

**Minutes of Meeting of DACAAI held at its 4<sup>th</sup> Annual Convention at Hotel Holiday Inn at Goa on 15<sup>th</sup> and 16<sup>th</sup> April 2013.**

**Members Present:**

1. EDS International Pvt. Ltd. – Mr. Gaurav Ghuwalewala (President)
2. Monopoly Cargo & Carriers – Mr. Suraj Agrawal (Vice President)
3. Mituj Marketing Pvt. Ltd. – Mr. Amit Bajaj (General Secretary)
4. Carex Cargo Express P. Ltd. – Mr. Inderjeet Sehrawat (Joint Secretary)
5. Surya Cargo Forwarders P. Ltd. – Mr. Ravijeet Sehrawat (Treasurer)
6. Nayak Aviation Pvt. Ltd. – Mr. Arvind Nayak (Immediate Past President)
7. Patel Integrated Logistics Ltd. – Mr. Hari Nair (Member – EC)
8. Index Logistics Pvt. Ltd. – Mr. Ismail Khan (Member – EC)
9. Royal Express – Mr. Rajkumar Ghosh (Member – EC)
10. Carex Cargo (Blr) Pvt. Ltd. – Mr. Sajjan Sharma (Member – EC)
11. Bhagwati Air Express P. Ltd. – Mr. Dinesh Digga
12. Pawan Cargo Forwards P. Ltd. – Mr. Ashish & Mr. Pravin
13. Ashoka Transport Corporation – Mr. A. K. Mishra
14. Carex Cargo Forwarders (Blr) – Mr. Sajjan Sharma
15. Karam Xpress Movers – Mr. Vijay Gupta
16. Royal Air Cargo – Mr. R. D. Rathod
17. DACAAI – Mr. Edmund Jones (COO)

**Members Absent:**

1. Asmi Express Pvt. Ltd. – Mr. Raghunathan (Member – EC)
2. EFS (India) Pvt. Ltd. – Mr. Ananda Agarwala (Member – EC)
3. Mudita Marketing – Mr. Amit Gulati
4. Internet Express – Mr. Mario Jude
5. Broekman Logistics (India) – Mr. K. Kumaresan
6. Albatross Parcel Express – Mr. Tushar Gupta
7. Paramount Services – Ms. Sandra Pereira
8. Sai Freight Forwarders – Mr. Govind B. Sharma
9. CSP Logistics Pvt. Ltd. – Mr. S. Bhattacharya
10. Karam International – Mr. S. K. Choudhary
11. The Metroes Express Cargo – Mr. Sanjay Khanna
12. Phoenix Air Express P. Ltd. – Mr. Amit Kumar
13. Sri Balaji Logistic Solution – Mr. Premnath
14. Shree Krishna Cargo – Mr. Jattin M. Shah
15. East West Freight Carriers – Mr. Mohammed Shafi

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| 16. | Index Logistics               | - Mr. Rohtash                |
| 17. | Jattin Cargo Movers           | - Mr. Neel Kamal             |
| 18. | Green Air Express             | - Mr. K. D. Singh            |
| 19. | Balaji On Board Courier       | - Mr. D. Raju                |
| 20. | Ferns Cargo Express           | - Mr. Nageshwar Prasad Singh |
| 21. | Reeya Cargo Forwarders        | - Mr. Ashutosh Kr. Pandey    |
| 22. | Gurunanak Cargo Forwarders    | - Mr. Balbir Singh           |
| 23. | First Log                     | - Mr. Sunil Sharma           |
| 24. | King Cargo Express Services   | - Mr. R. S. Rana             |
| 25. | Sky Airways                   | - Mr. Ram Sahay              |
| 26. | Ramsons Logistics             | - Mr. Manoj Kumar            |
| 27. | No. 1 World Wide Express      | - Mr. Gaurav Kwatra          |
| 28. | Radiant Air Express Pvt. Ltd. | - Mr. Prabhakar Pandey       |
| 29. | Srishti Cargo Service         | - Mr. Prakash Chandra Mishra |
| 30. | Impex Cargo Movers            | - Mr. Vinay Singh            |
| 31. | Omex Cargo Movers             | - Mr. Govind Kumar           |
| 32. | SD Cargo Pvt. Ltd.            | - Mr. Deepak More            |
| 33. | Maruti On Board Courier       | - Mr. Anil Surolia           |

Mr. Suraj Agrawal welcomed all members to the 4<sup>th</sup> Annual Convention of DACAAI at Hotel Holiday Inn – Goa.

The 4<sup>th</sup> Annual Convention of DACAAI is special, special because this time the members of DACAAI have much felt the need of a transformation... a metamorphosis... like a caterpillar in the cocoon who needs to make all possible efforts to transform itself into a beautiful butterfly which is admired by all... likewise DACAAI felt the need for some ground-breaking in-house discussions to take the organization from infancy to its childhood growing years.... a few bold and open discussions to make concrete roads for the future working a progress of DACAAI...

**1. Discussion regarding Standard Trading Practices (STP):-**

A detailed discussion regarding STP was held and Mr. Gaurav Ghuwalewala has explained every point in the STP (Draft) to all members present and the same was deliberated. Few Points were amended.

**Action:-** Mr. Gaurav Ghuwalewala to circulate the STP (Draft) to all members with a 7 days period to get back with suggestions. Any suggestions received will be added otherwise the Draft will be sent for legal opinion and finalization.

2. **Discussion on Continuance of DACAAI:-**

Whereas all members agreed unanimously that there was need for DACAAI and more so agreed that today DACAAI was not a benefit / support but a basic requirement of the industry. The matters regarding fading communication were discussed and all members have agreed that there was more proactive participation required. Further all members agreed that responses to any regular e-mails will be provided in maximum of 3 days and where-ever reply is not received it will be deemed to be a YES confirmation from the member. In case demanding emergency response, con-call will be held and mail will be sent later for information purpose.

To cut down the decision making process and the lingering of decisions it was decided and agreed by all that decisions of regular nature be taken by the Managing Committee and decisions pertaining to smaller / recurring expenses in connection with smooth running of DACAAI be taken by the Treasurer independently. All members agreed to fill in the revised format of the membership form (including undertaking form for existing members) so that proper data may be collected in the revised format and new contact details may also be registered on the website of DACAAI.

**Action:-** (a) Mr. Ravijeet Sehrawat to put the revised Membership form on the website of DACAAI and also by e-mail to all members.

(b) All members to fill in the forms properly along with all attachments requested and send the same by courier to the communication address as mentioned on the form.

(c) Upon receiving the new forms from all members Mr. Ravijeet Sehrawat will get the website developer to upload the revised data on the website of DACAAI.

(d) Mr. Hari Nair to pursue the making of the constitution of DACAAI

3. **Discussion on representation of DACAAI at various trade bodies / ministry:-**

It was decided that all representation of DACAAI at various trade bodies / ministry be done by the President only and in case of his un-availability other members of the MC be assigned specific representations.

All communication be carried from the office of the President only.

**Action:-** (a) Registration of DACAAI as a stakeholder with AERA – to be pursued by Mr. Arvind Nayak.

(b) Registration with ACFI – to be pursued by Mr. Gaurav Ghuwalewala and Mr. Amit Bajaj

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4. **Airlines changing rates without time notice:-**

In view of the recent development of airlines not allowing even 1 days time notice in view of tariff changes, it was decided to send a fresh communication to all airlines asking for a minimum 7 working days notice before changing any rates so that there is reasonable time for agents to disseminate the information to all customers.

**Action:-** Mr. Gaurav Ghuwalewala to send the communication.

5. **Discussion on Grievance Cell:-**

It was sadly agreed by all that due to inactivity in the past 1 ½ years, the grievance cell had been given an unfortunate death. It was decided that since the grievance cell was one of the strengths uniting DACAAI, the same be revived. It was further decided that in future the grievance cell will be run directly by the President of DACAAI. It was also decided that the cases below Rs. 2,00,000/- in total grievance will not be entertained by the grievance cell and that cases without proper paper-works / quotations / agreements will not be taken up by the grievance cell. Lastly it was decided to close all pending cases on war-footing.

**Action:-** Mr. Gaurav Ghuwalewala, Mr. Suraj Agrawal & Mr. Inderjeet Sehrawat to pursue all pending cases on war footing and get the cases closed. In case of **Index and Bhagwati** – to be pursued by Mr. Arvind Nayak, Mr. Hari Nair, Mr. Gaurav Ghuwalewala and for sake of calculations to involve either Mr. Vikas Porwal (POBC) or else to refer to independent CA in which case the fees of the CA will be payable by Index and Bhagwati.

In case of **EFS and Mr. Piyush Saraf** – the GC has already issued a advise to all members to not deal with the said defaulter and in case if any dealings is noticed then same is to be brought to the notice of President so that the member may be informed accordingly.

In case of **Pawan Cargo and Internet Logistics** – it was discussed with the complainant and it was confirmed with the complainant that he was slowly receiving the payment from M/s. Internet Logistics which was noted by most members as a positive signal and it was decided to not take any action against M/s. Internet Logistics since they were making all possible efforts to pay up. Further it may be noted that the same M/s. Internet Logistics had fully paid up the defaults to another member who had a case pending against them.

In case of **Royal Air Cargo and Internet Logistics** – the complainant had withdrawn the case from GC and it was informed by few persons aware with the development that M/s. Internet Logistics had paid up in full and final settlement to the satisfaction of M/s. Royal Air Cargo. Since the case was solved outside the purview of the GC the fees for the same will not be payable by Royal Air Cargo.

**6. Presentation of Accounts:-**

Due to un-availability of correct accounts due to non-transfer of accounts to Mr. Ravijeet Sehrawat the accounts were not presented to all.

It was however decided that the accounts upto 31<sup>st</sup> March 2013 be completed urgently and circulated to all members latest by 15<sup>th</sup> June 2013.

It was resolved that a new Bank Account be opened with a private sector bank / nationalized bank with some branch in Delhi to aid smoother working and Mr. Ravijeet Sehrawat be authorized by the association to complete all formalities pertaining to the same.

**Action:-** (a) Mr. Hari Nair and Mr. Ismail Khan to meet with Mr. Ananda Agarwala and get the accounts upto 31<sup>st</sup> March 2013 finalized and collect all the documents pertaining to the same from his office and get the same transferred to Mr. Ravijeet Sehrawat.

(b) Mr. Ravijeet Sehrawat to reconcile the pending issued cheques from the account of DACAAI with Bank of Baroda and once all cheques are cleared then Mr. Gaurav Ghuwalewala to initiate the process of signature change in the bank.

(c) Mr. Ravijeet Sehrawat to initiate the process of opening new bank account at Delhi

(d) Upon maturity of present FD in Bank of Baroda the bank account balance with Bank of Baroda is to be transferred to the new account and then BOB account be closed.

**7. Discussion of Indigo Airlines to stop Due Agent charges on awb:-**

It was learnt that the airline had no other option but to resort to this measure because in the recent past they noticed many cases of mis-declared cargo (mostly of restricted items nature) being booked in their network and on such Air waybills the agents had charged exorbitantly high Due Agent Charges to get such cargo uplifted.

It was agreed that the nuisance had to be curbed.

It was agreed that a letter be sent to Indigo Airlines showing our support of this action.

It was also decided to send letters to other airlines requesting for the same action.

It was pointed out by few members present that Due Agent charges on the awb has historically been the norm and a reasonable amount of Due Agent charges on the awb should be acceptable to the airlines at all times in future also.

**Action:-** Letters to Indigo airlines and other airlines to be sent.

**8. Discussion on Common User Cargo Terminal in Coimbatore:-**

It was decided to send a letter to ED-Cargo and GM-Cargo of AAI at Delhi and a copy to the Station Manager of AAI at CJB asking for all charges to be paid via the Air Waybills of the Airlines.

**Action:-** (a) Letters to be sent by Mr. Gaurav Ghuwalewala  
 (b) Meeting at Delhi to be done by Mr. Amit Bajaj & Mr. Suraj Agrawal  
 (c) Meeting at Coimbatore to be done by Mr. Muralidharan of POBC  
 (d) Mr. Gaurav Ghuwalewala to send a e-mail to all members asking not to open PDA accounts and whoever has opened the PDA account they should immediately close the PDA account.

**9. Discussion on Common User Cargo Terminal at Cochin (CIAL):-**

It was decided to send a letter to CIAL (Mr. V. J. Kurien) asking for approved copy of AERA for the increase in charges to verify if the charges are been increased with necessary approvals.

It was also decided that once the approvals are verified then to press to the terminal operator to collect all charges via the Air waybills of the Airlines.

**Action:-** Letters to be sent by Mr. Gaurav Ghuwalewala and local meeting to be done in Cochin by Mr. Saboo Thomas of POBC.

**10. Discussion on Issues faced at various CUT's & Pilferages:-**

It was decided to depute Local Operational Representatives and these Local Operation Representatives will be the first point of contact for all stakeholders at mini-metros. Such persons will be contactable via e-mail (preferred) / phone by persons of that region with their problems.

It is requested to all members to contact these persons in case of generic problems / repetitive problems along with full details of the problem.

Regarding Pilferages it was again requested to all members present to send monthly report directly to email [president@dacaai.com](mailto:president@dacaai.com) in the below format and it is mandatory to attach the scan copy of either the shortage delivery order or shortage certificate issued by airlines.

Origin	Destination	Awb No	Airline	Date of Booking	Booked Pcs	Received Pcs	Contents Lost

**Action:-** (a) Local Operations Representatives of DACAAI will try to solve the problems at local level and send monthly report to President via the member. Any problems that are not getting resolved at local level will be referred to the EC or MC as per nature of problem.

(b) Pilferage report will be compiled by Presidents office and will be highlighted to all airlines / ACFI for corrective action.

11. **Discussion on Issuing of Passes at Delhi for DIAL premises:-**

It was decided that proper records be maintained for the passes being issued and also that a proper process be followed for each pass recommendation letter. Also stringent norms to be followed for every pass letter issued to non-members. It was also decided that pass letters be not issued to members who have not paid their Annual Fees until the same is paid up.

It was also decided to request for similar facility at Bom, Blr and Hyd.

**Action:-** (a) Pass Recommendation letter at Delhi to be authorized by Mr. Ravijeet and Mr. Amit Bajaj in future. DIAL has been informed of the same. Members have been informed of the same. New team to take handover of records from Mr. Sanjay Khanna of The Metroes Express Cargo. Dacaaai thanks Mr. Sanjay Khanna for handling this post for a year.

(b) Discussion to be opened with MIAL by Mr. Gaurav Ghuwalewala

12. **Discussion on Training Programmes for members & trade:-**

Mr. Gaurav Ghuwalewala apprised the members present of the first training program at Mumbai held by Jet Airways at the behest of DACAAI. Also similar program is being now organized at Delhi by Indigo Airlines on the request of DACAAI. A second training for more candidates will also be held at Mumbai shortly. A training program is being organized at Chennai in association with Spice Jet Airlines.

It was offered by Mr. Hari Nair of POBC that their Mr. Robin Makuden may be trained under train the trainer programme and then Mr. Robin Makuden will travel across the country to conduct basic awareness programme for DG and basic cargo program which will cover awb execution / marking / good practices inculcation, etc.

**Action:-** (a) Mr. Gaurav Ghuwalewala to get the currently operating programmes completed and in future programmes Mr. Robin Makuden will jointly co-ordinate for training programmes of DACAAI.

(b) To enrol Mr. Robin Makuden for Train the Trainer of DG cargo and also to make a basic cargo manual to cover other aspects of basic training.

(c) To finalize the cost structure to the members & non-members to attend the cargo course conducted by DACAAI

(d) Mr. Amit Bajaj to contact one Mr. Suresh to conduct few training sessions in the north region in the initial period.

13. **DACAAI Terminals – for RFC concept:-**

It was decided to approach DIAL for allotment of space at existing Cargo Terminal so that it be developed for consolidation activity and subsequently to have a non-approved Security X-ray setup at the same premises to pre-screen the goods for any visible & hidden objectionable items.

**Action:-** To be pursued by Mr. Amit Bajaj, Mr. Suraj Agrawal & Mr. Gaurav Ghuwalewala



14. **Elections of the new Managing Committee:-**

As per the constitution the term for the President is 2 years and hence this post was not opened for elections and the members present re-elected the same Managing Committee for the next year.

**Action:-** (a) Mr. Gaurav Ghuwalewala to inform the new Managing Committee to the Press in Press note.

**New Managing Committee:-**

President	- Mr. Gaurav Ghuwalewala	- EDS International
Vice President	- Mr. Suraj Agrawal	- Monopoly Cargo
General Secretary	- Mr. Amit Bajaj	- Mituj Marketing
Joint Secretary	- Mr. Inderjeet Sehrawat	- Carex Cargo
Treasurer	- Mr. Ravijeet Sehrawat	- Surya Cargo

15. **Elections of the new Executive Committee:-**

Post election of the MC the EC was selected by the MC as under

As per constitution the Immediate Past President, Mr. Arvind Nayak will continue to be as a advisory to the Executive Committee

**New Executive Committee:-**

Pawan Cargo Forwards	- Mr. Sanjay Agarwal
Patel Integrated Logistics	- Mr. Hari Nair
Royal Express	- Mr. Rajkumar Ghosh
Index Logistics	- Mr. Ismail Khan
Carex Cargo (Blr)	- Mr. Sajjan Sharma
Bhagwati Air Express	- Mr. Dinesh Digga

**Local Operations Representatives:-**

Bangalore	- Mr. Lindsay	- Patel Integrated Logistics
Hyderabad	- Mr. Raju	- Royal Air Cargo
Ahmedabad	- Mr. Sunil Baghel	- Monopoly Cargo
Pune	- Mr. Manoj	- Monopoly Cargo
Jaipur	- Mr. Rajesh Hooda	- Carex Cargo
Delhi	- Mr. Vijay Kumar	- Mituj Marketing
Kolkata	- Mr. Parveen	- Pawan Cargo forwards
Chennai	- Mr. D. Raju	- Balaji Onboard Cargo
Mumbai	- Mr. Nishu Parekh	- Surya Cargo
Cochin	- Mr. Saboo Thomas	- Patel Integrated Logistics
Coimbatore	- Mr. Muralidharan	- Patel Integrated Logistics

**Member Training Co-ordinator & Trainer:-**

Mr. Robin Makuden	- Patel Integrated Logistics	- Trainer
Mr. Gaurav Ghuwalewala	- EDS International	-



16. **Discussion on non-cooperation by members & action to be taken:-**

It was decided to close all cases of non-cooperation by members that has happened in the past.

To prevent such actions from happening again the existing members will have to sign in an undertaking confirming that they will abide by advises and instructions of DACAAI MC and EC.

In case if any member does not co-operate or breach the instructions of DACAAI and causes it to weaken the will be dealt with strictly and according to the seriousness of the damage caused.

**Action:-** Mr. Ravijeet Sehrawat to send the undertaking form to all members along with the new membership form which has to be filled by all members and send back to him by

17. **Discussion on non-payment of dues by members:-**

It was appraised to the house that this year collection has been better due to the unending efforts of Mr. Ravijeet Sehrawat who has taken effort to send invoices for the Annual Fees to all members in time. This effort was appreciated by all members.

It was decided to keep the date of 31<sup>st</sup> May 2013 as the final date of payment of Annual Fees, subsequent to which the membership will lapse and member will have to reapply for fresh membership of DACAAI.

It was decided that above comment be added onto the invoice foot notes and Last Date of Payment be displayed on the invoice in Bold.

**Action:-** Mr. Ravijeet Sehrawat to follow to pending members for the payment due

18. **Discussion on how to regain the participation of lost members:-**

It was noticed that there have been some members who have lost interest in DACAAI due to various reasons. Eg. Members in Kolkata and Ahmedabad have become inactive. One of our Founder Members Mudita Marketing - Mr. Amit Gulati has become inactive.

**Action:-** (a) It was decided that Mr. Amit Bajaj & Mr. Arvind Nayak will personally meet to Mr. Amit Gulati and request for participation from his side and try to understand his views on DACAAI.

(b) The MC also hopes to involve the members from more regions by strengthening the communication and involvement by formation of local operation representatives at many stations where members of MC and EC are not present.

19. **Discussion on Pending Memberships:-**

The pending memberships of Easy Haul Express, Meenakshi Cargo and Green Airways were cleared by the EC and the Members present.

The pending membership of Rahul Cargo was rejected due to their strong presence in the multi-modal direct customer business which is not in line with the current rules of membership.

**Action:-** (a) Mr. Ravijeet Sehrawat to issue the Membership Certificate to the new members approved

(b) Mr. Ravijeet Sehrawat to inform to Rahul Cargo regarding rejection of membership and processing charges (one time fees) be retained and in case if any Annual Fees is collected then same has to be refunded to the concerned.

20. **Discussion on Process for new Memberships:-**

It was seen that in the last 1 year the process of issuing new memberships had become very bureaucratic and new members were losing confidence. It was decided that going forward upon receipt of the new membership application, same will be screened by the EC and Membership will be granted as per broad guidelines in existence for issue of memberships.

21. **Finalization of Fees for 2013-14:-**

It Was decided to change the categorization of agencies as under

National - Presence in at least 2 regions

Regional - Present only in 1 region

Local - Present only in 1 station

It was also decided to revise the fees for year 2013-14 as under

Category - Annual Fees - New Membership Entry Fees

National - Rs. 60,000/- - Rs. 20,000/-

Regional - Rs. 30,000/- - Rs. 20,000/-

Local - Rs. 15,000/- - Rs. 10,000/-

Associate - Rs. 10,000/- - Rs. 10,000/-

**Action:-** (a) Mr. Ravijeet Sehrawat to send the revised invoice for Annual Fees to all members for 2013-14 and whatever members have paid on the basis of earlier invoice their invoices will show that part payment amount.

22. **Discussion on Indexed FSC:-**

It was decided to raise the matter again with all airlines to have an indexed fuel surcharge.

In the last 2 fortnights the prices of fuel have dropped again so fresh data has to be attached with the communication.

**Action:-** (a) Mr. Vikas Porwal of POBC to update the previously made data till current date

(b) Mr. Gaurav Ghuwalewala to send the letters to all airlines asking for the indexed FSC and Mr. Edmund Jones to advise on the drafts of the letters.

23. **Discussion with regarding to role of Mr. Edmund Jones:-**  
For the year 2013-14 it was decided to have Mr. Edmund Jones as an Consultant.  
**Action:-** Revised contract to be signed.
24. **Discussion on 1 day trade Convention:-**  
It was agreed to have the convention in – house for few years in future and have serious 1 day convention for trade & members in either Delhi or Mumbai (alternatively every year).  
For this year it was decided to have the convention at Delhi.  
Final details of this year trade convention will be decided in next meeting at Delhi on 25<sup>th</sup> April 2013.  
**Action:-** To be pursued by Managing Committee.
25. **Matters of Charitable Commissioner / Bye Laws / Constitution:-**  
It was requested to Mr. Hari Nair to get the same done.
26. **Discussion regarding the matter of Air India shipper name on awb:-**  
To be taken up with Air India.  
**Action:-** Letter to be sent by Mr. Gaurav Ghuwalewala
27. **Discussion regarding the Security Declaration Annexure 1 being demanded by Air India at Delhi:-**  
It was investigated and found that most members were already using the Annexure 1 without knowledge. It was conveyed to all members using the wrong declaration to start using the Annexure 2 format and if problem persists then come back to DACAAI.