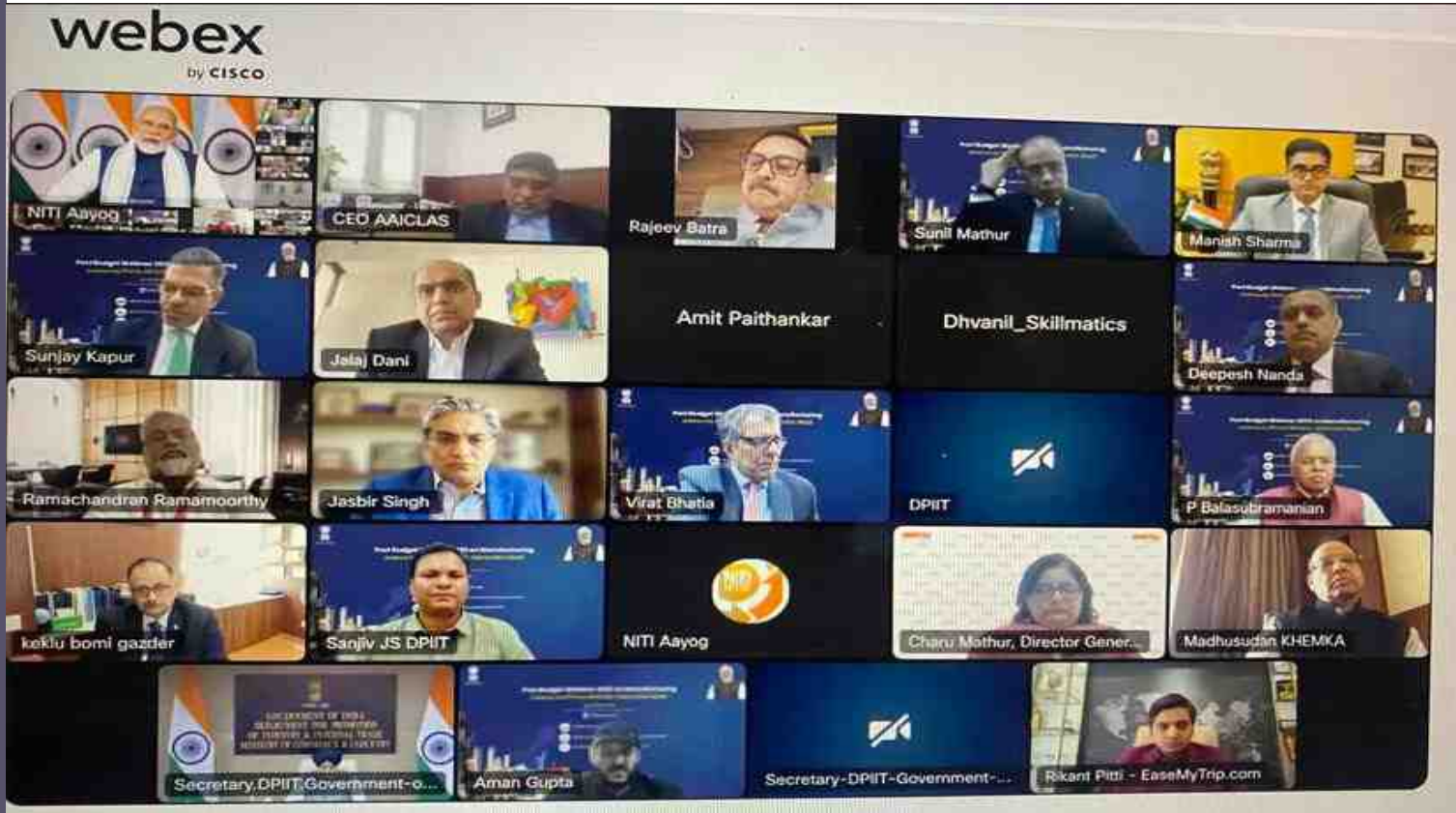


APRIL
2026



TOGETHER, WE WIN

INTERCONNECT



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AERA holds Stakeholders Consultation meeting in respect of DIAL Aeronautical Charges for control period 2024-28

Airport Economic Regulatory Authority held the Stakeholders Consultation Meeting on CP No. 7/2024-25 meeting in respect of DIAL Aeronautical Charges for the control period 2024-28. The meeting was Chaired by Chairman AERA Shri SK G Rahate, IAS-Retd along with the Members Shri D K Kamra and Smt Vidya DACAAL was represented by Shri Dinesh Kumar, IAP and Shri Amit Bajaj. A presentation was given on behalf of DACAAL to the AERA authorities explaining the challenges and the reforms required in the basic principles for fixing domestic air cargo sector; considering its viability and vulnerability owing to competition with other modes. The AERA Chairman and the team appreciated the points made by DACAAL underscoring the need for a separate approach (other than international air cargo) while looking into the domestic tariff. The meeting was held at Indian Aviation Academy Auditorium on 17th February 2025 and was attended by large number of representatives belonging to all stakeholders, trade Associations, IATA and airlines and CTOs. PM Modi addressed a WEBEX Meeting Held by DPIIT, Ministry of Commerce on 4th March 2025 on Post budget Industry Consultation including Manufacturing, Logistics, Warehousing, Ex-im and other areas of Indian economic development as envisaged in the Budget 2024-25. DACAAL attended the meeting as MoCA's nominated delegation represented by Shri Dinesh Kumar, IAP.



Domestic Air Cargo Agents Association of India

DACAAL Interconnect: issue - April, 2026

From President's Desk

*Dear Members,
Greetings*

I have great pleasure in sharing the DACAAL interconnect giving highlights for the FY 2025-26. you are aware, a lot has transpired during this year and DACAAL has been pursuing various issues relating to infrastructure; improving service quality by CTOs and airlines as well as facilitation measures like fortnightly consolidated statements, with a view to smooth functioning of the domestic air cargo operations at the CUTs across the country. Similarly, Menzies agreed to allot a common office space and lockers to DACAAL members at BLR Domestic CUT w.e.f. 23.4.2025.

As you are aware, Bengaluru, Menzies and Adani Airports at Ahmedabad have come up with exclusive domestic cargo terminal facilities during 2025 besides two new airports have been commissioned at New Mumbai and NIA at Jewar, UP. DACAAL members have been involved in the commissioning meetings at these CTOs and insisted upon incorporating process and facilities for seamless domestic handling both for incoming and outgoing loads.

On systemic front, DACAAL has persistently pursued with MoCA at the apex levels of HMCA/ Secretary Civil Aviation and Sr Economic Advisor, to streamline and expand domestic cargo infrastructure commensurate with increasing tonnage especially at Delhi and Hyderabad.

AERA Stakeholder Consultation meetings and seminars were attended by MC regarding consideration of rationalisation of handling charges and to apportion only the capex spent by the CTOs in creating domestic CUT facilities while fixing charges in MYTPs submitted by CTOs. Our interaction with principle airlines is continuous in sorting out procedural as well as support to DACAAL members.

An important achievement of DACAAL has been taking up with MSME Ministry, to enforce the Act where the buyers of services must pay within the specified 45 days' time to improve cash flows. The government's strict enforcement of MSME's time bound payments has since been implemented.

Since the West Asia War crisis is severely affecting the entire air cargo sector in India, we hope all members will take precautions to ensure their business transactions are secure financially by strengthening client agreements and best practices.

Best Wishes,
Ravijeet Sehrawat



DACAAI makes a Presentation to AERA Team on 28th Feb at the Stakeholders Seminar held at UDAN Bhavan

Airport Economic Regulatory Authority-AERA held a Stakeholders Seminar on 28th February at UDAN Bhavan. DACAAI makes a Presentation to AERA Team in order to explain that the basic principles of Domestic Air Cargo Sector tariff and international sector were different. Since there was stagnation and even decline in domestic air cargo in spite of increase in flight domestic cargo tariff needed on on specific costs incurred in domestic CUT operation with need for rationalizing the charging heads and fixing a single minimum

charge @ 20 kgs. Besides, as the road and rail had improved dramatically, the high dwell time of 11-13 hours needed to be brought down to 5-6 hours. In this respect, DACAAI has requested for achieving D-120 minutes for outbound and A+90 minutes for inbound cargo to attract air cargo lost to other modes. The CTOs accountability and SLAs needed to be defined with time bound performance. The AERA authorities have appreciated the viewpoints explained by DACAAI in all the presentation meetings held with the Authority and have assured to consider the same.

Menzies Aviation Operationalises the new Green Field Domestic CUT at Bengaluru Airport

After much wait, Menzies Aviation has Operationalised the new Domestic CUT at Bengaluru Airport from 26th to 30th March, 2025. The CUT is first exclusive facility created by Menzies Aviation at the Kempegowda International Airport. In many ways, the terminal looks more futuristic and provides the required facilities for smooth handling of domestic cargo. The CUT has the following new features:

The new CUT has approximately 3 times bigger area compared to the previous facility. It has doubled the number of truck docks including automation of processes with separate X-ray for transit cargo. It has introduced electronic manifesting, electronic X-ray stickers with barcode.

The number of X-ray machines have also been doubled which use latest dual view technique. Additionally new airside gates have been created to ease airside efficiency.

Adequate space has been provided on the docks for making cargo RFC which is essential requirement at domestic CUT.

Menzies Have also Agreed to give covered side Space with CCTV surveillance for keeping arriving cargo, so as not to congest the docks for longer periods.

Automation has been integrated for delivery process giving more clarity, control efficiency and going paperless.

DACAAI places its appreciation to BLR Airport, BIAL and Menzies Aviation for addressing long felt need for adequate handling space and conducive Domestic air cargo terminal facilities. KUDOS To Menzies Aviation Team led by Mr Venkata Reddy and Mr Anil Kumar.



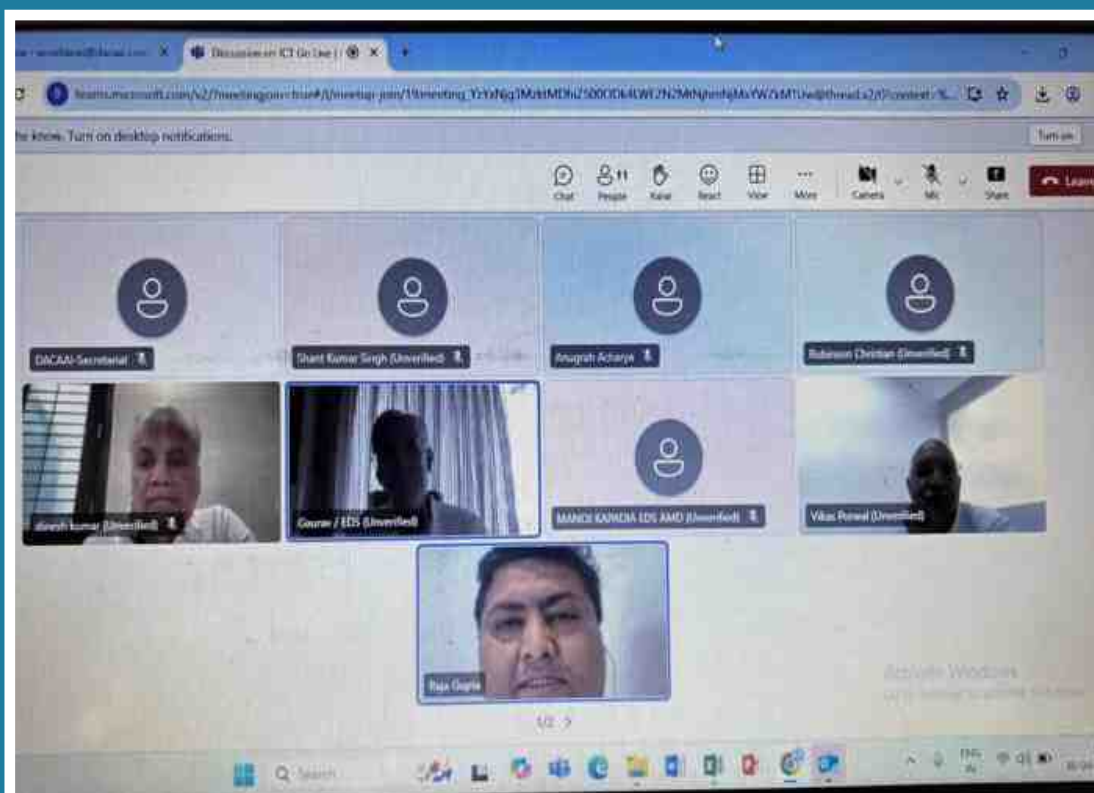
DACAAI Team led by Vice President, Gaurav Ghuwalewala attends 1st AUCC Meeting of Navi Mumbai International Airport

DACAAI Team led by Vice President, Gaurav Ghuwalewala attends 1st AUCC Meeting of Navi Mumbai International Airport and thanks NMIA management for having organised the initial AUCC meeting on 28 February, 2025. DACAAI supports the new airport development at Mumbai. Since due to lack of time the issues relating to domestic air cargo operations could not be discussed. DACAAI Team has specific issues to be addressed, therefore, DACAAI requests NMIA to organise an exclusive meeting with DACAAI for a proper discussion on domestic air cargo issues to achieve the desired efficiency and increase footprint of domestic sector. DACAAI requests NMIA to achieve the cut off for outbound at D-2 hours and deliver the incoming cargo in A+1.5 hours in order to achieve essence of domestic air cargo.

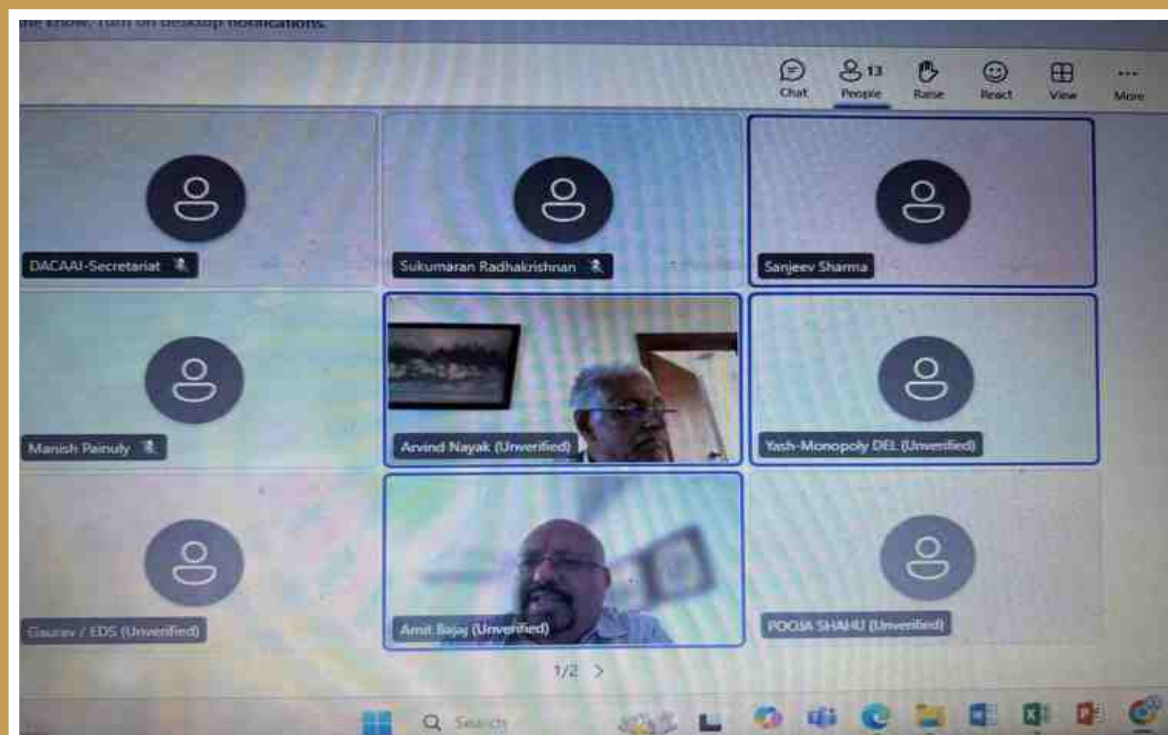
Meeting with Indigo Mr. Vipin Mohla and Mr. Afjal by DACAAI President Mr. Ravijeet Sehrawat, Mr. Dinesh Kumar and Mr. Amit Bajaj on dated 16/06/2025 at Gurugram in Indigo head office.



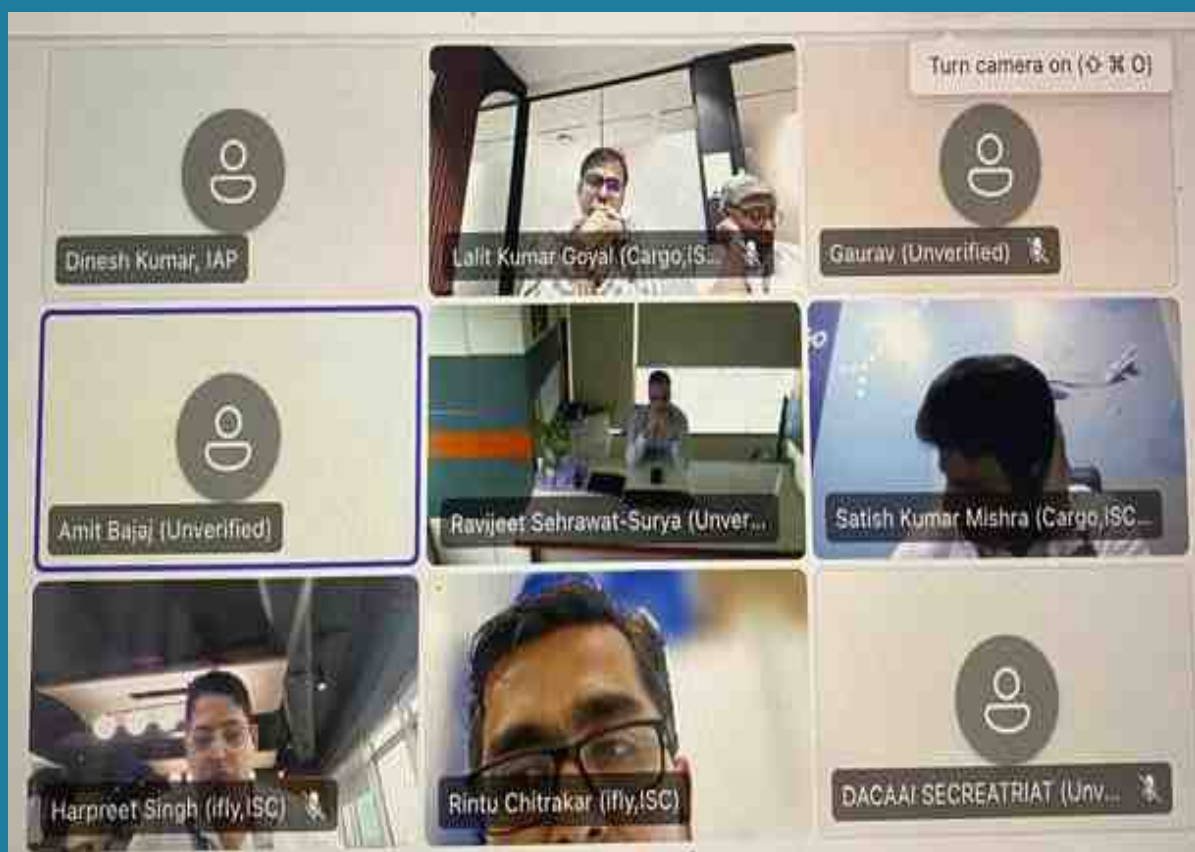
DACAAI VC MEETING WITH AHMEDABAD ADANI CUT ON 30/04/2025



**DACAAI VC WITH AIR INDIA ON 26/05/2025 REGARDING OPERTIONAL
ISSUES FACING BY DACAAI AGENTS.**



VC Meeting with indigo on 19/08/2025



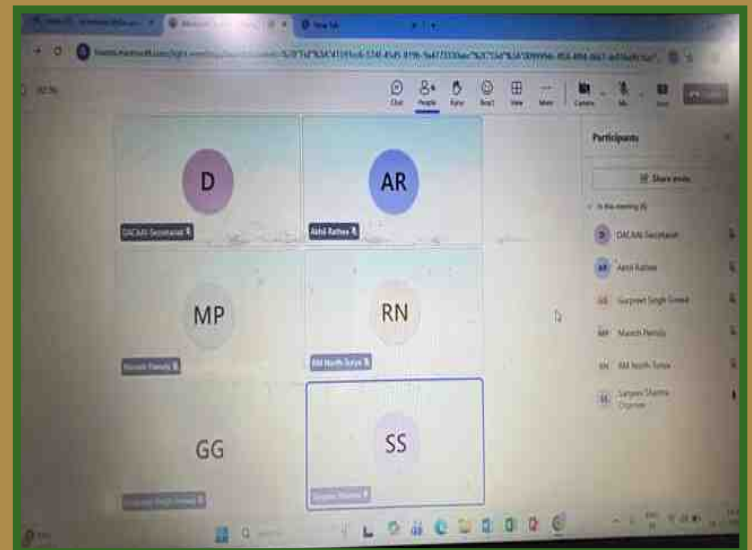
DACAAI Members visit Noida International airport on July 9th 2025.



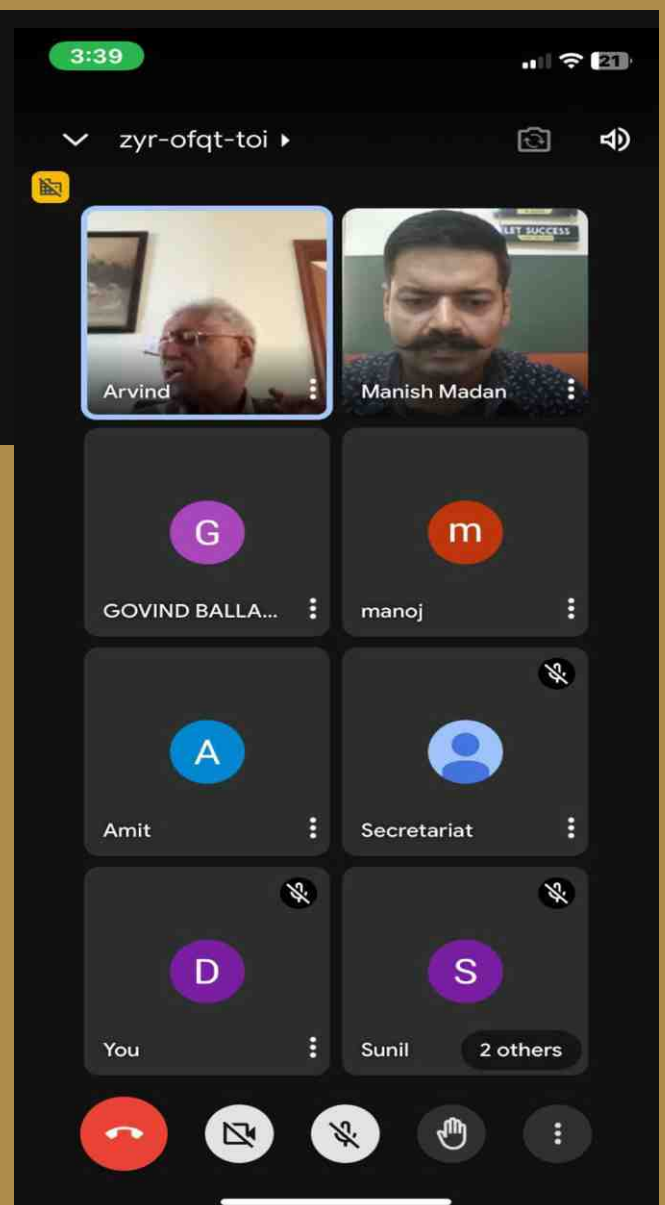
VC meets with All Members on
3rd Nov 2025



Meeting with Air India and DACAAI MC
on 6th Nov 2025.



VC Meets By DACAAI



GMR meeting 8 nov 2025



DACAAI Agents Interview 2026

Questions

Q. 1 We value your privacy. Do you wish your identity to be disclosed?

Response : Mr Mandeep, Trackon - It is my view, You can quote me.

Response : Mr Santosh Bhandari -

Since we deal with multiple stakeholders keep discreet. I will provide honest responses.

Q. 2 How long have you been in the domestic air cargo business/industry?

Response : Mr Mandeep, Trackon -

26 years starting from Overnite, First Flight, DTDC and now Trackon.

Response : Mr Santosh Bhandari -

13 Years

Q.3 Which CUTs/Airports are you operating from?

Response : Mr Mandeep, Trackon -

We operate on all India basis.

Response : Mr Santosh Bhandari -

We operate all India. Major volumes say 43% are at BLR followed by Poona, Mumbai, Hyderabad, Chennai and others.

Q.4 As you have a long experience in this industry, can you explain if you find the processing of domestic cargo at CUTs satisfactory?

Response : Mr Mandeep, Trackon -

I think some improvement is needed in Delhi because of congestion seen currently. After Celebi we find a lot of scope for improvement in Delhi mainly as the quantum of out bound and inbound cargo is increasing at Delhi, additional space is required to manage this.

Response : Mr Santosh Bhandari -

It varies on case to case and airport to airport. Service wise, Delhi we are struggling with 2-3 terminals; Mumbai we have difficulties; Ahmedabad is very bad as incoming takes 3 hours to deliver. BLR and HYD it is manageable. At BLR, we are not happy with cage/bins. It is not helping. Volumetric charges going very high. Not good from customer point of view. For a 100 kg shipment we have to pay or say 110-120 kgs, which is a loss to organisation. Delhi we are struggling, every day so many complaints; no trollies, no space. It is pathetic. Other places at least if we cry someone will help. BLR HYD someone will listen to complaints, Delhi No. Recently we lost our shipment, there was no proper response.

Q. 5 As you are aware CUTs were established in 2007. In your view, What difference do you find in handling your cargo shipments earlier by airlines themselves and now at the CUT ?

Response : Mr Mandeep, Trackon -

By coming to CUT, mainly we see that our cut-off has gone up drastically. Cut off has gone up from D-1 to D-4. As the cut off has gone up, we find it difficult to bring that cargo which we got benefit earlier. Rather than passing on benefit to our consumers, logistics providers, airlines it has become a problem. We must see how we can get that benefit to cargo/courier companies to get that cargo on flights which depart in early morning. Earlier this problem was not there. Earlier we gave load to airlines even at 10-12 in the night it was delivered to Bengaluru or Mumbai. The airlines now demand it at 8 o'clock which the customer not giving as they compare it with Blue Dart.

Response : Mr Santosh Bhandari -

As majority is operating so we are continuing. Earlier without the CUTs, the handling was much faster and better than currently at Common User Terminals. In the past at Begumpet airport, things were faster with separate warehouses, personalised airline service. Now we Pay but service does not come. If given a chance we would be happy without a CUT.

Q. 6 Can you elaborate some of the advantages and disadvantages of the process?

Response : Mr Mandeep, Trackon - Due to cut off rising to D-4 cut off, we find very difficult to how we are going to pass on the benefit to customer. I cannot blame airlines directly as they are operating under guidelines which they cannot change. Rather, the norms need to be changed.

Response : Mr Santosh Bhandari -

Acceptance of cargo is better at Hyderabad and Bengaluru. It is bad in Mumbai, Delhi & AHM. Earlier the airlines were giving quick service and resolution to issues. In CUTs it is not satisfactory.

Q. 6 Q. 7 Have you experienced any of your shipment missing a scheduled flight because of any reasons that you can attribute to the new processes?

Response : Mr Mandeep, Trackon -

Every festival season, starting from dussera, Diwali, Christmas & new year, these events are such when there is mass movement of cargo movement. It is affected very badly during to festival rush as passengers are rushing to their home towns, as more baggage moves, our loads are not given priority; there is off loading; it is not given priority. Similarly when perishable moment happens, during those period also our cargo is given 2nd or 3rd priority. Missing-flight cases happen in festival period only. Often problem is coming in Mum and Delhi. Last year this problem

Response : Mr Santosh Bhandari - was 3 times in Mumbai and 3 times in Delhi.

Q. 8 Do you have any suggestion to further improve the service at airport CUTs?

Response : Mr Mandeep, Trackon -

In Delhi, due to congestion, improvement is needed in Delhi. Additional space is needed to manage the quantum of cargo. Although Jewar airport is planned we don't know when it is coming up and what percent of cargo will shift to that place. In today's situation whenever festival season comes, we experience a lot of problems in Delhi. We see a lot of room for improvement. It needs proper planning to decongest the CUT and give seamless service.

Response : Mr Santosh Bhandari -

Transparency should be there. There should be SLAs with users. The acceptance and delivery process should be improved.

Q. 9 Have you experienced delays or misplaced pkgs. if so how often and what is your say on this ?

Response : Mr Mandeep, Trackon -

If the package is not come, it is difficult to trace. I have seen that last one year 5-6 high value shipments we had to close as not traceable and pay compensation. It has happened in multiple sectors. In Delhi, our people can go inside and check in the warehouse. When airlines send cargo via Varanasi to BLR, it becomes difficult to know whether it was loaded or not. It is a risk. Who will give guarantee?

Response : Mr Santosh Bhandari -

In case of direct shipments we take up with airlines. For consol, we take up along with co-loader and custodian. Monday updates on DACAAI group whatsapp is helping. We are chasing missing pkgs. I would say not such cases are about 0.5% We lost only one or two consignments. Processes are well laid. One shipment Mumbai-Delhi on Akasa went to AHM but there was no flight next day. No option it was routed through Bagdogra so there was 24 hr delay. Except for Air India we do get response from airlines. We only had one or two misplaced/missing cases which are traced including with DACAAI whatsapp system. But one Akasa shipment got overcarried to AHM and due to no next day flight, we had to wait.

Q. 10 Do you feel grievances are attended to and resolved to your satisfaction?

Response : Mr Mandeep, Trackon -
Grievances are attended to.

Response : Mr Santosh Bhandari -

Grievances with airlines, indigo Akasa we get response. With Air India only if you are a stalwart AI will listen. CUTs : BLR, HYD we get response, Delhi-No. Smaller airports no hurdles.

Q. 11 Do you feel the facilities at airports are sufficient / short / extra and what relation it has to costs - are they fair / cheap / excess ?

Response : Mr Mandeep, Trackon -

Operating cost is all right. But, during festivals, there is surcharge of rupees 2 or 3 per kg. As service provider, we have to absorb all that in festival times. We cannot go to customer. I cannot convince him and say the airline is increasing charges and to pay. It becomes tough to convince them. That is one of the reasons, air business is diverted to road. I have seen 10-12 years, it has become practice of all logistics providers, for 1000 km they use road network as they know, by the time air load reaches they can also reach. Secondly, during festival season in spite of surcharges the service is not at par. Our expectation is if you are increasing surcharge, service should be flawless; as demand increases, it becomes difficult for airlines also to give on time service. Claim by users that despite paying higher charges, services criteria are not met, is correct. The TSP is high and it should not be more than 15%. We can only raise our concern the authorities have to listen. DACAAI should keep raising the issue of higher charges.

Response : Mr Santosh Bhandari -

Infrastructure in Delhi is very inadequate. They should design according to tonnage. Delhi should improve all processes from acceptance to delivery. Mumbai we have challenges. HYD, BLR is better. AHM is again struggling. Even in new CUT it takes more than 3 hours for delivery. Smaller airports no hurdles. Service cost is higher. We pay but there is no service. TSP is highest at BLR, HYD and AHM. It is almost 1.5-2 times of what it should be. The charges to be rationalised on lower side. TSP should be abolished. I would be the first person to do it.

Q. 12 In one sentence your overall view?

Response : Mr Mandeep, Trackon -

We have to do a lot improving air cargo handling. The space is not up to mark. We also request to look into changes in airline pricing which does not give time for planning. When cargo capacity is increasing there have to be some cuts in rates also to attract the customer. Though Akasa provides a low rate service, unfortunately, their flight count is very less. We cannot confidently say our cargo will go. We are supposed to use indigo as they have reach and back up. We dependent mainly on indigo and Air India for all our cargo carriage. However, while Price is ok, but the service should improve.

Response : Mr Mandeep, Trackon -

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Response : Mr Santosh Bhandari -

Service levels need improvement at CUTs.

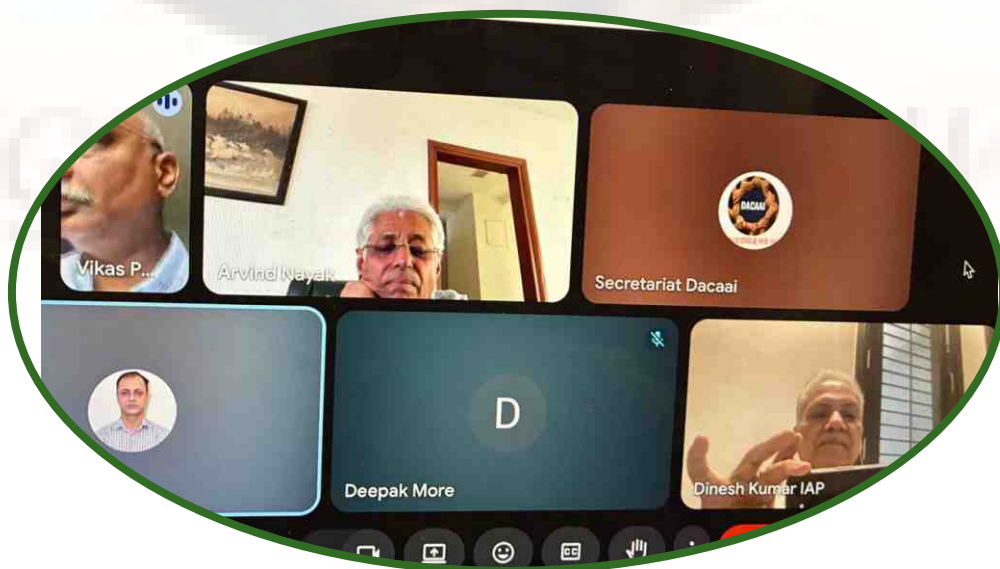
Q. 13 Do you have any suggestions for allied areas like parking and other.

Response : Mr Mandeep, Trackon -

Areas in Delhi must increase as there are queues of trucks in peak times. With the kind of flights are increasing, there is acute shortage of space; there is no place for parking of trucks; unloading docks are not available; bays not there; x-ray machines are not there all need to improve.

Response : Mr Santosh Bhandari -

There should be Transparency. Incoming Delivery to be improved. Service levels need improvement so we can also deliver to our customers early. Infrastructure needs improvement. City limits are extending but customer wants quick and better service.



**MC Meeting regarding West Asia
crisis and impact on domestic cargo**