends; and the Way-Forward plans. Apart from delegates from these countries, the FORUM witnessed large participation from Canada; USA; Spain; Nepal; Saudi Arabia; Mauritius; Monaco; Malta; Qatar; Cuba; Pakistan; and more. ▲



Sunil Kumar, President, UFTAA

Dear TAAI colleagues,

At the outset, I on behalf of the complete Federation of Associations in Indian Tourism & Hospitality (FAITH) Board, wish you all a Healthy, Prosperous and a Happy New Year 2021.

Travel agents are an integral pillar on which FAITH stands. Together with our tour operators, hotels & restaurants, tourist transporters, adventure, MICE & heritage they together constitute the majority of our tourism ecosystem.

Indian Tourism industry is undergoing a massive radical change. In the post Covid-19 era, we see Indian travel & tourism becoming one of the biggest travel opportunities globally over the medium to long-term. Whether it is outbound, domestic or inbound travel or in segments of business travel, leisure travel, weddings travel, conference travel or special activities such as medical or rural tourism travel, we are engaging very closely with policy-makers for creating multiple opportunities for our travel agents fraternity. Together with all our 10 members associations we have been in close discussions with the Tourism Ministries at Central and state levels, with NITI Aayog, Commerce & Finance Ministries, and along with TAAI & TAFI in discussions with Civil Aviation Ministry for the same.

There is immense disruption happening from online technologies and travel has been majorly impacted by it. We have to together enable our travel agents communities to partner and create combinations of online and offline models and enable a significant component of re-skilling.

There needs to be increasing partnering with multiple country tourism boards to collaborate with the Indian travel agents fraternity and expand country opportunities for them.

The recently introduced TCS makes Indian travel agents uncompetitive by 5 -10% in comparison to their global counterparts. This comes on top of the GST, which makes our travel agents even more uncompetitive. Even though the advance tax is settled at the end of the year during year, it puts a liquidity concern by blocking money and will also raise the issue of reconciliation. We have been in close discussions with the ministries and continue to rally that it is rolled back.

A favourable GST regime for travel agents is extremely critical and we have been in constant dialogue with Ministries to address that.

It is important that that travel agents fraternity is protected from fly by night operations. This is critical to rebuild trust and we are continually pursuing it both at the Central Government level and at the State Governments level. But since industry status is granted at state level, we have requested Tourism Ministry to discuss with Law Ministry to take up Tourism as a concurrent subject and be declared as an industry there, if law permits.

Times are changing, business models are changing and they are changing fast. With technology earlier and now because of the pandemic, the travel agents are under immense pressure. More so in such volatile business scenarios their payments have also come under pressure.

One of the key questions that have to be addressed soon is how to create a structured mechanism to future secure travel



agents payments. Since travel agents payments to principals is unsecured credit we need to ensure that some form of mechanisms whether escrow or guarantee or underwriting based mechanisms are in place to ensure that travel agents money stays secure. We look forward to working with the Government on the same.

Our travel agents fraternity is a critical link between tourists and our principals-destinations, airlines, hotels, restaurants, and payment mechanisms. Today our travel agents are under a huge business stress, and we keenly look forward to a mechanism to ensure they get support for Survival.

For all of this to succeed, partnerships are critical between the travel agents industry, across the tourism industry value chain and with various Ministries.

Once again, my personal wishes and those on behalf of FAITH and we look forward to a Healthy and a Happy 2021. ▲

Nakul Anand
Chairman - FAITH



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FOR
2021**

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Destination
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Relations.**



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TAAI partners with LVG Learning to offer certified destination courses online



TAAI has signed a partnership agreement with LVG Learning, an online education company from UK providing unique solutions and innovative support for tourism worldwide.

This initiative has been undertaken to empower TAAI members through the updated destination knowledge and open new business networks with the local expertise worldwide and to get ready for the future. These programmes will also help for reskilling team members and improving business abilities.

Through this platform there will be an exchange of accurate and credible information among business partners. Learning and networking is a new and unique combination, which members are encouraged to undertake to be future ready. The destination course registrations started on January 11, 2021.

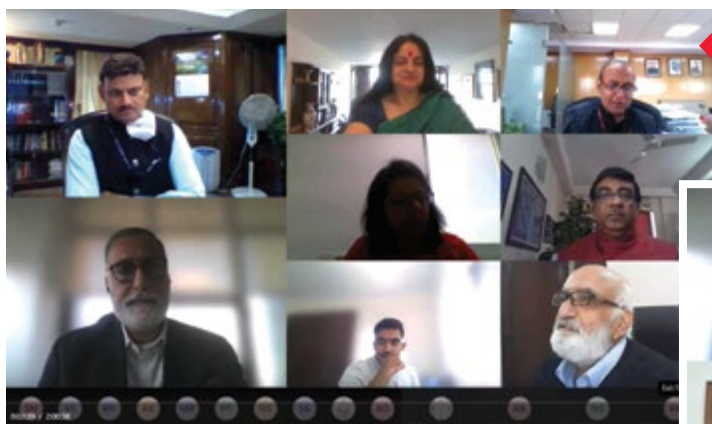
Jyoti Mayal, President of TAAI, targets to empower members through the updated destination knowledge and open new business networks with the local expertise worldwide. "We need to recover and get ready for the future. We have to use the time for reskilling our team and improving our business abilities. We are happy to innovate on education, and we call every leader to support education with us," said Mayal, after signing the agreement with LVG Learning.

Seda Caylak, CEO, LVG Learning, said, "We build this platform to exchange accurate and credible information among business partners. Learning & Networking is a new and unique combination. The future will come with the technology and tourism, as being a core bridge among cultures, should adapt to trends. Knowledge is the king. We are happy to welcome TAAI members to support their business growth through education and local expertise".

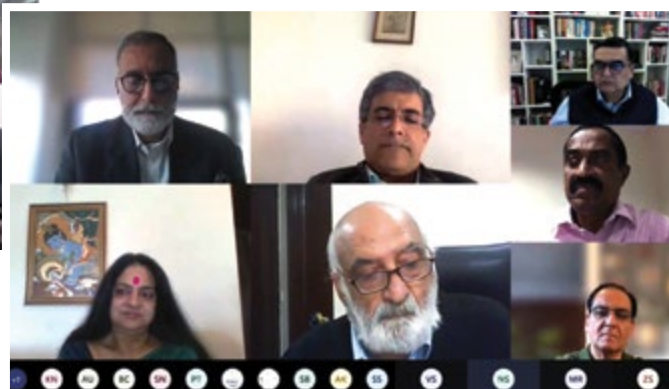
Since the tourism industry has a significant contribution to world GDP, it requires a highly skilled workforce. "This means that hospitality and tourism professionals require continuous training to recover and improve themselves," asserts Mayal. She added, "Learning is a continuous process. Through developments in the ed-tech sector, we are experiencing new features and new developments rapidly. Educational materials reach everyone, everywhere, at any time today, and we anticipate the future to increase this potential."

Mayal also pointed out that the industry is experiencing the highest level of shortage of skills and staff rotations in any industry. "But online learning and dynamic networking within the industry can change that by developing the soft and business skills and knowledge of the employees and thus increasing business growth," she opined. ▲

Highlights of THSC Governing Body Meeting



Pictures for Online Governing Board Meeting held online on 14th Dec 2020



Rajan Bahadur introduced and welcomed Praveen Kumar for his keynote address. Kumar greeted the members present and thanked everyone for inviting him for the GB meeting. He suggested that Tourism & Hospitality Skill Council (THSC) should become the model for other sectors by becoming even more dynamic. He made few pertinent points and some of these are:

- A. Aggregation of demand should be done on continuous basis and demand gap analysis should be conducted every 3-4 months so that it does not become obsolete. He also said more relevant courses should be planned.
- B. Sector Skill Councils should focus on opportunities that may arise due to disruption caused by Covid-19 in the industry.
- C. Informed about development of ASEEM Portal where skilled people can be hired with a click of Mouse.
- D. Sector Skill Council should focus on finding opportunities for tourism sub-sector.



Bahadur then invited the GB members to raise any question which will be replied by the Secretary, MSDE and the CEO, NSDC.

Jyoti Mayal greeted Kumar and Manish Kumar and discussed industry involvement and expressed her desire to move forward. She further said that there is a need of support from the government and emphasised on working together with all Ministries associated with tourism. Mayal, further added that skilling can be taken up with government bodies wherever there is an opportunity of employment, especially

organisations coming under the purview of the government like ITDC & IRCTC. Also, new opportunities will arise from Shipping Ministry as now waterways and river cruises are the new sectors added on & new jobs for the Tourism sector are going to be created.

The CEO invited the chairperson to address the members. Some of the key points presented by Chairperson are:

1. Shared her views on how things have changed after the pandemic and how it has altered things at work.
2. Laid emphasis on shift in the way a person is looking to travel in the changed scenario.
3. Emphasised on proficiency with technology, as work from home is going to remain prominent in the future.
4. Focused on soft skills and laid emphasis on problem solving abilities and adaptability.

For THSC, she emphasized on the following

- A. Team connectivity and communication
- B. Finance control and process
- C. GC support to form Finance Subcommittee
- D. Gear up to restart core operations
- E. Participation of team

The meeting also discussed action taken on key points discussed in the last meeting. The CEO also apprised the members of key achievements of THSC for the period September 2020 to November 2020. The meeting also witnessed department wise presentation so that members know the latest status. The meeting ended with a vote of thanks to the Chair. ▲

69th TAAI Annual General Meeting held virtually



The 69th Annual General Meeting of the Association was held on Monday, 21st December'20 through video conferencing to transact statutory business.

Active Members of the Association attended the virtual meeting from all over the country.

Following statutory protocols, HSG - Bettiah Lokesh read out the notice of the meeting.

The Members adopted the Report of the Managing Committee for the year 2019-20, which was presented by the

Chairman of the meeting, Jyoti Mayal.

Hon. National Treasurer, Shreeram Patel presented the audited financial accounts for the year ended 31st March'20. The same were adopted and approved by the membership.

CA Atul Jain represented GMJ & Co being statutory auditors and their re-appointment for the year 2020-21 was approved by the general body.

This historic virtual meeting was one of the first ever AGMs held in this manner, due to the pandemic. ▲

President's Address at 69th AGM

It was my pleasure to preside over the 69th AGM of TAAI, the oldest and largest association of travel & tourism in India. The idea was more of connecting with the members in the midst of the unprecedented pandemic COVID-19.

The Government and most of the trade & industries are fighting to revive and rebuild the economy in the challenging situations. TAAI is a very vital part of this we are closely monitoring the global outbreak of coronavirus (COVID-19), and we have been amidst of a number of measures to protect our employees, communities and operations so the supply and movement of travel & tourism as well as the services that customers and society depend on us would be protected.

I would like to reinforce that we have asked the government to support our cause by assisting us in getting moratoriums, rebates, reliefs, refunds from airlines, incentivise tourism, salaries for our employees' waiver of GST/TCS & other taxes.

We are all aware of the status of the travel tourism & hospitality industry – there are no words to describe the situation – the industry is in despair- frustrated, depressed & grappling to survive. Indian tourism and hospitality industry is staring at an INR 15 lakh crore loss & a potential job loss of around 3.8 crore, which is around 70% of the total workforce direct & indirect. When a catastrophe like this occurs, we are the first to be hit & last to revive.

The success of various Covid19 vaccine trials is profoundly hopeful news. We are a resilient Industry & it is time for us to move forward stronger.

I continue to say - New norms, policies, of travel need to be structured to be adopted currently & post Covid19 for the development of tourism for the future. The demographic of a traveller & the tourism industry needs to be relooked into.

Restoring traveller confidence and stimulating demand with new safe and clean labels for the sector & relooking and restructuring our business is definitely the need of the hour.

The two things very important now would be preparing comprehensive tourism recovery plans and to encourage innovation and investment, and rethink the tourism sector to support innovation in MSMEs to ensure stronger sustainable long-term economic resilience. The crisis is an opportunity to rethink tourism for the future.

I as the President did not envisage that our first year of the



Jyoti Mayal, President, TAAI

term 2019-21 would be over, in an environment no one could have dreamt of. We, as a team also feel blessed that we have played a very important role in supporting & motivating our industry through these challenges. Believe you me, we have not and will not leave any stone unturned to achieve what we wanted. We have continuously updated all of you and worked in a very transparent manner. We are committed to deliver and see we are protected as an industry, will fight for our status & be able to deliver a platform for growth for ourselves & generations to come.

My entire team of office-bearers and Managing Committee members have worked relentless during this lockdown period along with our TAAI Secretariat staff in Mumbai and Delhi. We will continue our efforts in ensuring our voices are heard, and we gain support towards our cause.

I would like to thank Sunil Kumar President UFTAA who represents

TAAI strongly at PAPJC, our advisors Neeraj Ghei, Ashwini Kakkar, Rajji Rai & It would be amiss, if I do not appreciate Balbir Mayal, who has been continuously guiding & supporting me, specially more in this lockdown, my compliments to the entire media, national, international, electronic & travel our NamasTaai partner, our auditors & our lawyers.

I would like to end by saying I strongly believe in the 3Cs The 3 C's to stay ahead at all times in which I would require every one of you present here to assist me in

1. Cooperation
2. Collaboration
3. Consideration

To build the 3 S's of our future

- Safe
- Secure
- Sustainable

Let us together take an Oath today to build a stronger future for ourselves and generations to come, and work collectively on decisions taken together to develop TAAI into a structured committed effective association. Let us also remember in our past lies our future.

Wish you all a Happy New Year 2021, leaving behind the pains of 2020, and looking forward to a successful, brighter and healthier life. ▲

IATA unveils key design elements of its Travel Pass

The International Air Transport Association (IATA) unveiled key design elements of the IATA Travel Pass. IATA Travel Pass is a mobile app to help travellers easily and securely manage their travel in line with any government requirements for COVID-19 testing or vaccine information.

"Testing is the immediate solution to safely re-open borders and re-connect people. And eventually this is likely to transition to vaccination requirements. In either case, a secure system to manage COVID-19 testing or vaccination information is critical. The IATA Travel Pass is a solution that both travellers and governments can trust. And it is being built with data security, convenience and verification as top priorities," said Alexandre de Juniac, IATA's Director General and CEO.

IATA EMPHASIZED THESE PRIORITIES WITH THREE CRITICAL DESIGN ELEMENTS:

Putting travelers in control of their personal information for top-level data security and data privacy. The IATA Travel Pass stores encrypted data including verified test or vaccination results on the mobile device of the traveller. The traveller controls what information is shared from their phone with airlines and authorities. No central database or data repository is storing the information. By keeping travellers 100% in control of their information, the highest standards for data privacy are ensured. IATA Travel Pass is also built on the highest standards of data protection laws, including General Data Protection Regulation (EU GDPR).

Technically, the app is being built in accordance with Self-Sovereign Identity* (SSI) principles. The IATA Travel Pass is scheduled for release early in the first quarter of 2021 for Android and for iPhone. For iPhone it will use the "Secure Enclave" features of Apple devices and a similar security encryption technology for Android.

Global standards recognized by governments to ensure verified identity and test/vaccine information.

Verified identity: A government-issued ePassport is used to verify the identity of the user. It also serves to create a digital representation of the user's passport to allow the information to be sent electronically in a secured way that is linked to their verified identity. The key to this are global standards developed by the International Civil Aviation Organization (ICAO) which match biometric passport data and a selfie taken by the user. This creates a Type 1 digital travel credential (a verified digital identity**) in line with ICAO standards.

Verified test results or vaccine information: Currently the main vaccination requirement for entry into some countries is for yellow fever. Under the International Health Regulations, this is managed by the "yellow card" or International Certificate of Vaccination and Prophylaxis. The World Health Organization (WHO) is developing digital standards that will make these vastly more secure and will dramatically reduce fraud. When ready, the IATA Travel Pass will be able to accommodate such new global standards. Until a COVID-19

vaccine is widely available to the general public, the priority is on COVID-19 testing. Laboratories have well-established safety standards for managing and verifying test results to individuals. IATA is partnering with selected and established laboratories to securely link their test results with the verified identity of the IATA Travel Pass holder.

Convenience and biosafety will be enhanced with integration into contactless travel processes. The ICAO CART recommendations for biosafety include the use of contactless travel processes to reduce the risk of virus transmission when documents need to be exchanged in the travel process.

The industry has been developing contactless travel processes as part of a One ID transformation program for several years. The IATA Travel Pass digital identity management module uses the well-developed principles of One ID (which are, in turn, based on ICAO standards). For the passenger, this means that the IATA Travel Pass will also unlock the potential for convenient contactless travel processes from check-in to boarding. As such, while the need for COVID-19 information verification may eventually disappear when we overcome the pandemic, IATA Travel Pass, however, will remain as a bold step forward in the implementation of contactless travel.



INTEROPERABLE SOLUTION

IATA is developing the IATA Travel Pass in four independent modules that can interact with each other. These modules will cover registries for regulatory entry requirements and labs/test centers, verified certificate issuance, digital identity and the possibility for passengers to share their test results along their journey via their mobile device. Open standards enable the modules to be used as one solution or to complement capabilities being developed by other solutions providers.

"We are building the IATA Travel Pass with one aim—to help reconnect our world safely. IATA has brought advancements in global standards like e-ticketing and mobile boarding passes to consumers in all parts of the world. This unique capability demonstrates that we can work with industry and governments to re-shape travel processes based on global standards. We are confident that we can deliver a complete solution with IATA Travel Pass. And we are building the IATA Travel Pass so that other solutions serving the same industry re-opening goal can also benefit from it. We want airlines to have a competitive marketplace with the widest range of options that meet their specific needs," said Nick Careen, IATA's Senior Vice President, Airport, Passenger, Cargo and Security.

IATA's Timatic offering is a foundational element of the IATA Travel Pass. For decades it has provided reliable entry requirement information to airlines and travellers. Integrating Timatic into the IATA Travel Pass entry requirements registry model brings with it an established process for the global collection, verification, updating and distribution of this information. ▲

(Source: IATA)

OMPL Group



Outbound Marketing works within the hospitality and tourism industry to provide customised sales and marketing solutions.



OM Tourism has been structured to work as a destination marketing and tourism representation company.



A brand is an experience, a consumer journey. We have a team passionate about brands and their evolution - building, creating and reviving the brands of tomorrow.



Annapurna Charitable Foundation was set up in the hope of creating a more equitable society with three objectives.

360° Solutions



Representation



Marketing
Traditional & Digital



PR & Media



Projects & Events



As the Indian affiliate of Connect-Worldwide we partner with a leading international organisation to provide sales, marketing, PR and digital solutions to hotels, national tourism offices and destinations.

connectworldwide also provides luxury hotel and resort companies with access to a professional hotel sales team in international markets. Solutions range from international sales in one country, to coverage in multiple countries or regions.

TAAI supports 'Vocal for Local' expedition

Jay Bhatia, VP, TAAI along with Western Region Chairman Sameer Karnani and Chairman - Tourism Services Council, Anoop Kanuga met up with Venkatesan –Regional Director (West & Central region) to discuss the reception event for the "vocal for local expedition" team. The event was held on October 24 at the Sun-N-Sand Hotel Juhu.

President TAAI Jyoti Mayal joined the event on a Zoom

call and lauded the efforts of the team to promote domestic tourism. The team was felicitated and given mementoes for their achievement of covering the length and breadth of India over 38 days. Their journey was supported by our entire team of regional office-bearers as they traversed through the country and they were appreciative of TAAI's support through this. ▲



Western Region



Venna Lake, Mahabaleshwar

Jay Bhatia, Vice President, TAAI and Sameer Karnani, Chairman, Western Region TAAI, along with other associations attended a Zoom meeting with Maharashtra Tourism to discuss state tourism policies.



Meeting held at India Tourism Mumbai to help promote domestic tourism



"Western Region Chairman Mr Sameer Karnani and MC Member Mr Anoop Kanuga along with Vice President Mr Jay Bhatia met India Tourism Regional Director - West, Mr Venkatesan, to discuss promotion of Domestic Tourism in Western India through TAAI members."



Mumbai CST Railway Station

"Maharashtra Tourism Policy was discussed via an online live webcat by Mr Dhananjay, MD MTDC along with inputs from VP, Jay Bhatia and Mr Sameer Karnanai from TAAI on caravan tourism and other tourism enhancement suggestions for Maharashtra."

Southern Region

TOURISM MALAYSIA FELICITATED INDIAN TRAVEL AGENTS

Tourism Malaysia recently organized an appreciation ceremony on 9th Dec, for the Travel Agents Association of India, and airline partners, for being a strong support in making Malaysia as the most sought after destination by Indian nationals in 2019 and 2020.

Consul General of Malaysia, Saravanan Karathihayan was the Chief Guest of the event. He honoured Travel Agents Association of India, airline partners - Malaysia Airlines, Malindo Air, AirAsia, IndiGo Airlines, and SriLankan Airlines with a memento of appreciation.

Commenting on the occasion, H.E. Mr. Saravanan Karathihayan, Consul General of Malaysia, said, "The Tourism Industry players with the support of Tourism Malaysia will continue their efforts to introduce attractive

packages periodically to maintain public interest, as well as to abide by the SOPs that have been outlined by the health authorities to inculcate the new norms to ensure the sustainability of the tourism economy which is one of the biggest economic contributors of the country."

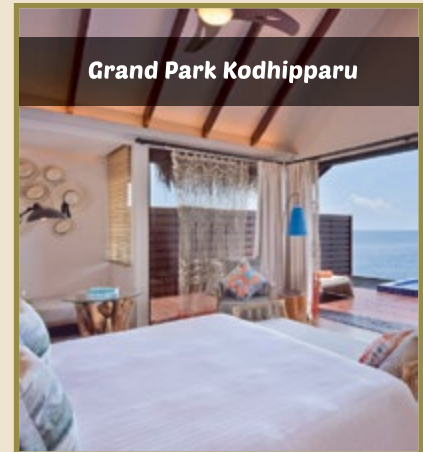
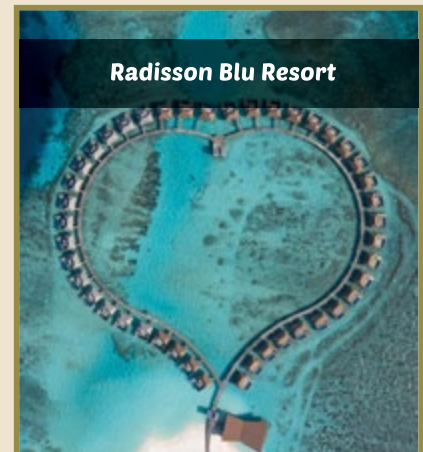
Razaidi Abd Rahim, Director of Tourism Malaysia Chennai (South India & Sri Lanka) said, "Travel and Tourism will eventually bounce back and will be even better than before with more offerings and opportunities. This is possible with the support of Travel Agents Association of India, Travel Agents Federation of India, Airlines Partners Malaysia Airlines, Malindo Air, Air Asia, IndiGo Airlines and SriLankan Airlines. We at Tourism Malaysia wish to share our support and thanks to the business development of the Travel Trade". ▲



Take a Break...
IT'S MALDIVES!

SOAK UP THE SUN, WALK ON THE PRISTINE WHITE SAND BEACHES, SWIM IN THE CRYSTAL CLEAR TURQUOISE BLUE OCEAN OR JUST CHILL IN THE LUXURY OF YOUR VILLA.

BEST DEALS



OTTLA INTERNATIONAL PVT. LTD.

Network: Mumbai (Registered Office & Corporate Headquarters) | Ahmedabad | Bengaluru | Chennai | Coimbatore | Hyderabad | Indore | Kochi | Kolkata | New Delhi | Pune | Nasik

Eastern Region

Post lockdown, the Eastern Region Chapter was the first to organise a hybrid Regional Meeting on September 24, 2020. During the meeting, the Eastern Region strengthened its network by forming an Advisory Committee and a working Committee.

The Advisory Committee members are Devesh Aggarwal, Devindra Parikh, Samar Ray, B T Ramnani and Manoj Saraf. The Working Committee members are Sanjeev Mehra, Mitali Dasgupta, G K Chiku and Subir Kumar De.

TAAI Eastern region welcomed, facilitated and hosted a dinner for the Guajrat Chapter members who were on a pan India road trip to promote local tourism. Their tag line is "Vocal for Local". The Advisory Committee, the Working Committee and the Office Bearers were present for this occasion. TAAI Eastern Region managed to get sponsorship for this event from India Tourism. Earlier to arriving in Kolkata, when the delegation was in the Northern part of Bengal, Member Deepak Gupta accompanied them from North Bengal to the entire North Eastern region.

On November 19, 2020, the Eastern region organised a Luncheon for members at Hyatt Regency, which hosted the delegation.

Manav Soni, Chairman, TAAI – Eastern Region, said, "So far we have tried our best to assist the members who required support with the renewal of bank gurantee process, airline refunds/related issues, settling dues with the consolidators of/ in our region and any trade related issues. We have tried and would keep on working towards making TAAI Eastern Region as the trusted voice with the government bodies, airlines, tourism boards, in fact all stakeholders of the industry. In the coming times, we need to work upon:-

- No Credit policy/least credit policy.
- Mandatory implementation of service charges for all services rendered.
- Strong government policy/strict law against delayed payments/defaulters in our trade.

Encourage all our members to be recognised by GOI/MOT/ State Tourism Board." ▲

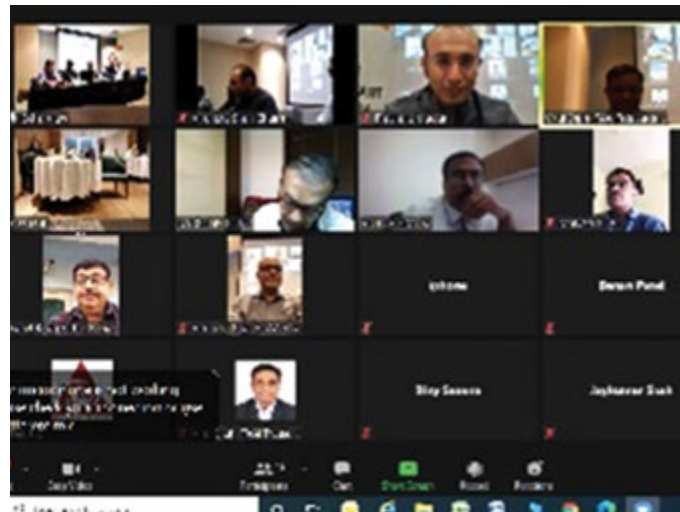
Six travel agents from Gujrat embarked on a road trip across 34 states and UT capitals to promote domestic tourism in India. They reached Kolkata on 14th October.



Annual Members Meeting Gujarat Chapter

The TAAI Gujarat Chapter organised its Annual Members Meeting (AMM) physically on November 3 at Double Tree by Hilton – Ahmedabad. Hon Secretary Gujarat Chapter Prashant Madhani welcomed members those who

physically came to the event as well as the ones who joined virtually. Hemendra Jadon, Chairman, Gujarat Chapter, briefed members about various activities undertaken. National treasurer Shreeram Patel and National Committee member Paras Lakhia also addressed the house and applauded for activities undertaken by current team. ▲



Engagements for Boosting State Tourism

The Gujarat Chapter office-bearers participated in Weekly Chai pe Charcha held by Gujarat Tourism along with different associations. A morning meetings at various famous places of Ahmedabad were organised to discuss about tourism boost in the state.

- The team also participated in various FAM Trip offered by Gujarat Tourism like Polo Forest with Vadnagar (Birth place of our PM Mr. Modi); Statue of Unity etc. to create confidence amongst potential travellers.
- The Chapter felicitated a group who were on tour of 18,000 km by Car to boost tourism and promotion of LOCAL FOR VOCAL

With regards to engaging with the Tourism Department of Gujarat, the office-bearers participated in the meeting called by Director TGCL, Jenu Devan for giving suggestions to boost tourism in the state. They even met state tourism Minister, Jawahar Chavda and hand over white paper mentioning steps for revival and development of tourism in state

- Moreover, the team participated in webinar called by Principal Secretary of State, Mamta Verma to suggest TAAI's stand and steps to be incorporated for next tourism policy of the state which will come in to existence from January 1, 2021. ▲



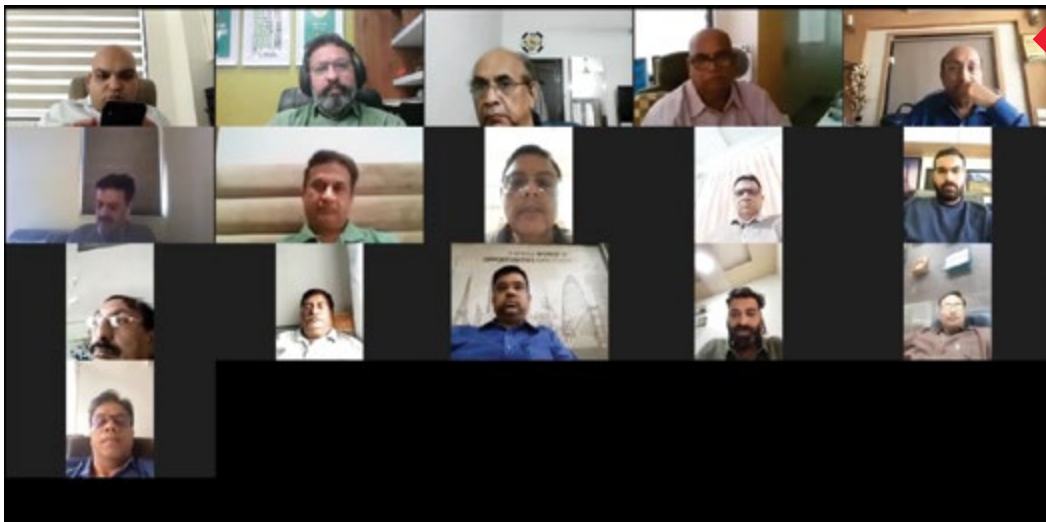
South Gujarat & Saurashtra Chapters

Malcom Pandol, Chairman, South Gujarat Chapter along with Hon. Secretary Kantibhai Sohagia and Hon. Treasurer Vishal Shah used the pandemic period to support and guide their members on the way forward.

To promote domestic tourism, Rajiv Shah of Network Travels Surat, along with his team that includes 6 travel agents, successfully completed a road trip across India, covering a distance of 18,000 kms. They covered 34 states in a span of 38 days with the slogan "vocal for local". TAAI South Gujarat Chapter felicitated this journey.

TAAI South Gujarat Chapter & Gujarat Chapter jointly arranged a FAM Trip courtesy Gujarat Tourism Board at Statue of Unity and The Tent City – 1 where the chapter members enjoyed a two-night stay.

On October 16, the South Gujarat Chapter team had a meeting with Krishnakumar V. Kanjappan, (Manager Air India Gujarat State), R. Vanketraman (Manager, Air India Surat) on how to increase the number of flights from Surat. Many fruitful suggestions were given by our members to increase domestic flights, and the trade has been assured of full support in their endeavours. ▲



Saurashtra Kutch Chapter, has organised quite a few insightful webinars in the past few months. Also, the chapter members are in talks with Gujarat Tourism to promote destinations and conduct educational programs for the travel agents. The marketing materials have been sent by the Gujarat Tourism to all chapter members and they have also offered the chapter members various FAM trips.

Annual Members Meeting Jammu & Kashmir Chapter



The Jammu & Kashmir (J&K) Chapter had its Annual Meeting on October 31, 2020 at ITC Fortune, Ishber, Nishat, Srinagar.

Zahoor Qari, Chairman, Jammu & Kashmir (J&K) Chapter said the Kashmir Valley has suffered a huge dent in the tourism sector after August, 2019 decision which was compounded by coronavirus pandemic. He also spelt out various Programs TAAI conducted during the period 2018-2020 and assured members that J&K Chapter will start promotional campaigns afresh to bring tourists back to Valley. He also urged the Tourism Department to take promotional activities more vigorously by doubling the efforts.

On the Occasion, TAAI members suggested doing away with difficult guidelines for organising adventure activities. Past Chair persons Ghulam Rasool Siah, Nasir A Shah, Shamim A

Shah besides Haji Abdil Khaliq Wangnoo, Mohammad Akram Siah, Ashfaq Sidiq Dug , and office-bearers Tanvir Hassan Dar and Sameer A Baktoo and other members raised their voice against new directives by the department asking tour operators to get separately registered for organising adventure activities.

They said tour operators have been organising adventure activities for the past many decades without any complaints and the new guidelines are negating their experiences and registrations. The Deputy Secretary Tourism, Waseem A Raja and Deputy Director Tourism, Ideel Saleem assured the TAAI members that their suggestions will be looked into and the guidelines which are an obstacle and hamper in organising adventure activities can be reviewed.

At the Annual Meeting members thanked all office-bearers for their kind support in waiver of their AMF for the year 2020-2021. Also they praised them for taking initiatives in getting tourism revived for the Valley having highlighted at their certain webinars, especially the efforts of President Jyoti Mayal who raised her voice stressing upon the need for restoration of 4G internet services which has been abandoned since the last 15 months. ▲



Reviving Tourism in Jammu & Kashmir



TAAI Jammu and Kashmir chapter is in continuous touch with the Department of Tourism and other associations. The TAAI chapter has had several meetings with the Government officials and discussed important points, such as,

- Quarantine specified time period to be made applicable to having positive signs of Covid-19 and must be self-quarantined in their respective hotels only. No quarantine for negative tested tourists and they should be allowed freely, to any Tourist Destinations.
- In order to tap the travellers and promote domestic tourism in the UT, good discounts should be announced for Gondala at Gulmarg, and also for all properties belonging to J&K Tourism Development Corporation to attract tourists.
- Recently the chapter had a brief meeting with Sarmad Hafeez (IAS) Secretary Tourism Department; Waseem Raja (KAS) Additional Secretary Tourism; and Nissar Ahmad Wani (KAS) Director Tourism Kashmir, for organising TAAI road shows at Chennai and Ahmedabad, as both these cities have shown their interest in visiting the valley.
- The chapter chairman has submitted the detailed report to the authorities and it has been accepted in their State Advisory committee with credit to TAAI (J & K Chapter) for having these road shows organised at the mentioned cities.
- The chapter chairman has already discussed with Western Region Chapter Chairman, Sahaiul Hameed and Gujrat



Chapter Chairman, Virender regarding the proposal, and both of them have assured their full support.

- The Jammu & Kashmir Government is looking forward to a good tourist season after conducting different roadshows, out of which, most probably two will be with TAAI at Chennai and Ahmedabad where the TAAI Chapters will get fully involved. ▲

Annual Members Meeting Madhya Pradesh & Chhattisgarh Chapter

After months of being locked down and meeting members virtually, TAAI Madhya Pradesh & Chhattisgarh Chapter organised its AMM physically on October 31 at Crescent Spa & Resort, Indore.

Chapter Chairman Hemendra Singh Jadon said- "The aim was to not just conduct our annual meet, but also to build confidence among our clients that we are ready to travel. How can we assure them that it is safe to travel now unless we do.

Hon. Treasurer Amit Navlani presented the Chapter's account in front of all members.

The Chairman gave brief about the activities done by TAAI MP & CG. Members posted live updates from the resort from their social media handles so that the message could go across to the travellers.

After the meeting, presentation on MSME benefits for service Industry was taken by Nilesh Trivedi (Asst. Director MSME, Govt. of India). ▲



Celebrating World Tourism Day



Members of TAAI celebrated World Tourism Day at Residency, Indore by taking proper precaution and with very limited audience. It was an honor to have Zafar Ansari (renowned Historian & Conservationist) present for this occasion and he explained various interesting events related to MP's history.

MP & CG Chapter completes 15 years

The TAAI MP & CG Chapter celebrated its 15th foundation day on September 10, 2020 on Zoom.

The guest of honours were:-

Shri Shankar Lalwani - Member of Parliament

Ms. Usha Thakur - Tourism Minister M.P.

Jyoti Mayal - President TAAI

Balbir Mayal - Founder M.P. chapter

Sheo Shekhar Shukla - Principal Secretary MP tourism

Aryama Sanyal - Airport Director Indore

Sunil Notani - MC Member TAAI

Mahendra Pratap Singh - Hon. Secretary, TAAI MP & CG Chapter welcomed all guests.

Chairman MP & CG Chapter Hemendra Singh Jadon congratulated all on this foundation day. He played a slide of TAAI MP & CG Chapter and a video on Madhya Pradesh tourism. He gave introduction of all the guests and suggested to celebrate MP & CG's foundation day every year. He also thanked all former Chairmen for their hard work in the Chapter's growth.

Tourism Minister and PS tourism said at this time domestic tourism has ample amount of opportunity to promote, and do their branding.

Tourism Minister promised agents

for government support in promoting Madhya Pradesh tourism.

President Mayal said that MP is very beautiful and agents are ready to promote it with the help of government. She also suggested that the Tourism Department undertakes a dedicated promotion of hidden destinations in the state to increase tourist footfall.

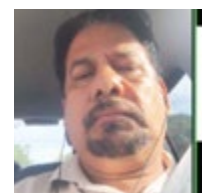
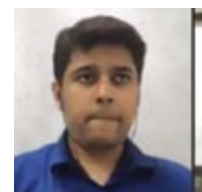
Balbir Mayal was happy to join this celebration. Reminiscing the launch of the Chapter on September 10, 2005, he wished all the best to the OBs and members.

Sanyal congratulated TAAI MP & CG Chapter and explained about growth of tourism and flights in MP, she said in future the flight nos. are increasing very fast. She also acknowledged Mrs. Mayal's drive to support the commencement of the first international Air India flight from Indore.

Sunil Notani thanked all dignitaries and shared his memory of the foundation day while speaking about the growth of the Chapter.

Hon. Treasurer of MP & CG Chapter Amit Navlani gave vote of thanks.

The event had been attended by TAAI members, Chairman and OBs of different Chapters, airline, trade partners, Principal of IITM Gwalior and media houses. ▲



MP & CG Chapter welcomes Flybig's maiden flight



Flybig airline started its operation on January 3. The carrier took a flight on its first scheduled route from Indore to Ahmedabad. TAAI MP & CG chapter was specially invited by the airline to witness its first flight. Hemendra Singh Jadon, Chairman, TAAI MP & CG chapter congratulated Sanjay Mandhavia CMD of Flybig on the occasion. Speaking on this, Jadon said, "It's the first airline which made Indore as its

hub." Along with Hemendra Singh Jadon, Chairman, TAAI MP & CG chapter, Amit Navlani, Treasurer, and other members were also there during the inaugural flight.

The first flight of Flybig from Indore was welcomed at Ahmedabad airport by TAAI. Sriram, Hon. Treasurer, and Paras Lakhia, MC member with TAAI Gujarat team were present at the airport. ▲



Annual Members Meeting Rajasthan Chapter

Addressing the members, Manoj Sogani, Chairman, Rajasthan Chapter said, "This legacy of leadership is a tribute to the success and stability of our chapter in TAAI, and to the belief in the importance of our purpose held in common with us by our members over so many years. Personally, I am truly humbled to lead

the incredibly talented and dedicated members of our chapter who work to create a brand namely we call TAAI."

After a lot of discussions with my office-bearers, leading members and with prior permission from the government authorities, the Rajasthan Chapter members rose to meet personally overcoming the painful pandemic, and not-so-happening virtually held meetings.

"Considering the fact of covid and still rising cases, the turnout was enthusiastically enough for us to make this meeting very informative and successful," Sogani said. ▲





Uttar Pradesh & Uttarakhand Chapter



TAAI Uttar Pradesh & Uttarakhand chapter's Annual General Meeting was held on 4th November at Hotel Myriad, Lucknow.

The chapter commenced its agenda with Chairman's report and subsequently the financial report for the financial year, April 2019 - March 2020. Thereafter, an announcement was made for the new office bearers, who were elected unopposed for the remaining term.

Syed Mohd. Akhlaq Sheeraz has been appointed as the Chairman, and Swati Dimri, who was earlier the treasurer, has now been appointed as the new Secretary. Mohd. Khalid Shah has been appointed as the new Treasurer.

Syed Mohd. Akhlaq Sheeraz, then addressed the house and assured to take TAAI to greater heights with an innovative



approach, by incorporating more members and addressing the concerns in a speedy manner. ▲

TAAI Uttar Pradesh & Uttarakhand Chapter visited the Uttar Pradesh State Tourism Development Corporation and met the Director General. The main focus of the discussion was how to promote Uttar Pradesh as a wholesome tourism destination for domestic, as well as, international passengers.

The Director General's main emphasis was on Eco tourism, and religious tourism. He also introduced TAAI team members to his subordinates. TAAI Uttar Pradesh & Uttarakhand Chapter will extend their support to propagate and promote the state's niche products.

S M Akhlaq Sheeraz, Chairman, suggested that a committee should be structured, consisting of members from UP Tourism, as well as, from UP & UK travel fraternity. The members will work together for the betterment of travel trade & tourism in the state.

Swati Dimri, Secretary, requested for a tourism board SPOC, who would update the TAAI team first hand, regarding all programmes/ initiatives taken by the Uttar Pradesh State Tourism Development Corporation. ▲



Andhra Pradesh & Telangana Chapter

At the World Tourism Celebrations, Srinivas Goud, **Minister for Excise & Prohibition, Sports & Youth Affairs, Tourism, Culture & Archeology, Government of Telangana**, was the chief guest. He spoke about the importance of tourism and shared the plans that government is envisaging on the development of Tourism in Telangana.

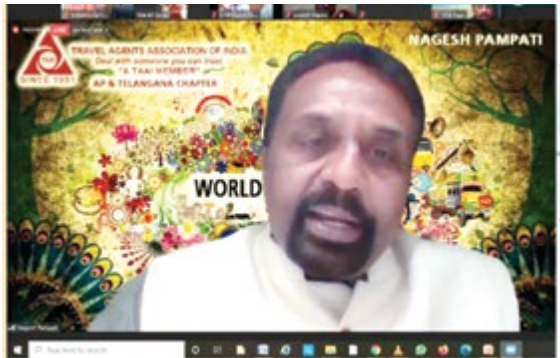
Sri Srinivas Raju, IAS, Secretary, Department of Tourism, Government of Telangana, emphasised on the need of growing awareness of tourism sights of Telangana to the entire country and assured all government help for the same.

Sri M J Akbar, IFS, Conservator of Forests, spoke on eco-

tourism at length and explained the tourist attractions in detail of 4 Districts of Telangana.

Nagesh Pampati, Chairman, Andhra Pradesh & Telangana Chapter, TAAI, in his address spoke in length explaining about TAAI, its objectives and assured the government that TAAI will be willing to work with Government of Telangana in its endeavour in making Telangana's tourist attractions popular in the country and world. He also requested government to promote the state on digital media and world travel forums for the development.

Chinam Reddy, Director, NITHIM proposed vote of thanks. ▲



Sri KS Sreenivasa Raju, IAS, Tourism Secretary, Government of Telangana convened a meeting of stakeholders of travel and tourism for deliberations on licensing to the Travel Agents and Tour operators. At the end of the meeting, he was presented with a plaque as gesture of appreciation to him for his initiative.



TAAI team has met with the newly appointed chairman of Telangana Tourism Development Corporation, Uppala Srinivas Gupta.



UNWTO **Telangana Tourism**

Sri K. Chandrashekar Rao
Hon'ble Chief Minister of Telangana
Department of Tourism,
Government of Telangana

Sri KT Rama Rao
Hon'ble Minister TDA & IIT
Industries & IT E&C

Sri V. Srinivas Goud
Hon'ble Minister Pensions & Census,
Sports & Youth Services,
Tourism & Culture and Archeology

Invites you to a
WEBINAR on
TOURISM & RURAL DEVELOPMENT
on the occasion of
WORLD TOURISM DAY
Sunday, 27 September 2020
3.30pm to 5pm on **zoom**
<https://us02web.zoom.us/j/6203487588> Meeting ID: 620 348 7588

PARTICIPANTS

Sri K. S. Sreenivasa Raju IAS
Secretary to Government
(Tourism, Culture & Sports) Youth Advancement,
Tourism & Culture Department

Sri M. J. Akbar IFS
Chief Conservator of Forests
Warangal

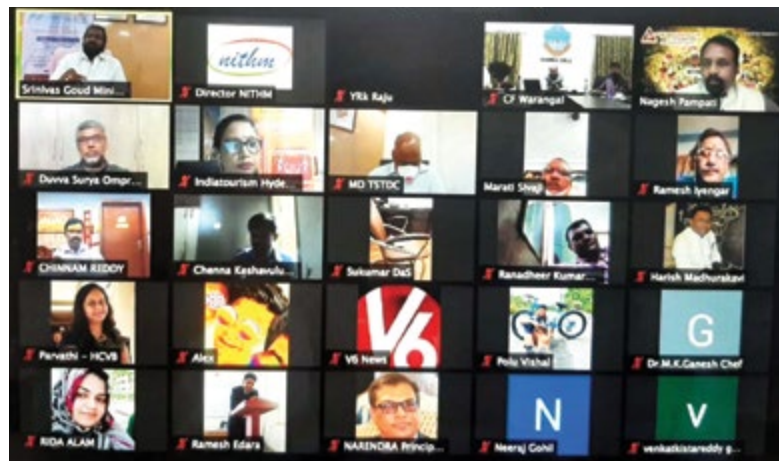
Sri B. Manohar
Managing Director
TTDC

Sri Mamidi Hanurishetti
Director of Culture TS

Dr. S. Chinam Reddy
Director NITHIM

Sri Pampati Nagesh
Chairman TDA (AP & TS)

ALSO LIVE ON 



Karnataka Chapter



Karnataka Chapter held few virtual meetings and discussed the issues facing all of us. The Chapter acknowledged the efforts of the national office-bearers for the efforts they put in in ensuring that the refund process was smoothened, with airlines slowly coming forward and offering refunds through the GDS instead of requiring us to raise RAs. The LCCs were convinced to refund monies into agent accounts rather than holding them in credit shells and airlines which commenced operations were convinced to permit agents to book tickets on the GDS. The national office-bearers worked tirelessly to convince the government to support the industry with fiscal relief and packages. Sadly this did not happen as the government has not announced any sector specific package for the travel industry.

CONSIDERING THE SCENARIO, THERE WERE NOT TOO MANY ACTIVITIES.

Apart from these specific activities:

- Invited to be a part of various meetings, virtual and in person at the Karnataka State Tourism Department with department officials as well the Minister of Tourism to work on strategies for the opening up of tourism activities in the state.
- The Karnataka Chapter team was also invited to submit suggestions on Standard Operating Protocols for re-starting agency offices which was duly submitted on behalf of TAAI to India Toursim, Bangalore office.
- Amish Desai, Chairman, Karnataka Chapter was also invited by Ministry of Tourism to be a panelist and presenter on a live webinar on Golf Tourism organised by them under the Dekho Apna Desh series.

- Desai was also invited as a panellist on a webinar organised by Mount Carmel College on the occasion of World Tourism Day as well as a panellist at the PATA India Christ University Student Chapter Conclave

- There have also been some hotel inspections, which have been completed by the 3 Karnataka Chapter office-bearers.

- The Chapter has held 5 meetings during the course of the year.

"I would like to thank my fellow office-bearers, Hon Secretary, Niranjana S Bhargava and Hon Treasurer, S V Chidambaresh for their active support throughout the year. I would like to also thank Bettaiah Lokesh, Hon Secretary General, TAAI for his guidance and advise in effectively running the functions of the Chapter. It is also important that I place on record my appreciation of the national office-bearers and Managing Committee, who have been a great source of encouragement and support. Finally to the members of our Chapter, sincere thanks to all of you from my fellow office bearers and me for the support extended to us through this year!" Desai added.

Undoubtedly, 2020 has been the worst of time for the travel industry. "We have weathered many storms before – be it 9/11 or the financial crisis of 2008, Ebola and SARS – but none of them has affected our industry the way Covid-19 has and the worrying aspect is that we cannot foresee the end of this for some time to come. But then this is not the end of the world! Just like we bounced back from each of the events I spoke about, we shall come back – stronger and more determined and most importantly we shall come back together!!" Desai added. ▲

Kerala Chapter

TAAI KERALA SUPPORTS "WONDERS OF KERALA" EVENT

TAAI Kerala chapter participated in the "Wonders of Kerala" event, which is a bicycle tour of Kerala by two girls, Parvathy Das and Meera Rajan. TAAI Kerala Chapter's Chairman and Secretary, flagged off the rally at Cherai Beach on 13th December, in the presence of many sports enthusiasts.

The rally, which was a small idea at the beginning grew into a large event, when all the tourism stakeholders collaborated to make the event as a successful Kerala tourism promotion, with the theme of women traveller safety and Covid protocol adherence by hotels in the state.

Hotels were happy to provide accommodation, hospital came forward with medical support, and local sports associations & tourism departments provided the logistics.

Finally, the event was a successful 1200 kilometers bicycle tour of the state, covering 17 destinations including beaches, backwaters, high ranges, and tropical forests, among others.

Parvathy and Meera are 22 and 24 years old respectively, who have completed their college studies and wanted to get out of the Covid boredom. After completing half the journey, Meera said, "We are sad that this is coming to an end in a few days. We wish this journey could go on for ever and we enjoy it so much". They are now planning to cover other states in India.

The entire event was video graphed by a professional cinema photographer for release in multimedia and to be used by travel agents and tour operators to promote Kerala. ▲



Goa Chapter

A meeting was held by the Consul General of the Republic of Indonesia, Mumbai with TAAI, Goa Chapter officials on September 12, 2020 in Panaji, Goa.

TAAI was also the co-host, along with Directorate of Tourism Goa, SKAL, Travel & Tourism Association Goa, in organising Tourism revival motorcycle rally which was held in October. Some of the members also participated in the same and it was a major success. ▲



TAAI, Goa Chapter officials along with The Consul General of the Republic of Indonesia, Mumbai had a discussion on promoting tourism between the two countries at Panaji, Goa, on 12th September.

TAAI was the co-host of the Tourism Revival Motorcycle Rally, along with the Directorate of Tourism Goa, SKAL, Travel & Tourism Association Goa. The rally was held in October. Some of the TAAI members also participated in the Tourism Revival Motorcycle Rally.



Nagpur Chapter

TAAI Nagpur Chapter office-bearers along with MC Member Gurmeet Vij and former Secretary-General Harmandeep Anand attended the meeting with Brijeshji Dixit, Managing Director of Maha Metro Rail Corporation.

At the meeting, Kishor Nathani, Principal Advisor of Urban Mass Transit Co Ltd, Gurgaon shared a presentation on "Maha Metro Roadmap for Broad Gauge (BG) Metro Line" and

interacted with members.

It was first Joint initiative of TAAI with VIA (Vidharbha Industry Association). The meeting was successful as Maha Metro offered business opportunities as an investment partner with fixed income to travel fraternity, said Rajesh Agrawal TAAI Nagpur Chairman and VIA Member. ▲



TAAI Nagpur Chapter's Annual General Meeting 2020 held on 31st October.



Pune Chapter

Pune Chapter team led by Chairman Bahram Zadeh and MC Member Mehboob Shaikh along with few members felicitated the Vocal for Local Expedition as they were enroute to Mumbai.



Discussions for a New Tomorrow

AN ENLIGHTENING VIRTUAL SUMMIT
To Reflect The Preparedness Of MICE Sector To Bounce Back

exhibition SHOWCASE **Incredible India**

PANEL DISCUSSION

The Future Of Business Tourism - Evolution Of Business Travel In The New Normal

INTERNATIONAL M.I.C.E. SHOWCASE 2.0
 September 11-12, 2020

 VINOD ZUTSHI Ex. Secretary Ministry of Tourism Government of India	 JYOTI MAYAL President TAAI	 RIAZ MUNSHI President CITAAI	 SANJEEV JOSHI President SITE India
 JATINDER SINGH TANUJA Vice Chairman PATA India Chapter	 PP KHANNA President ADTOI	 NITIN SACHDEVA Co-Chair Meetings Mean Business India	 RAGHAV KHOSLA Group Editor Exhibition Showcase MICE Showcase Association Buz

Moderator

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Jyoti Mayal, President, TAAI, participated in a unique virtual summit named, International MICE Showcase 2.0 which was held on September 11 and 12, 2020. The 2 days virtual summit connected more than 1500 industry leaders and professionals from all around the world and gave them an opportunity to re-kindle business.

WELCOME TO THE INAUGURATION CEREMONY OF SOUTH ASIA'S FIRST VIRTUAL TRAVEL EXHIBITION

 MR. JEEVRAJ SINGH PATEL Minister for Tourism (S-C), India	 MR. MANSURKH MANDAVIRA Minister for Shipping (S-C), India	 MR. ADHALLA WALSOOKEN Minister for Tourism, Maldives	 MR. HARRIS THEOHARIS Minister for Tourism, Greece
 MR. MP BHATTACHARYA Secretary General, SATI	 MR. MANICK SANKAR Chairman, SATI	 MS. JYOTI MAYAL Vice Chairman, SATI	 MR. SUBHASH GOYAL Vice Secretary, SATI

DATE: 5th October, 2020 | TIME: 11:00 am

Jyoti Mayal, President, TAAI & Vice Chairman, FAITH, was invited for the inauguration ceremony of the virtual travel exhibition, SATTE GenX 2020. Mayal was also one of the eminent panellists of the event. SATTE GenX - Virtual Travel Exhibition was held from 5th to 6th Oct 2020.

SATTE TRAVEL INSIGHT
 TRAVEL & TOURISM PODCAST SERIES

MS. JYOTI MAYAL, PRESIDENT TRAVEL AGENTS ASSOCIATION OF INDIA



Embassy of the S.R. of Viet Nam in New Delhi
INDO-VIETNAM BUSINESS FORUM 2020
PROSPECTS FOR POST-COVID TOURISM BETWEEN VIET NAM & INDIA

Chaired by

H.E. (Mr.) Pham Sanh Chau
 Ambassador of the S. R. of Viet Nam to India

MRS. JYOTI MAYAL
 President
 Travel Agents Association of India

MR. RAJESH KUMAR
 President
 Outbound Tour Operators Association of India

DR. KAUENSHI KUMAR
 Secretary General (Founder)
 Association of Buddhist Tour Operators

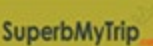
Co-Organisers


MODERATOR

MR. ANURAG HOOPER
 Founder Editor
 The Policy Times

Date: Thursday, 17th Sept 2020
Times: 12:30pm - 3:00pm (IST)
2:00pm - 4:30pm (Viet Nam Time)
Platform: Zoom Video Conference

RSVP
Ankita - 7801508476, Shadab - 9890906088
Son Hoang My Dung - 9319056379
 sonhoangdung@gmail.com, thepolicytimes@gmail.com

Supporting Partners
 

Embassy of the Socialist Republic of Vietnam, New Delhi, and The Policy Times had recently organised a webinar on Indo-Vietnam Business Forum 2020 to discuss the prospects for Post COVID Tourism between Vietnam and India. Jyoti Mayal, President, TAAI, was one of the eminent panellists of the webinar. H.E. (Mr.) Pham Sanh Chau, Ambassador of the Socialist Republic of Vietnam to India chaired the webinar in the presence of Vietnamese relevant Ministry and industry representatives. Mayal emphasized on cooperation and collaboration between both the countries to establish correct SOPs for promoting travel and tourism. The webinar was held on September 17, 2020.



A FIRST GLIMPSE AT THE LIFE EXPO 2020 SPEAKERS LINE UP

 Mrs. Kinari Fernando Chairwoman, Sri Lanka Tourism	 Ankur Nigam MD, Nigam Group, Co-Founder TBO Group
 Phil Chung CEO, Kinari Consulting Management Pvt Ltd MICE, India Operating Company	 Matthew Trill Bear Founder, MICE Consulting Group, UK
 Rajesh Kulkarni President & Country Head MICE, Leisure Holidays & Visa Thomas Cook India	 Ms. Jyoti Mayal President, TAAI
 Dr. Manoj Virendra CEO, ANIVIRAS	 Ms. Shruuti Varma Executive Psychologist
 Naveen Nuth President, Nuth and Director, Annapurna by Naveen Nuth	 Ajay Seth CEO, Odisha World
 Mark Cochrane UK Regional Manager Asia Pacific	 Mr. S. Balasubramanian President, IAT Executive Director & Joint Operating Officer - IATRA & IATL
 Gurmeet Singh Kular President, F&T Lifestyle of India	 Mr. Vachirachai Srisumpan President, Tourism Authority of Thailand New Delhi Office
	 Paul Colston Managing Editor Exhibition World NAMA MEDIA GROUP, UK

Media partners
 **27 TO 29 AUGUST 2020**
  

Jyoti Mayal, President, TAAI, participated in Travel O Manthan & Life Expo 2020, a virtual exhibition & conference, which was held from 27 August to 29 August. This Virtual Exhibition cum Conference on was focused on sectors such as, Travel & Tourism, Exhibition & MICE, Wellness, Ayurveda, Health & Lifestyle, Association Pavilion.



Mr. Vachirachai Srisumpan
 Director,
 Tourism Authority of Thailand
 New Delhi Office

Ms. Jyoti Mayal
 President, TAAI

Rajesh Kulkarni
 President & Country Head
 MICE, Leisure Holidays & Visa
 Thomas Cook India

Ajay Seth
 CEO, Odisha World

Ankur Nigam
 MD, Nigam Group,
 Co-Founder TBO Group

TRAVEL O MANTHAN

TOPIC
REBUILD CONFIDENCE
RESILIENCE
RESTART TRAVEL

MEDIA PARTNERS
   

27 AUG 2020 Time 16:00HRS-17:00HRS

Jyoti Mayal, President, TAAI recently participated in a webinar named 'Travel O Manthan' on 27th August. While speaking about the steps to rebuild confidence among travellers, Mayal said, "The entire industry is looking for interaction. It's a very difficult situation. People are struggling emotionally and frustrated sitting at home. Motivating them is the first thing we can do. It is very important that we should be confident in travelling. If I am confident enough to step out of the house, then we can inculcate the same confidence into others."

World Tourism Day Celebration

Rajan Seghal, MC Member, represented TAAI and invited as guest of Honor /panelist/ keynote speaker for various events held on the occasion of World Tourism Day.



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PRCI Bangalore Chapter cordially invites you to the **INTERNATIONAL WEBINAR**

TOPIC :
**A TRAVEL TALK ON
TOMORROW'S DESTINATION**



27th Sept. 2020
Sunday, 9.00 PM to 9.45 PM IST



Chief Guest:
Mr. Kumar Pushkar, IFS
Managing Director,
Karnataka State Tourism Development Corporation,
Govt. of Karnataka.

Join Zoom Meeting :
Meeting ID : 890 0566 9584
Passcode: 12345

Join Facebook Live:
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groups/1422325901358626/](https://www.facebook.com/groups/1422325901358626/)
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REGISTER NOW > Registration link : <https://forms.gle/FuvvoUD3zW6HfCoAA>



World is Reopening. Let's listen...

TOP - NOTCH TRAVEL TALKERS

	<p>Mr. Rajan Sehgal Chairman, Skill & Education - Travel Agents Association of India President, India Golf Tourism Association Chairman, PRCI, Delhi</p>
	<p>Dr. Devika Menon Director, Princy World Travels Pvt. Ltd, Kerala.</p> <p>Topic : Eco Tourism: Changing the Narrative from 'Marketing Destinations' to 'Hosting the Hosts'</p>
	<p>Mr. Nagaraj Venkatesan Avid Traveller, Microsoft, Singapore</p> <p>Topic : The Digital Tourism Landscape</p>
	<p>Mr. Nirmal D Silva Managing Director, Destination Sri Lanka</p> <p>Topic : Hospitality & Tourism Trends Post the Pandemic</p>
	<p>Mr. Dil Bahadur Karki Managing Director, Nepal Memorable Tours Pvt. Ltd.</p> <p>Topic : Global Perspective: Shaping the Tourism of Tomorrow</p>
	<p>Mr. Ankan Ganguli Executive Director, My Tirth India</p> <p>Topic : Religious and Spiritual Tourism - A Future Oriented Approach</p>
	<p>Ms. Lakshmi Sharath Travel Blogger and Writer,</p> <p>Topic : COVID 19: What It Means for Travel PR & Communications</p>



RSVP : 98444 44108

<p>Dr. T. Vinay Kumar National President, PRCI</p>	<p>Mr. Jayaprakash Rao Chairman, South Zone, PRCI</p>	<p>Dr. Latha T.S, Chairperson, Bangalore, PRCI</p>
<p>Mr. Nikhil Kumar Moderator</p>	<p>Mr. Saurabh Jayaram Mr. Ruthuparna Sharma Technical Support</p>	

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WEBINAR ON
TOURISM & RURAL DEVELOPMENT
THEME OF
WORLD TOURISM DAY 2020
Semptember 27, 2020 | 11:30 AM (IST)
EMINENT SPEAKERS


Prof. Sukant Mishra
Hon. Vice Vice-Chancellor
Makaut, WB


Mr. Nishankh Sircarsarkar
President, IAT,
Kolkata


Dr. Subarna Bose
Founder of Employment Group,
Kolkata & WB


Mr. Rajan Ingole
Chairman IAT & Secretaries, TAT
Association, India & Gulf Tourism Association


Dr. Debajit Ghosal, IAT
Associate Prof. and Head, Dept. of
Tourism and Hospitality
The University of Burdwan


Mr. Farhad Masood
Managing Director & CEO at
Global Hotels & Resorts, Chennai
Regulating Industries Pvt Ltd,
Thiruvananthapuram, Kerala


Mr. J. P. Singh
Head- High School & Tourism
Head- High School & Tourism
Director, Ministry of Tourism,
Govt. of India


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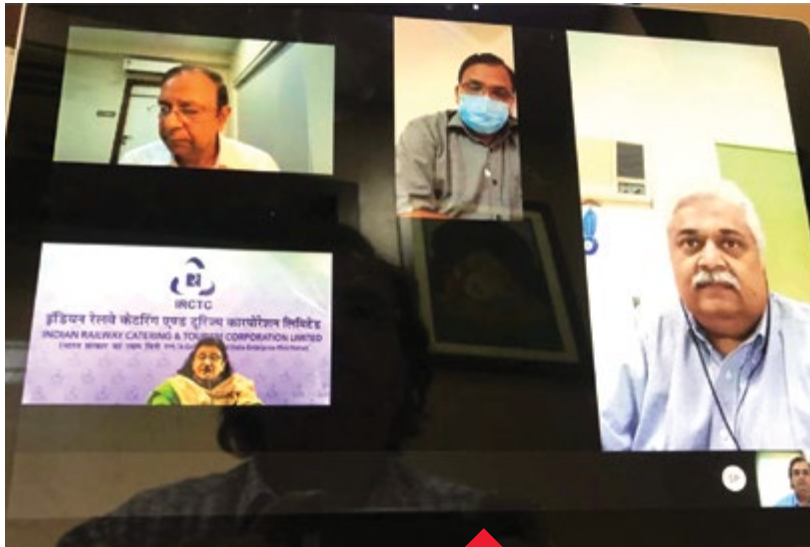
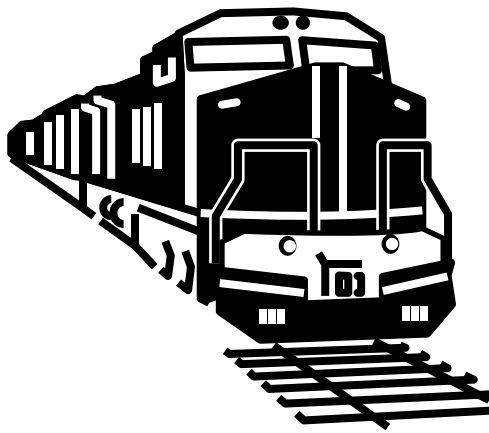

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एवं याता प्रयास
संस्थान

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INDIAN INSTITUTE OF
TOURISM AND TRAVEL
MANAGEMENT

100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 227, 228, 229, 230, 231, 232, 233, 234, 235, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 246, 247, 248, 249, 250, 251, 252, 253, 254, 255, 256, 257, 258, 259, 260, 261, 262, 263, 264, 265, 266, 267, 268, 269, 270, 271, 272, 273, 274, 275, 276, 277, 278, 279, 280, 281, 282, 283, 284, 285, 286, 287, 288, 289, 290, 291, 292, 293, 294, 295, 296, 297, 298, 299, 300, 301, 302, 303, 304, 305, 306, 307, 308, 309, 310, 311, 312, 313, 314, 315, 316, 317, 318, 319, 320, 321, 322, 323, 324, 325, 326, 327, 328, 329, 330, 331, 332, 333, 334, 335, 336, 337, 338, 339, 340, 341, 342, 343, 344, 345, 346, 347, 348, 349, 350, 351, 352, 353, 354, 355, 356, 357, 358, 359, 360, 361, 362, 363, 364, 365, 366, 367, 368, 369, 370, 371, 372, 373, 374, 375, 376, 377, 378, 379, 380, 381, 382, 383, 384, 385, 386, 387, 388, 389, 390, 391, 392, 393, 394, 395, 396, 397, 398, 399, 400, 401, 402, 403, 404, 405, 406, 407, 408, 409, 410, 411, 412, 413, 414, 415, 416, 417, 418, 419, 420, 421, 422, 423, 424, 425, 426, 427, 428, 429, 430, 431, 432, 433, 434, 435, 436, 437, 438, 439, 440, 441, 442, 443, 444, 445, 446, 447, 448, 449, 450, 451, 452, 453, 454, 455, 456, 457, 458, 459, 460, 461, 462, 463, 464, 465, 466, 467, 468, 469, 470, 471, 472, 473, 474, 475, 476, 477, 478, 479, 480, 481, 482, 483, 484, 485, 486, 487, 488, 489, 490, 491, 492, 493, 494, 495, 496, 497, 498, 499, 500, 501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 511, 512, 513, 514, 515, 516, 517, 518, 519, 520, 521, 522, 523, 524, 525, 526, 527, 528, 529, 530, 531, 532, 533, 534, 535, 536, 537, 538, 539, 540, 541, 542, 543, 544, 545, 546, 547, 548, 549, 550, 551, 552, 553, 554, 555, 556, 557, 558, 559, 560, 561, 562, 563, 564, 565, 566, 567, 568, 569, 570, 571, 572, 573, 574, 575, 576, 577, 578, 579, 580, 581, 582, 583, 584, 585, 586, 587, 588, 589, 590, 591, 592, 593, 594, 595, 596, 597, 598, 599, 600, 601, 602, 603, 604, 605, 606, 607, 608, 609, 610, 611, 612, 613, 614, 615, 616, 617, 618, 619, 620, 621, 622, 623, 624, 625, 626, 627, 628, 629, 630, 631, 632, 633, 634, 635, 636, 637, 638, 639, 640, 641, 642, 643, 644, 645, 646, 647, 648, 649, 650, 651, 652, 653, 654, 655, 656, 657, 658, 659, 660, 661, 662, 663, 664, 665, 666, 667, 668, 669, 670, 671, 672, 673, 674, 675, 676, 677, 678, 679, 680, 681, 682, 683, 684, 685, 686, 687, 688, 689, 690, 691, 692, 693, 694, 695, 696, 697, 698, 699, 700, 701, 702, 703, 704, 705, 706, 707, 708, 709, 710, 711, 712, 713, 714, 715, 716, 717, 718, 719, 720, 721, 722, 723, 724, 725, 726, 727, 728, 729, 730, 731, 732, 733, 734, 735, 736, 737, 738, 739, 740, 741, 742, 743, 744, 745, 746, 747, 748, 749, 750, 751, 752, 753, 754, 755, 756, 757, 758, 759, 760, 761, 762, 763, 764, 765, 766, 767, 768, 769, 770, 771, 772, 773, 774, 775, 776, 777, 778, 779, 780, 781, 782, 783, 784, 785, 786, 787, 788, 789, 790, 791, 792, 793, 794, 795, 796, 797, 798, 799, 800, 801, 802, 803, 804, 805, 806, 807, 808, 809, 810, 811, 812, 813, 814, 815, 816, 817, 818, 819, 820, 821, 822, 823, 824, 825, 826, 827, 828, 829, 830, 831, 832, 833, 834, 835, 836, 837, 838, 839, 840, 841, 842, 843, 844, 845, 846, 847, 848, 849, 850, 851, 852, 853, 854, 855, 856, 857, 858, 859, 860, 861, 862, 863, 864, 865, 866, 867, 868, 869, 870, 871, 87

The Way Forward for Rail Tourism



IRCTC and TAAI had an exclusive interactive meeting to discuss the way forward on promoting Rail Tourism through member travel agents. Educational Training programs for the travel agents regarding Rail Tourism are going to commence soon. Rajni Hasija (Director) and her team represented IRCTC at the meeting. Jyoti Mayal, President, TAAI, Jay Bhatia, Vice President, TAAI; Shreeram Patel, Hon. Treasurer, TAAI along with other members of the association also participated in the meeting.



Jyoti Mayal, President, TAAI has participated in a webinar named, 'Perspectives from Tour and Travel Operators' organised by CME. Mayal started with a background on how Covid-19 has affected people and the industry across the globe. She focused on the need for accurate, up-to-date, and reliable information. She also mentioned that there is a requirement to relieve the anxiety of the consumers by ensuring the development of robust frameworks, prioritising the safety and hygiene of the travellers.

Getting Actively Involved with Promotions



The Ministry of Tourism, Government of India recently organised Swachhata Pakhwada. This year due to the unprecedented situation, the awareness program on Swachh Bharat Mission was conducted virtually through webinars. India tourism Delhi organised an interactive session on 16th September and invited representatives from travel trade, and hotels to discuss various initiatives and suggestions to make this mission successful. Jay Bhatia, Vice President of TAAI represented the association as one of the panelists.





DUTCH UNCLES

Ms. Jyoti Mayal
President of Travel Agents Association of India,
Chairperson of Tourism and Hospitality Skill Council
under the aegis of National Skill Development Corporation

Let's Discuss:
Survival and Revival of
The Travel and Hospitality Industry Amid the Pandemic

Rise Again
A series hosted by Dutch Uncles

f LIVE

2 DEC
Wednesday

1 PM

Jyoti Mayal, President, TAAI, recently hosted a Facebook Live session, named, "Survival & Revival of The Travel and Hospitality Industry Amid The Pandemic", on 2nd December. During the session, she shared her insightful observations and first-hand experience about the transformation of the Indian Travel & Hospitality Industry during the new normal.

Rajan Sehgal, Chairman, Skill & Education- Travel Agents Association of India was amongst the eminent panellists in the webinar, 'Trends in Future Jobs, Skill development & Training in Travel, Tourism & Hospitality', which was hosted by FICCI on 25th November.

Speaking at the webinar, Rajan Sehgal, Chairman, Skill & Education-Travel Agents Association of India, said, "Professional courses must be designed in such a way that it provides immediate job opportunity for students."



Trends in Future Jobs, Skill Development & Training in Travel, Tourism & Hospitality

25 November 2020 | 5.30 PM - 7.00 PM

FICCI

Chief Guest

Smt. Rupinder Brar
Additional Director General
Ministry of Tourism
Government of India

Panelists

Mr. Ashish Kumar
Co-Chairman
FICCI Travel Technology Committee

Mr. Dilip Cheno
Secretary General, FICCI

Mr. Rajan Sehgal
Chairman, Skill & Education-
Travel Agents Association of India
(TAAI) & Co-Founder Passionate

Mr. Riaz Munshi
Managing Director
N Ching Travels & President
Outbound Tour Operators
Association of India

Dr. Pawan Gupta
Nodal Officer, ITTBT, MOHR

Mr. Rajan Bahadur
CEO, Tourism &
Hospitality Skill Council

Chef Rajeev Goyal
Founder, India Food Tour &
President India Food Tourism
Organisation

Chef Kunal Kapur
Celebrity Chef

Mr. Karan Jain
Co-Founder, Revo

Mr. Yuvraj Srivastava
Group Chief Human Resource Officer
MakeMyTrip

Moderated by:
Mr. Kartik Sharma
Co-Founder, Oodis AI

Contact: Anirban Chatterjee; **Whatsapp:** 9873578778; **Email:** anirban.chatterjee@ficci.com

Registration link:
<https://webinar.ficci.com/futurejobs/index.php>

TAAI webinar: An overview

The last quarter has been an active one for the international travel community. With borders gradually opening, countries around the world starting to accept tourists and students, the future of travel has definitely started to show some promise. As world leaders in visa processing, we wanted to keep you apprised of the re-openings of Visa Application Centres and other efforts currently being taken in accordance with the rules set by our client governments. Below is a consolidation of all the important updates since June 2020.

Over the last few weeks, VFS Global's Visa Application Centres (VACs) resumed operations, with a few countries opening up the application process for limited categories. Since then, visa applications for around 25 countries have resumed at select Centres across India.

Information in the below table is as of 15 September 2020. As this information is fluid and being updated regularly, please visit the country-specific website on www.vfsglobal.com for the most current information pertaining to the city of application.

VISA APPLICATION PROCESSES FOR STUDENTS

While student visa applications have reopened for most countries, applications may be accepted only on some of the cities mentioned above. Customers are advised to check if applications for this category are being accepted in their city by visiting www.vfsglobal.com.

To aid students who have already started their foreign education or will be starting soon, but have not been able to reach their schools yet, UK has recently introduced flexibility in their student visa rules. These updated rules allow students to apply for visas when they are able to travel to the UK, rather than at the start of their studies, as was the mandate earlier. Additionally, students completing their courses online will still be eligible to apply for the Graduate Route, provided they are in the UK by 06 April 2021. View the press release on this here.

HEALTH AND SAFETY PRECAUTIONS AT THE CENTRES

As an extra layer of caution to ensure the health and safety of customers and employees alike, VFS Global has established standardised protective measures to be followed across centres, including physical distancing and sanitisation, body temperature checks, use of masks and sanitizers, disinfecting high-contact surfaces, etc. Customers exhibiting COVID-19 symptoms, including high fever, cough and difficulty in breathing will not be



permitted to enter the centre.

APPOINTMENT BOOKING SERVICE FOR COVID-19 TESTING

Anticipating customer needs further, VFS Global introduced online booking of COVID-testing facilities at the beginning of September. Being ahead of the curve with their operational excellence, the company has ensured the utmost comfort to customers by allowing them to avail this facility at their doorstep as well. This service has been rolled out in Mumbai, Delhi, Bengaluru, Hyderabad, Kolkata, Ahmedabad, Chandigarh, Jalandhar, Chennai, Pune and Kochi.

THE VISA AT YOUR DOORSTEP SERVICE

Once services resume, customers who wish to avoid visiting public places can also use our optional services, such as the highly popular Visa At Your Doorstep service for application submission. With this service, trained VFS Global staff will visit the customer's location of choice (home, office, etc.)

to complete the visa application submission process and/or biometric enrolment if needed, while maintaining necessary health precautions.

In India, this service is available for 17 destination countries, and will resume after lockdown subject to approvals from the concerned embassy/consulate. Countries for which Visa At Your Doorstep service is available: Austria, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Iceland, Italy, Latvia, Lithuania, Luxembourg, Portugal, Slovakia, Switzerland, and the United Kingdom. For details, check www.vfsglobal.com or reach out to your trusted travel agent.

Special incentives are available for travel partners using the Visa At Your Doorstep service. For details, contact your local VFS Global representative.

Regular service customers can also opt for the courier service to get their passports back, for visa services that have re-opened. ▲

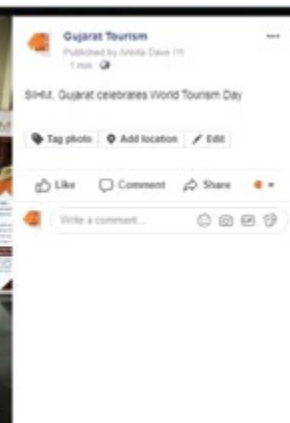
KNOWLEDGE SESSION BY VFS & TAAI

COUNTRY	VISA CATEGORIES	CITIES	RESTART DATE
France	Category D	Mumbai, Delhi, Cochin, Bangalore, Hyderabad, Kolkata and Chennai	August 2020
USA	Emergency Cases, IW Allocation for Student visa classes, H&L visa classes and all visa classes	All India	August / September 2020
Luxembourg	Category D	New Delhi, Chennai, Hyderabad, Bangalore, Kochi, Kolkata	August 2020
Latvia	Category D	New Delhi, Kochi, Bangalore, Hyderabad, Chennai	August 2020
Ukraine	Business Visa, Family Reunion with Ukrainian citizen, Student Visa	New Delhi	August 2020
The Netherlands	Category D	New Delhi, Kolkata, Chennai, Hyderabad	August 2020
Germany	Category C and D Visa after approval of submission and prolonging of Visa	New Delhi, Chennai, Hyderabad, Kochi, Bangalore, Mumbai, Kolkata	July / August 2020
Belgium	Category D	New Delhi, Mumbai, Kochi, Bangalore, Kolkata, Chennai, Hyderabad	July / August 2020
Croatia	Category D	New Delhi, Chennai, Hyderabad, Bangalore, Kolkata	July / August 2020
Estonia	Category C&D		July / August 2020
Austria	Category D		July / August 2020
Lithuania			July / August 2020
Poland			New Delhi, Mumbai
Belarus	All Visa categories except Tourism	New Delhi	July 2020
Switzerland	Category D	New Delhi, Mumbai, Chennai, Hyderabad, Bangalore, Kochi, Kolkata	July 2020
Portugal	E6 for holders of expired Portuguese residence card, D6 for holders of expired Family Reunification D6 visas, Category D	New Delhi, Chennai, Hyderabad, Bangalore, Kolkata	June – August 2020
South Korea	Long term applications only	New Delhi	June 2020
Dominican Republic	All visa categories	New Delhi	June 2020
UAE - DVPC	All visa categories (online); 30-day and 90-day tourist visas (in-VAC)	Online and in Hyderabad, Chennai, Bangalore and Cochin	June 2020
Turkey	All visa categories	New Delhi, Mumbai, Hyderabad	June 2020
United Kingdom	All visa categories/passport collection	Mumbai, Pune, Ahmedabad, Bangalore, Chennai, Cochin, Hyderabad, New Delhi, Jalandhar, Chandigarh, Kolkata	July 2020
Ireland	Student, long-stay categories		July 2020
Italy	Re-Entry Visa, Category D	New Delhi, Mumbai, Chennai, Hyderabad, Kochi, Bangalore, Kolkata	July 2020
Denmark	Residence permit, Employment, Dependent, Approval cases, Category D	New Delhi, Chennai, Hyderabad, Bangalore, Kochi, Kolkata	June – July 2020
Norway	Residence permit		June – August 2020

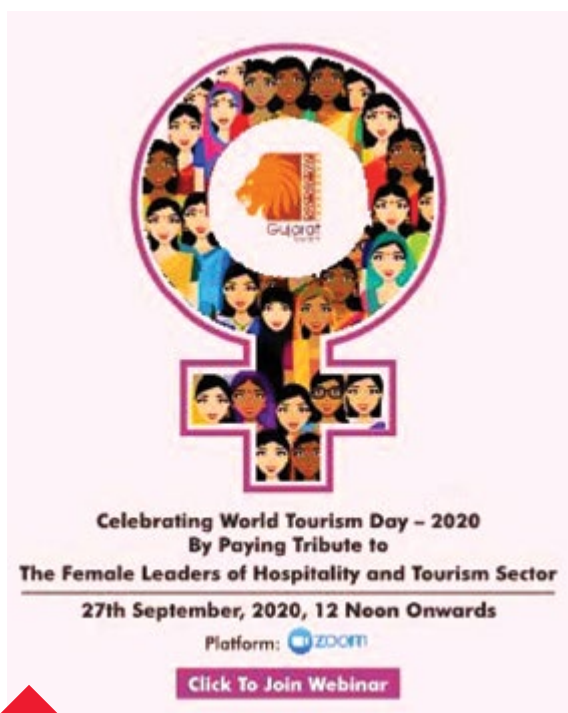
Interactive Meets



THSC (Tourism and Hospitality Skill Council) organised a virtual industry engagement meet on November 11. Jyoti Mayal, President, TAAI, who is also the chairperson of THSC, attended the virtual event. The event witnessed participation from MSDE, Ministry of Tourism, NSDC and industry partners.



Gujarat Tourism & SIHM, celebrated the 2020 edition of World Tourism Day on the theme of "Building Peace & Fostering Knowledge". Jyoti Mayal, President, TAAI, was the keynote speaker at the webinar, held on September 27. The panelists of the event put forth several important issues such as, how tourism can play a role in strengthening friendship among nations, building peace and supporting cross-border cooperation and development. Besides, the event also focused on fostering knowledge about the kind of technology that can play a vital role in tourism sector.



Gujarat Tourism celebrated the World Tourism Day 2020 by paying tribute to the female leaders of the hospitality and tourism sector. Jyoti Mayal, President, TAAI, was one of the eminent speakers of the event, which was held on September 27.



TAAI was one of the partners for WTM Virtual 2020. WTM has always proved to be a premier meeting & networking place for the travel trade / industry professionals every year. The event was held from 9th to 11th November.



A Unified Voice



SAVE THE DATE

INDIA TOURISM VISION DAY
8th October, 2020

Theme 2020 - For Indian tourism to thrive tomorrow, it has to survive and revive today...

A national press conference by the Board & the Presidents of the 10 FAITH Associations with vision statement for their verticals and the road to achieving it.

View live streaming on:

- [Facebook](#) @Faith_India
- [Twitter](#) @TourismFaith
- [YouTube](#) @Faith Tourism

8th October, 2020 Thursday 11Am - 12Pm

Logos of member associations: FHRAI, HAI, IATO, ICPB, IHHA, ITTA, TAFI, TAAI, adtoi, ATOAI, and others.



On the occasion of India Tourism Vision Day, the Federation of Associations in Indian Tourism & Hospitality (FAITH), organised a virtual press conference, on 8th October, where along with TAAI, other associations such as ADTOI, ATOAI, FHRAI, HAI, IATO, ICPB, IHHA, ITTA, and TAFI were also present. Jyoti Mayal, President, TAAI and Vice Chairman, FAITH said, "A key requirement is to make Indian travel agents globally competitive. The recently introduced TCS makes Indian travel agents uncompetitive by 5 – 10% via their global counterparts. This comes on top of the GST which makes our travel agents even more uncompetitive. We are in close

discussions with the ministries and hope that it will be rolled back. A favourable GST regime for travel agents is extremely critical as part of our vision for the future and we are in constant dialogue with aviation and finance ministries to address that. We hope to see a competitive GST regime for our travel agents being rolled out soon."

Mayal mentioned that, "It is the need of the hour that the travel agent fraternity has a strong regulator on the lines of SEBI, TRAI and IRDAI so that our interests are protected. Whether it is the DGCA or a new body, it is important that we have an agency to formulate dedicated mechanisms." ▲





Dr. P Murugesan - Managing Committee Member of TAAI was elected unopposed as Hon. Secretary of Tamil Nadu Travel Mart Society as part of team 2020-2023, at its AGM held on December 3, 2020 at Grand by GRT Days, Chennai. At the AGM 18-member Managing Committee team was elected unopposed to lead the trade marketplace.

Murugesan also participated in the Indonesian Business forum meeting which was presided over by Indonesian Hon. Counsel K.J Kumar at Hyatt Hotel in Chennai.



IMPACT OF TAAI ACTIONS

The travel, tourism and hospitality Industries have been completely quelled by the impact of the COVID-19 pandemic, while the world is still fighting against this destructive virus the industries are now devising strategies to rebuild and re-emerge from the crisis. The recovery process for the travel industry will be convoluted and long-winged.

The combined efforts of TAAI in association with Ministries of Tourism and Civil Aviation, NITI Aayog, airlines and state tourism boards has given some clarity regarding the road ahead. The cancellations of flights during pandemic outbreak had brought all agents to a deadlock. However, deliberations with IATA -BSP opened up a new optimism amongst the agents when the enhanced BSP

version was permitted to the agents using the Basic Version to process for their refunds.

Liaisons with MOCA and airlines added yet another ray of hope when the refunds started slowly rolling in. RBI has already offered the waiver i.e.; Moratorium of interest against repayment on principles for a period of six months and has further requested to extend the facility until 31-03-2021.

The MoT has extended its support by renewing the license of agents. Air India & other Airlines opened up bookings to the agents under the Vande Bharat scheme which gave an opportunity for the agents to revive, and serve their clients once again. ▲

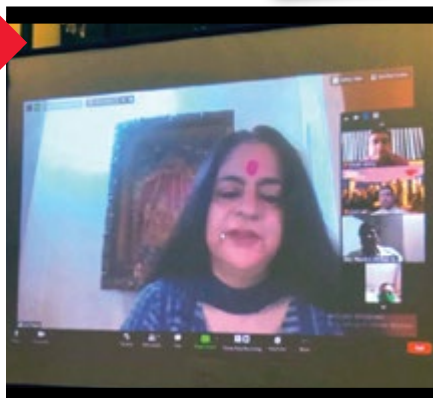
TAAI signs fourth consecutive MOU with **Destination Canada**



The Travel Agents Association of India (TAAI) signed an MOU with Carl Vaz, CEO and Strategy Director for Destination Canada at the hybrid meeting of Eastern Region held in Kolkata.



The MOU entails TAAI conducting a pan-India webinar along with Destination Canada, Canadian High Commission and Air Canada.



Manav Soni, Chairman, Eastern Region, TAAI, signed the MOU with Vaz while the President, Office-Bearers and a couple of MC Members were present over a Zoom call to witness the event.

Maldives Tourism

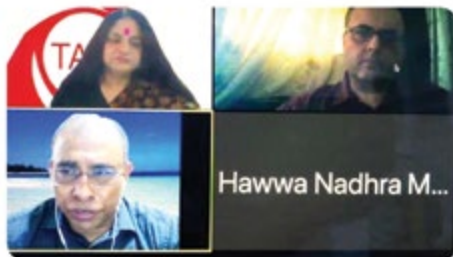
Maldives Tourism



TAAI @TAAI1951 · 44s

@Mausoom_Maus @MoTmv

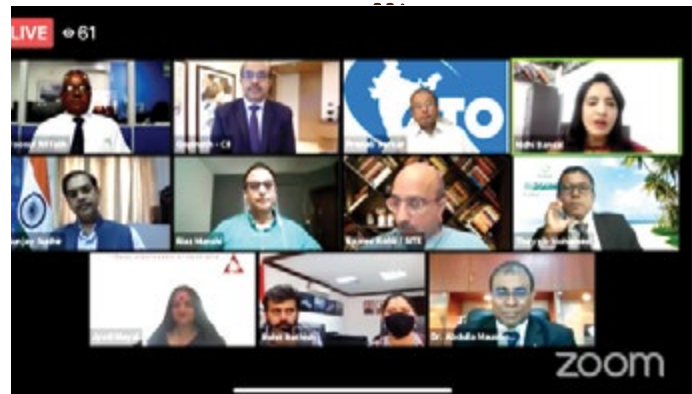
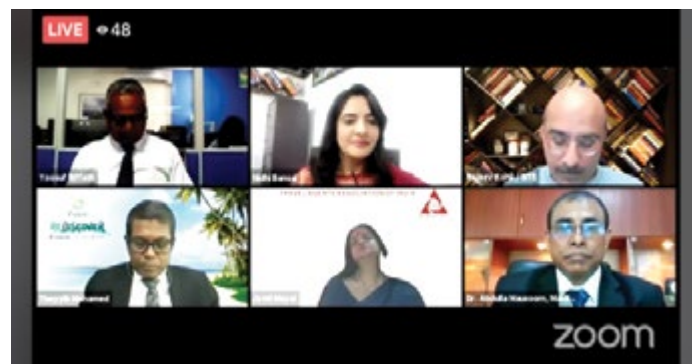
Minister of Tourism, Maldives, had a exclusive meeting with #TAAIPresident @MayalJyoti & #TAAIChairmanTourismCouncil #AnoopKanuga on enhancement bilateral tourism between #India & #Maldives with SOPs & more activities with TAAI.



Jyoti Mayal, President, TAAI and Anoop Kanuga had an interactive zoom meeting on September 5, with the Maldives Tourism Minister, Dr Mausooma and his team to stimulate growth tie ups with TAAI, and discuss about new guidelines and SOPs, for tourists visiting Maldives. "We at TAAI are honoured that our association has been chosen to give its views and suggestions to promote tourism for Maldives. They will be doing a lot more activities with TAAI going forward."



High Commission of India, Male, Maldives recently organised "IND – MDV Travel Connect", an India Maldives Travel Connect program. The program has witnessed good participation from Maldivian and Indian Travel Associations. The program was held on 13th October. Jyoti Mayal, President, TAAI, was invited to the opening session of the program and addressed the audience.



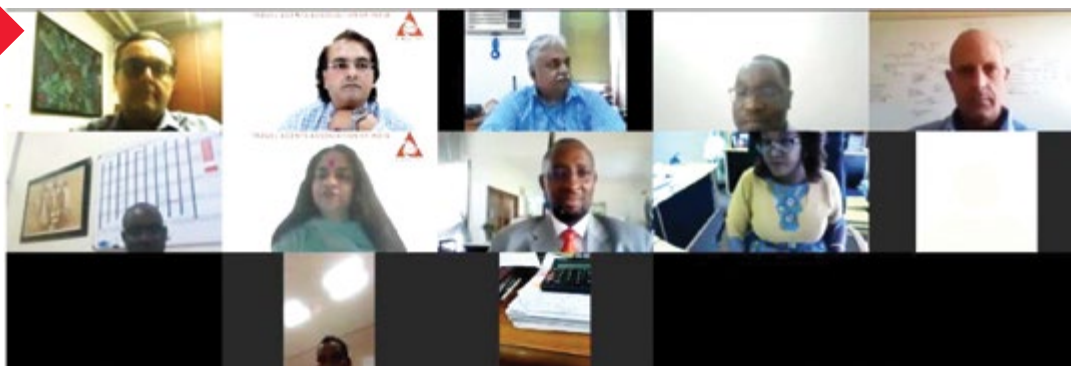
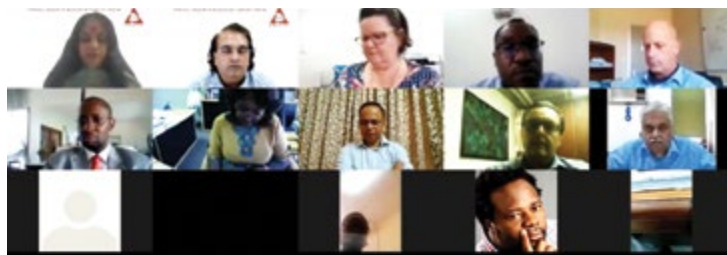
Namibia Tourism



Namibia High Commissioner to India and TAAI had a meeting on 8th September to discuss promotion of bilateral Tourism between the two countries. Team TAAI led by President Jyoti Mayal attended the meeting.

President emphasised on cooperation and collaboration between both the countries to establish correct SOPs to promote travel & tourism.

Namibia High Commissioner HE Gabriel Sinimbo along with the Namibia Tourism Board and 20 stakeholders from Namibia had a meeting on 16th October with the TAAI team to work on a way forward for promoting bi-lateral tourism between the two countries.



Namibia - TAAI Collaboration

Tourism is one of the main economic drivers globally, employing over 12% of the workforce and generates huge foreign exchange. TAAI and its Membership have being one of the oldest and largest supporters for Travel, Tourism & Hospitality, be it Outbound, Inbound or Domestic.

Namibia and India share good bi-lateral ties over decades. Tourism between Namibia and India is at the conception stage. We at TAAI shall assist and ensure that Tourism between Namibia and India grows exponentially over the next 3 years.

With 70 years of experience TAAI and its members have the expertise in tourism promotion.

SIGN a Memorandum of Understanding (MoU)

Namibia Tourism Board Welcomes

Travel Agents Association of India (TAAI)
15 October 2020



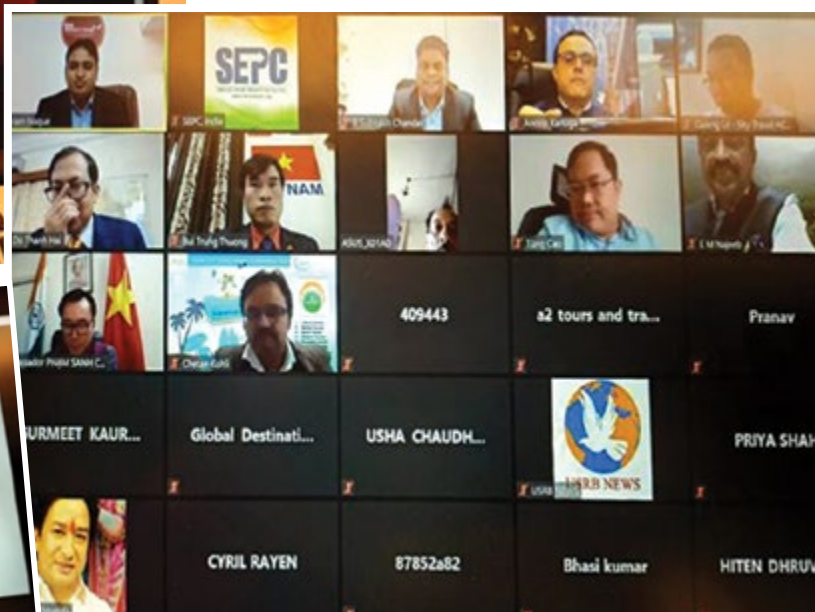
Explore the Namib Desert!



Indo Vietnam Business Forum



Anoop Kanuga, Chairman, Tourism Services Council recently attended the Indo Vietnam Business Forum, which was held on 10th December, 2020. While speaking at the forum, Kanuga urged the travel fraternity to focus on niche markets in Vietnam. He also spoke about Vietnam's culinary tourism and wellness tourism, as these two market segments, could attract many tourists from India.



TAAI in Media

The relentless efforts of TAAI have been showcased in the press across India and globally. Here are some of the glimpses.

Right time to resolve issues in the trade

As a leading travel association of India, TAAI has been instrumental in raising and resolving many important issues of its members, and ensuring the sector has been brought to the notice and attention of the respective authorities. COVID-19 has also become a primary focus for many of our members as they constantly grapple with the way they are being treated in business by international as well as domestic airlines. Recently, the TAAI Managing Committee submitted a proposal to Prime Minister Narendra Modi, Secretary, Ministry of Civil Aviation, seeking the Government's intervention to resolve the sector. The proposal covered several important issues concerning the airlines.

Domestic Airlines The TAAI Managing Committee has been instrumental in raising and resolving many important issues of its members, and ensuring the sector has been brought to the notice and attention of the respective authorities. COVID-19 has also become a primary focus for many of our members as they constantly grapple with the way they are being treated in business by international as well as domestic airlines. Recently, the TAAI Managing Committee submitted a proposal to Prime Minister Narendra Modi, Secretary, Ministry of Civil Aviation, seeking the Government's intervention to resolve the sector. The proposal covered several important issues concerning the airlines.

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In Conversation with...

TAAI President- Ms Jyoti Mayal On The New Normal of Travel Business



The current times of COVID-19 is something the travel business & hospitality industry could have never imagined. This pandemic has hit the industry in the heart of the sector. But the other side, there is something which is still there as a lot of time to recover. We are currently in a negative growth & will be starting our business from ground zero. However, a change is the nature of growth for the first time in the history of the industry.

The only thing which is different is that people have reached the end of their journey & will recover their own business & will start to recover. But the other side, there is something which is still there as a lot of time to recover. We are currently in a negative growth & will be starting our business from ground zero. However, a change is the nature of growth for the first time in the history of the industry.

TRAUTALK

Published from: India • Middle East

Trade condemns LTC cash voucher scheme

Finance minister Nirmala Sitharaman has announced the LTC cash voucher scheme, under which government and private sector employees can use their Leave Travel Concession tax-free benefit for various types of purchases subject to certain conditions. FAITH, however, has denounced the scheme and has expressed disappointment for the Indian travel and tourism industry, saying that LTC funds of government employees will be redirected to buy consumer goods. FAITH claimed that the travel and tourism sector was pinning hopes on the festival season for people to travel.

In a statement, the Federation said, "The Government is redirecting the LTC money of government employees to buy consumer goods would dry up those funds for the



Jyoti Mayal
Vice Chairman, FAITH

travel sector. Additionally, it would also send a vote of no-confidence to the tourism, travel and hospitality industry, which was looking to get back on its feet after 'Unlock.' Additionally, Jyoti Mayal, Vice Chairman, FAITH, has said, "The tourism industry, instead of being bailed out is now being deprived of the LTC fund. Our industry is dying and our employees are losing jobs in every avenue, but the Prime Minister has forgotten our existence, the backbone of India."

BOTT Shots

Business of Travel Trade

TOURISM | MICE | HOSPITALITY | AVIATION | LIFESTYLE

BOTTINDIA.COM

Portugal named 'Europe's leading destination' for fourth consecutive year at WTA

Portugal has once again been voted Europe's leading destination, now four years in a row, by the World Travel Awards. In all, Portugal has won 27 European awards, including Madeira named Europe's Leading Island Destination (fifth time in a row), Algarve named Europe's Leading beach Destination (third consecutive year), and the Azores named Europe's Leading Adventure Tourism Destination. Also, Lisbon was named Europe's Leading Cruise Destination, Porto was named Europe's Leading City Break Destination and Turismo de Lisboa was awarded Europe's Leading City Tourism Board.

jüSta Mukteshwar opens doors for discerning resort and spa lovers

jüSta Hotels and Resorts has expanded its luxury, leisure, and wellness offerings with jüSta Digniti Retreat and Spa, Mukteshwar. The luxury retreat and spa boasts uninterrupted valley views all around and snowcapped Himalayan peaks of Trishul, Panchchuli, and Nanda Devi in one direction. Luxury wellness indulgences at the retreats Ekam Spa and Wellness Centre and spacious 35 cottage style rooms with balconies and an unlimited view complement the resort's alfresco cafe deck, amphitheatre, and lounge for drinks and refreshments witnessing spectacular sunrise and sunsets.

RCI expands its presence in Karnataka, adds a new property to its portfolio

RCI has expanded its presence in Karnataka through an affiliation with Danta Estate, Madikeri. The property is surrounded by nature and offers its guests contemporary accommodation with 14 spacious and tastefully designed rooms with large balconies that open up to the scenic beauty of the place. Situated in Kodag district, The Danta Estate, Madikeri is 300 km from Bangalore and 150 km from Mysore making it a perfect weekend getaway for travelers wanting to steer away from the daily rigors of the city. The resort offers a multi-cuisine restaurant and bar, swimming pool and a gymnasium and spa for guests to relax. Commenting on the partnership, Rishi Verma, Head of India Subcontinent, RCI India shared, "We have strategically partnered with Danta Estate, Madikeri to help our members create memories in a home away from their home."

#FirstOpinion



Jyoti Mayal,
President, TAAI and Vice Chairman, FAITH

"We at TAAI have written and requested the Minister of Civil Aviation as well as the Tourism Minister to open Tourist Visa for foreigners to visit India, while making RT-PCR tests mandatory upon their arrival at the airports. Many travellers across the globe have commenced travelling and opening up India for tourism will not only boost the travel trade sector but will also help in strengthening the economy."

TRAUTALK

Published from: India • Middle East

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www.thetraveltouchindia.com

Travel Trade Reporter

The Voice of Chandigarh

PHOTOGRAPHY/STYLING: GURJIT KOUR, PICTURES BY RAJ KOTWARI/STUDIO RAJ

TAAI RECOMMENDS GOI TO MAKE RTPCR TESTING MANDATORY FOR SAFE TRAVEL

The Voice of Chandigarh | Travel Trade Reporter




TAAI has been continuously recommending to the government, MOT and specially MOCA to make RTPCR testing mandatory for all departures & arrivals at the airports for international travel to generate and motivate safe travel. This regulation would be the first step to remove quarantine.

"We are happy to know that MoCA has heard our request and recommended the same to Ministry of Health", says Joyti Mayal, President TAAI.

We are also requesting MOCA to make these tests free at the airports to stimulate growth in travel.

TAAI looks forward to working with MOT & MOCA to bring more ease in travel for its members and travellers, and to be able to generate tourism & build a stronger economy.

भारतीय पर्यटन के विकास की पहल

कोलकाता. फेडरेशन ऑफ एग्जोसिएशंस इन इंडियन टूरिजम एंड हॉस्पिटैलिटी (एफआईएच) की ओर से आठ अनुस्वर को इंडिया टूरिज्म विजन डे आयोजित हुआ. संगठन से बताया गया कि भारतीय पर्यटन को बढ़ावा देने के लिए विभिन्न कदम उठाये जा रहे हैं. यह जानकारी एक राष्ट्रीय प्रेसवार्ता में दी गयी. संगठन के चेयरमैन नकुल आनंद ने कोविड-19 महामारी के मद्देनजर हॉस्पिटैलिटी व यात्रा उद्योग की चुनौतियों का जिक्र किया. वर्ष 2013 में एफआईएचएच को स्थापना हुई थी. भारतीय पर्यटन तब वर्ल्ड इकोनॉमिक फोरम टूरिज्म कंपोर्टिबेनेस में 68वें स्थान पर था. 2019 में भारत 34वें स्थान पर आ गया. यह बड़ी छलांग है, लेकिन उद्योग को और आगे जाना है. पहला लक्ष्य भारत को वैश्विक पर्यटन प्रतिस्पर्धी में आकर 20 स्थानों के भीतर लाना है. भारतीय जोड़ीषी का नौ से 19 पैसेव डी हिस्सा पर्यटन पर निर्भर है. उम्मीद है, कोविड के बाद देश पांच ट्रिलियन डॉलर अर्थव्यवस्था बनने की राह पर होगा. तब पर्यटन उद्योग भी 500 बिलियन डॉलर का उद्योग बनने को अप्सर होगा. यह उद्योग के वर्तमान आकार से दुगुना होगा.

DDP PUBLICATIONS

Tuesday September 15, 2020

Tourism

Breaking

news

Mayal meets GST commissioner to appeal for TCS withdrawal



Jyoti Mayal, President, TAAI, met with the GST Commissioner to push for TCS. "We have already shared a document with them on behalf of FAITH and I went personally also to give a letter to withdraw TCS, which is scheduled to be applicable from Oct. 1. Also, we are wanting to discuss the GST reseller model," she said.



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TAAI asks MoCA to Commence Services Beyond the Air Bubble



The Travel Agents Association of India (TAAI) on Wednesday urged government to allow international flights to underserved markets beyond the ambit of various "air bubble" agreements with different countries. All international commercial air passenger services in India are suspended since March 22 in the wake of travel restrictions due to the COVID-19 pandemic.



TAAI and EICG FLO Sign MoU with MOT For Women Staying Program



Odisha starts Delhi-London direct from August 28

However, various reservation and charter flights, and services under the air bubble exist with a few select countries, are

[illegible]

1 of 1

TravelBiz Monitor

THE WEEKLY WATCH

October 8, 2020

Register Now for Turkey Specialist Programme and Share a chance to Win Airfare Trip! (T & A Sept)

May permit airlines to operate 75% of pre-Covid level domestic flights soon: Port

Airlines may be permitted to operate maximum 75 per cent of their pre COVID scheduled domestic flights from next month

Union Minister of Civil Aviation

1-11 days, Civil Aviation Minister Hardeep Singh Puri said. The government on September 2 had said Indian airports can operate up to 50 per cent of their pre COVID services within the country. On June 26, the Minister of Civil Aviation had allowed the airlines to operate a maximum of 40 per cent of their pre COVID domestic flights.

Need of the hour to set-up a regulatory body for travel agents: TAAI, TAFI

With the landmark Supreme Court judgement recognising travel agents as integral to the aviation business, trade associations believe it is appropriate to set up

an apex body to govern the segment from March. President, TAAI (Travel Agents Association of India), stated, "There are differences issues with IATA and non-IATA agents, and a regulatory will help bring about uniformity with regards to laws that govern the segment, especially related policies. It will also bring credibility for our business."

Airlines to burn USD 5-6bn per month in 2021: IATA

The International Air Transport Association (IATA)

has warned that the airline industry will burn through USD 77 billion in cash during the second half of 2020 despite the resumption of operations. The slow recovery in air travel will see the airline industry continuing to burn through at an average rate of USD 14-15 billion per month in 2021. Governments around the world have provided USD 380 billion in support, including direct aid, wage subsidies, corporate tax relief, and specific industry loans, but including fuel rises. "But the challenge is that even if all of this could have imagined. And the initial support programmes are running out. Today we must ring the alarm bell loud. If these support programmes are not upgraded or extended, the consequences for an already hobbled industry will be dire," said Alexander de Wit, Director General and CEO, IATA.

Turkey confident of 15mn overseas visitors in 2020 with Safe Tourism Certification programme

Despite the on-going pandemic, Turkey has been able to attract a good number of visitors since July. Not only that, the country has set an ambitious target of welcoming 12 million visitors this year. Tourism Minister Mehmet Nihat Kirazlı, Minister of Culture and Tourism, Republic of Turkey, said, "Thanks to the Safe Tourism Certification programme, we have witnessed a considerable number of international visitors by the beginning of July. We have observed a significant growth in the number of international visitors. I also believe that having no particular increase in the number of COVID-19 cases in the tourism destinations where international tourists visit plays an important role in the constant growth."

In response to inquiries, he said that Turkey is one of the first countries in the world to introduce the Safe Tourism Certification Programme for its visitors. Kirazlı added a sight opportunity, reaching the target figure: "When we take into account the fact that by the end of July, Turkey hosted around 7 million international tourists and extension of tourism season due to the pandemic, having 12 million international visitors goal seems achievable," said Kirazlı optimistically.

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TAAI urges Finance Ministry to abolish TCS on outbound tours

The Travel Agents Association of India (TAAI) has written to the Ministry of Finance to abolish the proposed implementation of TCS (Tax Collected on Source) on outbound tours from October. Jyoti Mayal, President, TAAI, said, "We are hoping for a favourable resolution on this contentious issue. At a time when there is practically no business, further burdening the industry will be the final blow. We have knocked on the doors of the Finance Ministry, and are expecting support from the Ministry of Tourism whom we are coordinating with. We have been consistently raising our concerns and seeking support from the Ministries of Finance, Tourism, Civil Aviation and NITI Aayog."



Jyoti Mayal

ASSOCIATIONS IN ACTION

It's been a challenging first year of my Presidency



"My close interactions with the members of my association and the government has helped me understand the situation and shortcomings of both the sides better. It wouldn't be wrong to say that TAAI, in the last one year, has earned a new respect and standing in the corridors of power and we are now consulted separately by the government either while drafting policies or taking decisions."

Mrs. Jyoti Mayal,
President, TAAI

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PLEDGE
The world tourism day arrives, we want to know from YOU what you will change about yourself as tourism resumes, how will you travel?

Policy must ease doing business

The National Tourism Policy, which had been in the pipeline for a long time, is now under the observation of various trade associations, as the Ministry of Tourism seeks suggestions and feedback from them. **TAAI** spoke to association heads to understand the recommendations they plan to make.

Sudhakar Kumar
President, ATTO

It's a comprehensive policy; the government has tried to cover all the steps. While the policy does talk about doing people, we must also retain the people who are skilled. There is no mention of such an insurance in the policy. I really feel that right now the first part of the policy should have been bringing tourism back on track. The government wants to make it a world-class policy that is sustainable. Another important thing is to ensure ease of doing business, so development of products must be time-bound.

Jyoti Mayal
President, TAAI

The policy's aim is to double the tourism in the next 5 years, but we have been trying that since years. We need to stick into the same. We have given collective inputs as TAAI and we are still drafting some more inputs focusing on the new norms and ways of how tourism is going to be in the future. We have suggested that for travel agents and intermediaries, emerging trends should be considered. Specific central government policies should be there to achieve travel agents and intermediaries' parity for survival.

Gurpreet Singh Khosla
President, IATA

Developers should be provided incentives/holidays for setting up projects in Tier-II and Tier-III cities. We also ask Ministry of Tourism to relax travel and visa rules should be adopted in comparison to our neighbouring countries. We should learn from leading destinations about best practices that will boost arrivals, especially for MICE. Ministry of Tourism should have an budgetary allocation. Another issue is the absence of ease of doing business.

Tourism should be a priority sector

Prakash Kumar
President, ATTO

We have suggested that tourism be categorised as a priority sector and loans be given at minimal interest above rates by government directives. We also request standard SOPs on all entry and exit points of airports with no quarantine for asymptomatic and COVID-negative reports. We suggested that the government relax at hotels and bars, and ensure these establishments to strictly adhere to safety guidelines. The government should remove in-past regulations on interstate road travel.

Gurpreet Singh Khosla
President, IATA

We have studied the National Tourism Policy draft and it looks okay to us. We have told the ministry that as far as ATTO is concerned, the draft is fine. But, whenever we have a meeting, I hope topics in the draft are discussed one by one in the presence of other stakeholders as well, and any input then and there would be given by us. We are eagerly waiting for changes in the IGTA scheme to be announced. Once they are announced, things will get better. We are hopeful of hearing from the ministry soon.

Prady Lulla
Managing Director, IATA

While the policy draft makes a suggestion on doubling domestic tourism from 1.8 billion to 3.6 billion in another five years, it should focus on identifying and developing new destinations in a time-bound manner. Policies to help realise the milestones of domestic tourism should be clearly identified. Another important thing is the five 'S' - Safety, Sanitisation, Security, Sustainability and Socialisation - and the policy should lay out guidelines and milestones for five years, with municipal corporations and state governments co-ordinating them.

Rajesh Malik
Vice President, ATTO

We have asked for the policy to be updated, so that changes can be made from time to time. We have suggested that the National Tourism Board needs to be made and shall include all the categories of tourism. Eco-tourism, sustainable and experiential tourism should be included when a roadmap is being made for specific tourism products. International marketing plan should be drafted at ATTO and through them to consumers. Travelers' links can be changed to attract attention.

Anil Kumar
President, ATTO

Now that we have received the draft of the National Tourism Policy, there is a deliberation going on among the officer bearers and members on it and I cannot speak on the developments myself since we have not yet submitted our suggestions and recommendations to the ministry. But one thing which I can say is that the time has come for Ministry of Tourism to consider adventure tourism as a very important source of business. I think, more importance should be given to adventure tourism just like inland and coastal tourism.

Anish Kumar
President, ATTO

We have asked for the policy to be updated, so that changes can be made from time to time. We have suggested that the National Tourism Board needs to be made and shall include all the categories of tourism. Eco-tourism, sustainable and experiential tourism should be included when a roadmap is being made for specific tourism products. International marketing plan should be drafted at ATTO and through them to consumers. Travelers' links can be changed to attract attention.

TTJ UPDATES

tripjack
IPL Travel Agent Fantasy League
"Win Mega Prizes Every IPL Match"

Kerala opens all tourism spots, except beaches

Domestic tourists who plan to visit for less than seven days are exempted from quarantine but they should register at the COVID Jagratha portal. If tourists plan to extend their stay for more than seven days, they have to undergo a test at their cost on the 7th day at ICMR/ state government approved laboratories. Visitors are advised to avoid travel if they are symptomatic.



Disneyland® Paris launches new DisneyStars training platform

Aimed at travel agents and tourism professionals, the interface is optimised for mobile, tablet and desktop with completely new content, lots of games and quizzes. The new platform is the best way to learn about Disney® Parks' accommodations, dining, services, etc, while becoming an expert with exclusive perks, incentives with industry rates and offers.



CONGRATULATIONS

tripjack Fantasy League

Match 27 Winners

Govt redirects LTC funds for its officials; a big blow to the tourism sector: TAAI

"The Tourism Industry instead of being bailed out is now deprived of the LTC funds. It should have been utilised in the 'Dekho Apna Desh' initiative to achieve the PM's vision. While countries are getting second bailouts, we haven't even got one. Even the PM is neglecting the tourism industry, the backbone of India." - Jyoti Mayal, President, TAAI



Emirates Skywards marks 20 years, over 1.9 million members in India

From a worldwide million members in 2005 to 27 million members in 2020, Emirates Skywards loyalty programme members come from more than 180 countries, including 3.5 million members in the UK, 2.7 million in the USA, 2 million in Australia, 1.9 million in India, and 1.9 million in the UAE.



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QUICKBYTES

Reduce expenses to survive

Anil Kumar
President, ATTO

The biggest learning of 2020 has been how to face unprecedented crisis. Those who have survived the crisis can survive any situation. We have also learnt that many things we used to think for physically can now be done virtually. Hence, technology has played a very important role. Even though 2020 can be called the worst year in history, it can also be called a year of digital revolution because virtual conferences are taking place like never before. The first lesson is to keep all your eggs in one basket. All of us must diversify and have a secondary source of income.

Jyoti Mayal
President, TAAI

COVID has proved that health is most important. Another thing I have learnt is that cash is very important and we need to save for a rainy day. Though we were taught this when growing up, we have somehow forgotten it in our way of life. Another big thing that has come out of 2020 is that we do not look into our ways of working, business structure, contracts, etc., but we only follow the flow and keep doing business without realising its impact and what to do if it comes to a standstill like it did this year. A lesson from the pandemic is that among associations and within our association.

Prady Lulla
Managing Director, IATA

In 2020, we have had continuous learning every month, every week and every day. However, I think 2021 is not going to be any better as the predictions look similar. It is not going to pick up. Already, 2020 has gone from the tourism map and we are looking at 2022. In the New Year there will be some business, but nothing like what we have done in the past. Even now we are doing some business, but we used to do 200 arrivals in a day before COVID-19. We can't let people who are able to travel without any rules and when the vaccine would be available.

Anish Kumar
President, ATTO

In terms of business, the biggest learning is that we should always explore other avenues. Sometimes, travel companies have extra-guest expenses like marketing, freedom, giving coaches, and giving unnecessary benefits to customers. All this will end, I hope, because it only reduces margins and in such a situation you stand nowhere. Hence, in 2021, I am sure the market will correct and the travel agencies will have a possibility and responsibility among themselves because many of us will be out of business. Hence, it is necessary to work in a sustainable way.

Rajesh Malik
Vice President, ATTO

The biggest learning from 2020 is that one must always have some budget for last times. Anyone should at least have a year's budget as saving, irrespective of what one is doing, so that if anything happens, one can run the company and pay the staff for that period. The same holds true on the home front. We need to have enough savings to be able to run our home for a minimum of one year. While the government is coming up with different policies and offers, everything they are giving is in terms, which tend not to be easy to take.

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Jet shouldn't be given IATA membership immediately: TAAI

Jyoti Mayal, President, TAAI, said that they have written to MoCA & IATA that Jet Airways should not be given IATA membership till the time it is not known how they are working, what is their plan and how they would be moving forward. "They shouldn't be allowed to become IATA members again for a couple of years," she said.

New TAAI UP & UK Chapter team

New team of TAAI's Uttar Pradesh & Uttarakhand Chapter has been elected during a mid-term election. New office bearers are: SMA Sheeraz, Chairman, Swati Dhillon, Secretary & Mohammed Khalid Shah as Treasurer.

20 Spanish companies part of virtual roadshow on Dec 2-3

The Tourism Office of Spain in India is organising its annual travel show virtually for the first time with 20 Spanish companies. Elisa Robles-Frags, its Director in Mumbai, says, "The show will be held over two days on December 2-3, 2020 and will include private meetings between buyers and sellers, presentations and knowledge sessions."

Tourism Ireland

Join the virtual roadshow about Ireland's product offerings. 19 November 2020, Thursday, 3-30 PM IST. Register Now. www.visitireland.com

2.93 lakh domestic tourists visit Rajasthan since June 1

About 2.93 lakh domestic tourists have visited monuments, museums & tourist destinations in Rajasthan since June 1, 2020. With a need for policy-level intervention, state government would add a visit to explore tourism sector's potential to support economic development, said, Anil Gupta, Principal Secretary (Tourism), Rajasthan.

Occupancy improved by 26% in Sept 2020: HVS ANAROCK

According to a HVS ANAROCK report on Indian hotel industry, hotel occupancy improved from approx. 10% in April 2020 to almost 26% in September 2020 as hotel industry currently enjoying on domestic leisure travel & outbound luxury travel. Corporate demand is still subdued and will remain constrained for short term.

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OPINION FEATURE

Travel Surge

Jyoti Mayal, President, TAAI & Vice Chairperson FAITH

CONCLUSIONS SHOULD BE REACHED TAKING INTO ACCOUNT THE NEED FOR AN ORDINARY POLICY ACTION

providing the infrastructure needed to address the challenges of the recovery. The state government's assistance efforts should be back to normalcy in the recovery of the industry and to others in the sector of tourism. In the long run, the state government should take steps to protect people who are working in the sector. The state government should take steps to protect people who are working in the sector. The state government should take steps to protect people who are working in the sector.

Airlines, Delhi Airport & Travel Agents Join Hands to Push Expansion of 'Bubble Flights'

Mumbai: The Delhi Airport, India's airlines and travel agency associations have formed a "task force" to lobby for the restoration of tourist visas and expansion of "bubble flights" with more countries, said people in the know.

Almost all private airlines are part of the task force. The travel associations include the Federation of Associations in Indian Tourism and Hospitality, Travel Agents Association of India and the Indian Association of Tour Operators.

The representatives have been meeting with government officials with these recommendations as well as allowing Sixth Freedom Rights with foreign countries.

The Sixth Freedom permits a foreign carrier to fly passengers from one country to another while stopping in its own country.

Lobbying bodies such as the Indian Association of Tour Operators have been urging the government to restore issuance of electronic visas and normalisation of international operations. - Anirban Chowdhury

Tourism going to be next growth driver for India: FAITH

NEW DELHI: The tourism sector is going to be the next growth driver for India but to achieve that, it needs to survive the impact of the COVID-19 pandemic and revive, the Federation of Associations in Indian Tourism and Hospitality (FAITH) said on Thursday.

Currently, each vertical of the tourism industry is under deep stress, it added.

"Our first goal is to move India into the top-20 ranks in global tourism competitiveness in 5 years post COVID-19 and then make our place in the top-10 in five years after that," FAITH Chairman Nakul Anand said.

Indian tourism is estimated to contribute 9-10 per cent to India's gross domestic product (GDP) on a direct and indirect basis, he added while addressing the virtual conference on the India Tourism Vision Day.

"In the post-COVID-19 normal as our country moves towards the stated goal of becoming a USD 5-trillion economy, our vision is to have a tourism economic footprint of USD 500 billion. That would more than double the economic footprint of tourism from what it is today," Anand said.

He added that this would unleash major employment growth for India. "Our industry has the potential to double the jobs that tourism influences from around five crore currently to over 10 crore."

Each segment of the Indian tourism industry is committed to this goal. The way forward will entail contribution from each member association, he added.

He added that this is the worst crisis ever to hit the tourism and hospitality industry, a crisis worse than the economic depression, the world wars and 9/11.

MP051

Travel & Tourism World of News & Views

11th Aug 2020

Tourism Minister discussed with travel associations on revival of tourism

Tourism Minister Sh. Pankaj S. Patel with his key team visited all travel associations including the umbrella organisation FAITH to discuss revival of tourism. FAITH suggested to create a task force at central and state level with members from MoCA and state tourism boards from travel sector. FAITH suggested to remove the quarantine regulations. There should be one policy for entire country for all practical purposes.

Free flow of tourist Vehicles is needed to boost domestic tourism: Rajeev Mehra

Rajeev Mehra, Vice President, IATO requested govt. to allow free flow of tourist vehicles without an E-Pass, suggested to appoint nodal officers to help travellers and publicise this through magazines or other means. Hotels, restaurants and bars should be open at all places definitely taking into account necessary norms for safety from COVID. All monuments need to be very clean and entry should be in one direction and exit from other side, no back tracking allowed.

There should be no cancellation policy and cash refunds only: Jyoti Mayal

Jyoti Mayal, President TAAI informed two to about the points raised by TAAI during the meeting with the minister, she said, "We need to include the sentiments and demand, to build that confidence we need are body testing even for our employees. Another imp. point was to publicise and reducing about the new norms of travel. People are not moving forward because they are afraid their money will stuck with airlines, railways, hotels etc. To overcome this issue, there should be no cancellation policy with cash refund only."

Amresh Thari - Vice Chairman - KPFB

asked the minister to open up venues for meetings & conventions. He said, "When PM can hold a meeting with 300 persons with absolute safety then why can't the industry do which are more professional in terms of the approach, more SOP's are in place. We asked permission for indoor space 300 and where hotel have outdoor space too 1000px with 40% of utilised capacity, he added.

Withdraw proposal for tax collected at source on outbound travel

Federation of Associations in Indian Tourism & Hospitality (FAITH) on Friday said it has requested the government to withdraw the tax collected at source on outbound travel, as proposed in the Finance Bill 2020. The tax collected at source (TCS) was to be imposed from April 1, but its implementation was deferred on request from the industry. However, it was not abolished and is now set to be levied from October 1, 2020, FAITH said in a statement.

'Withdraw levy on outbound travel'

SPECIAL CORRESPONDENT

The Federation of Associations in Indian Tourism & Hospitality (FAITH) on Friday said it has requested the government to withdraw the tax collected at source (TCS) on outbound travel as proposed in the Finance Bill 2020, terming it "unacceptable".

FAITH, which represents almost all major industry associations related to the travel and tourism, said the proposal will make tourism products sold from India more expensive by 5-10% as against when booked through travel companies based outside of India. "Indian travel agents and tour operators are already more expensive due to imposition of 5% GST on tours which foreign travel agents and tour operators are not subject to," it said.

Earlier, the government had, on the industry's plea, deferred the implementation of TCS to October 1 as opposed to April 1.

TAAI appeals to MoT & MoCA to open tourism and boost the economy, safely

Suggestions included: open up tourist visas for foreigners considering prime months of Dec to Mar when maximum foreigners visit India; mandatory RT-PCR tests without quarantine for all arriving passengers across all international airports; airports to absorb the cost of RT-PCR tests and waive the same for the traveller; joint task force to be set to monitor the suggestions.

RCI expands its presence in Karnataka

RCI has affiliated with Coorg (Caret, Madikeri) Coorg and the home stay property is surrounded by nature and offers its guests contemporary accommodations with its spacious and carefully designed rooms with large balconies that open up to the scenic beauty of the place. The property is situated amidst many popular spots such as Talacavayy, Kappad, Trekking Site and Bhagandekur Temple.

STB collaborates with BookMyShow for 'My Singapore Connect'

Under the initiative 'Where Passions Meet', STB's latest consumer engagement experience 'My Singapore Connect', brings together acclaimed talents from India and Singapore, through a 4-part series released exclusively on BookMyShow. Online streaming platform, on Nov 28th is 2pm and Dec 5th is 6pm. This will keep their audiences engaged and entertained in their extraordinary times.

Yogi Adityanath to lay the foundation stone of 40-room tourist guest house in Uttarakhand

The proposed Guest House, a UP Tourism Department project will be a green building constructed in classical style architecture on a one-acre land and to be completed in near time in Joshimath Tehsil in Chamoli District. It will have a restaurant, conference hall, dormitory, parking and cater to domestic, foreign tourists and drivers coming for 'darshan' at Badrinath Temple.



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