

Explore the Latest Perks Available for Business Travellers

Corporate Travel Update
October 2022



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Discover how Riya Visa Services can benefit corporate travellers

Exclusive interview with Mr. Sushil Aggrawal – Head Riya Visa Services on special initiatives for business travellers and best practices for visa



► **What are the special initiatives that you have undertaken to enhance customer experience?**

Riya Visa Services have undertaken several initiatives in recent years. It includes the launch of our specialised visa desk for corporates and leisure travellers across India in 40 plus branches. Introduction of a dedicated desk for senior leaders with sensitive or critical visa requirements. Incorporation of Optical Character Recognition (OCR) in our visa tracker to eliminate manually typing the passport details. In association with insurance underwriters, we also introduced Visa Assurance that enables refund in case of Visa Rejection. We periodically share visa updates with our customers via our newsletter – Visa Bites. During the two years of COVID, we ensured our connections were aware of domestic and international travel guidelines through our constant advisories. Our team constantly endeavours to keep introducing such initiatives to enhance customer delight.

► **What is the strength of your team in India?**

The average work experience of our team in India is over seven years with expertise in visa business. The leaders in the team bring their valuable knowledge of managing large volumes, large groups of 7,000 plus passengers, and ability to deal with diplomatic missions as well as their logistics partners. Today, we have a team of 300 plus highly skilled experts in managing complex visa cases including visa applications that have been rejected by the respective Consulates or Embassies or High Commission. All our team members are on our payroll and we don't hire with any third party contractual or outsourced staff.

► **Please share the growth journey of Riya Visa Services in the last four years.**

During the last four years we invested in people who are our assets and technology that enables them to do their job. The visa team improvised the internal tools including visa tracker. We also focused on service delivery and added many large corporate as their visa clients. The attention on customising client needs helped us in growing our client base as well as the revenue.

► **To which industries do you cater?**

The visa team caters to multiple industries that includes IT, ITES enabled services, Pharma, Life Sciences, Banking, Consulting firms, Entertainment, Shipping, Aviation and many more industries. This enables the visa team to understand the dynamic requirements of all types of clients and industries. The team also has a specialised desk that manages travellers with sensitive needs or CXO's, MD's and other senior leaders.

► **What are the challenges in facilitating visa requests since the opening of international travel?**

The processing time has increased for most diplomatic missions and their changing requirement has been a concern. We have been monitoring the changes and have been sharing the same through our monthly Visa Bites newsletter (Monthly Visa Update). The visa team tracks the processing time and advises the traveller the minimum experiential processing times, the same may vary due to travel history or even with planned travel date. It enables them to plan their trip accordingly.

► **What are your recommendations for best practices for a smooth visa process?**

Gathering client profile details and travel requirements is an important part of the visa assistance for any visa professional. Keep the information short and crisp in the covering letter, filling in the correct name, passport number, and date of birth according to your passport is very important. Maintaining consistency in your documents i.e cover letter, invite letter, ticket, hotel booking and other documents is also important. Going through and adhering to the checklist will ensure a seamless experience allowing you to focus on planning your trip and packing your bags for the journey.



INDIA'S LEADING TRAVEL AGENCY 2022

IT'S A HAT-TRICK!



**Riya Travel wins again at
World Travel Awards**

Thank you for all your support



Meet ATG - global partner of Riya Business Travel



Utrecht, Netherlands headquartered ATG is a strategic business partner of Riya Business Travel since 2017. Through this partnership we cover over 140 countries worldwide.

ATG Travel Worldwide, B.V., headquartered in Utrecht, Netherlands, is a global travel and expense management leader. A technology product powerhouse, offering a revolutionary combination of high touch service and innovative and proprietary robotic booking solutions, centralised global quality control, data management insights, a true global user platform and a suite of human resources products. ATG is also a global international franchise of market leading travel management companies. ATG offers regional, company-owned offices in The Americas (USA), Europe/Middle East/Africa (Frankfurt, Germany) and Asia Pacific (Shanghai, China) and franchise partner offices covering 140+ countries with 7,800 global employees and a worldwide turnover representing over \$7.2 billion. To learn more, visit atgglobaltravel.com and www.linkedin.com/company/atgworldwide



No capping on domestic airfares from 31st August; here's what it means for flyers

The Indian government has removed the price capping on domestic airlines effective August 31, 2022 after a span of approximately 27 months.

The government, in a rare move, imposed minimum and maximum fares based on a flight's duration to prevent ticket prices from spiking when air travel was reopened following the lockdowns in 2020.

Union minister for civil aviation, Mr. Jyotiraditya Scindia said the decision was based on market trends. "The decision to remove air fare caps has been taken after careful analysis of daily demand and prices of air turbine fuel. Stabilisation has set in and we are certain that the sector is poised for growth in domestic traffic in the near future."

This move is expected to rationalise the demand and supply. The fares will now be regulated by the market and consumers will be presented with competitive prices.



Akasa Air to start services to Guwahati, Agartala from Bengaluru

Akasa Air, India's newest airline, said it will commence its flight services to the northeast with the additions of Agartala (Tripura) and Guwahati (Assam) from October 21, 2022. As a part of this expansion, the airline will connect the two north-eastern destinations, which will be its seventh and eighth destinations respectively, with Bengaluru.

The airline launched its services on the domestic routes from August 7, 2022 this year. Akasa Air has been progressively expanding its operations and will be flying a total on 11 non-stop routes along eight cities – Ahmedabad, Bengaluru, Kochi, Chennai, Mumbai, Delhi, Guwahati, and Agartala from October 21.

To further enhance connectivity on existing sectors, the airline has also announced additional daily flights on the Bengaluru-Chennai route commencing from October 21, 2022.



Government of India sets target to operationalise 100 airports under UDAN by 2024

The Government has set a target to operationalise 100 airports by 2024 subject to the availability of supporting infrastructure such as land, statutory approvals, etc.

Officials said that nearly 68 airports have been operationalised for Regional Connectivity Scheme (RCS)-UDAN (Ude Desh Ka Aam Nagrik) flights since inception of UDAN scheme.

Selected Airline Operators (SAOs) have operationalised 425 UDAN routes involving 68 airports/heliports/water Aerodromes across the country. SAOs have been operating many routes even after completion of three years of exclusivity period under the scheme.

However, COVID-19 pandemic has adversely affected the aviation sector, including domestic RCS flight operations. Suspension of scheduled commercial operations in view of COVID-19 posed several challenges. Passenger demand came down drastically making the operation of flights unviable.

Moreover, financial health of the airlines was impacted given the collapse of revenue streams coupled with high fixed costs resulting into a liquidity crunch. The Government introduced certain policy reforms for sustainability of operations of RCS-UDAN post COVID 19. These operational and financial flexibilities/relaxations and economising measures are deemed mutually beneficial for all stakeholders by maintaining the benefit of air connectivity to passengers.

Regional Connectivity Scheme is a market driven scheme. Under the scheme, airlines assess demand and nature of supply required on particular route and based on their analysis participate in the bidding process to be conducted from time to time.

A recent Parliament reply said the primary objective of RCS is to facilitate/stimulate regional air connectivity by making it affordable. Promoting affordability of regional air connectivity is envisioned under RCS by supporting SAOs through concession by Central Government, State Governments/UTs and airport operators to reduce the cost of airline

operations on regional routes and financial (Viability Gap Funding or VGF) support to meet the gap, if any, between the cost of airline operations and expected revenues on such RCS routes. Central Government and State Governments share Viability Gap Funding (VGF) in the ratio of 80:20 whereas for the States in North-Eastern region/Union Territories (UT's) the ratio is 90:10.



Air India, Air Asia India and Air Vistara sign MOU with CSIR-IIP for sustainable aviation fuel development

Tata group-owned airlines Air India, AirAsia India and Air Vistara (TATA SIA Airlines) have signed a Memorandum of Understanding with the Council of Scientific and Industrial Research – Indian Institute of Petroleum to collaborate and work together on the research, development of sustainable aviation fuels. The Tata Group recently outlined a transformative vision on sustainability which envisages the group becoming Net Zero by 2045.

The International Air Transport Association (IATA) has committed to achieving net-zero carbon emissions from their operations by 2050 in line with the objectives of the Paris agreement to limit global warming to 1.5°C.

According to IATA, the aviation industry's net-zero carbon emissions target is focused on delivering maximum reduction in emissions at source, with the adoption of Sustainable Aviation Fuel (SAF) contributing around 65% of the reduction in emissions, in addition to innovative new propulsion technologies, and other efficiency improvements.



RBT Workshop 2022 – 'Racing to the limitless future' – Bigger! Bolder! Better!

As India celebrated the comeback of cheetahs, Riya Business Travel (RBT) embodied the spirit of one of the fastest animals days prior at its recently concluded two days RBT Workshop – 2022.

The workshop was led by Mr. Vinod Subramanian, CEO of RBT, and supported by the Senior Leadership Team along with the key Team Members from across India. We outlined and aligned shared objectives to 'Race to the Limitless Future – Bigger, Bolder, Better!'

Riya Business Travel (RBT) has come a long way since its establishment in 2014. During this journey, RBT has surfed the waves, on boarded major conglomerates and elevated credibility in managing the business travel across the spectrum of industries. This has largely been made possible by the collective leadership, spirit and perseverance. The workshop delved into current and future trends of corporate travel management. Based on this, create a roadmap for future endeavours.

Our special thanks to Mr. Nikesh Vartak, Senior Manager at Lupin for sharing insights on corporate travel. Our valued business partners Bajaj Allianz, IndusInd Bank, TATA AIG, Turkish Airlines and United Airlines added glitter to the workshop by their generous sponsorship.

Racing to the limitless future



BIGGER BOLDER BETTER





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