

Labour woes for travel industry as staff crunch triggers poaching

ANEESH PHADNIS
Mumbai, 8 December

Wanted air ticketing staff! Such messages are becoming increasingly common in WhatsApp chat groups of travel agents.

This comes in the wake of the tourism sector seeing a revival with the waning of Covid and re-opening of borders. However, agency staff members, who were left jobless during the pandemic, haven't returned in equal numbers, posing problems for travel firms. The challenge is especially being felt by "mom-and-pop" set ups that lack the capital to invest in automation.

"Travel agencies are poaching each others staff by offering higher pay. Those who earn ₹30,000 a month are being offered salaries of ₹40,000-50,000," said Rajat Bagaria, managing director (MD), Sriшти Tours & Travels. "There's strong demand for travel but agents are finding it difficult to service customers due to a shortage of employees. Some smaller ones are even losing customers," Bagaria said.

While there is a staff crunch across departments such as visas, tours and ticketing, the impact is largely felt in air ticketing that requires trained hands.

For instance, ticket re-issuance requires calculation of fares and date change penalty and this is something that only comes with experience.

According to an airline executive, 80-85 per cent of air tickets in India are sold by online and offline agents and the rest by airlines on their websites or apps. Within that, offline agents have a share of 50-55 per cent in domestic flight sales and about 70 per cent in international flights.

Last Sunday, domestic airlines carried 409,831 passengers — the highest since the resumption of flights in May 2020.

The feat was repeated on Sunday, with airlines transporting over 400,000 passengers. Domestic air traffic is back to pre-Covid levels despite a capacity constraint.

Jammu & Kashmir has received 14 million tourists in 2022, the bulk of whom visited Vaishno Devi shrine.

But a labour crunch is making it

INDIAN VISITORS 2ND ONLY TO SAUDIS IN QATAR IN NOV

WORLD CUP FEVER

Country	Visitors
Saudi Arabia	55,000
India	45,000
US	35,000
Mexico	30,000
UK	30,000
Argentina	20,000
Egypt	15,000
Iran	15,000
Morocco	15,000
Sudan	15,000

Figures have been rounded off Source: Qatar Tourism



QATAR TOURISM IS WORKING TO ESTABLISH QATAR AS A WORLD-CLASS DESTINATION WITH OVER 6 MN VISITORS A YEAR BY 2030. WE ARE DIVERSIFYING AND EXPANDING OUR APPEAL TO ENSURE A SEAMLESS & MEMORABLE EXPERIENCE FOR ALL VISITORS. INDIA IS A PRIORITY MARKET"

BERTHOLD TRENKEL
Chief operating officer, Qatar Tourism

CROWD-PULLER

- Approximately 45,000 Indians visited Qatar in November to watch the football World Cup
- In November, Qatar received over half a million visitors
- Top 10 countries accounted for 55% of the arrivals
- More than 1 million football fans are expected to visit Qatar during the World Cup

CONSUMER SPENDS

- Consumer spending at this World Cup is surpassing expenses at previous editions, according to data by Visa, the official payment technology partner of Fifa
- Almost 90 per cent of purchases at the official World Cup venues were contactless
- Top markets leading spending at tournament: US, Mexico and Saudi Arabia
- Average in-spend transaction amount for all matches during the group stage of the tournament: \$23
- Top 3 spend categories: Merchandise, food & beverage, and Fifa ticketing

difficult for some to participate in this growth.

While the current number is not available, the number of travel agencies during pre-pandemic in the country was estimated to be over 50,000.

These include companies providing air tickets, tours and destination management services. According to Bagaria, there is a staff shortage of 20-25 per cent across the industry.

"The entire tourism and hospitality industry is struggling with staff shortages. Many who left or were let go during Covid have not returned as they see no job security in the sector. Also, hundreds of hospitality and

tourism employees have been recruited in Qatar, which is hosting the World Cup," said Jyoti Mayal, president of Travel Agents Association of India.

"I see this leading to greater collaboration and consolidation in the travel industry. Companies that do not have requisite staff or technological tools will outsource business to larger travel companies," Mayal added.

"Some of our staff members are working for three-four days a week. There is definitely a staff shortage. It is difficult to find good candidates. Even tourism institutes are not getting enough students who want to pursue

courses. We are trying our best to resolve the issue," said Rajiv Mehra, president of Indian Association of Tour Operators.

In a statement, travel technology solutions company Amadeus said it is seeing an upward trend in demand for its products that help agents in re-issuance of tickets and refunds, among others.

Large online portals such as MakeMyTrip and Cleartrip said they aren't facing any staffing issues.

"There is no shortage of manpower for larger organisations and there is no major shift (in business share) from offline to online. However, the long-

term outlook is very robust for online agents and they will see consistent growth," said Gaurav Patwari, vice-president (air), Cleartrip.com.

"From what we see on our travel agent's platform, it doesn't look like an issue. We have on-boarded 30,000 travel agents pan Indian, almost all of whom are active on our platform. During the pandemic and the initial recovery period, there were challenges surrounding the industry's talent market. This was especially in the technology field, but now the situation has improved," said Rajesh Magow, co-founder & chief executive officer (CEO) at MakeMyTrip.

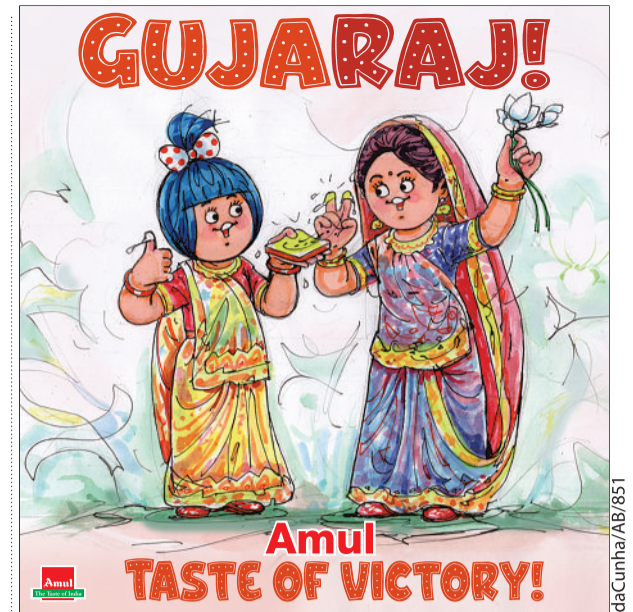
SET PIECE

Messi or Ronaldo? Debate rages on

It may have been a rest day at the World Cup on Thursday but there was no stopping the football discussion that never ends — who is the better player, Lionel Messi or Cristiano Ronaldo? With no games in the Qatar capital for the second straight day, fans streamed to the Souk Waqif to shop and see the sights, and the decade-long debate about who is the GOAT — the "greatest of all time" — continued in the cafes and restaurants. Fans of Argentina, who meet Netherlands in their World Cup quarter-final on Friday, and Portugal, who take on Morocco on Saturday, were well-represented in the streets and squares of the souk, with plenty of neutrals weighing in too.

Alex Sandro could miss QF, says Tite

Brazil's first-choice left back Alex Sandro has not fully recovered from injury and is doubtful for the quarter-final against Croatia on Friday, manager Tite said. Alex Sandro was substituted in the 86th minute of Brazil's second World Cup Group G match against Switzerland with a muscle problem in his left hip.



Stolen data of 600k Indians sold on bot markets, says study

REUTERS
Bengaluru, 8 December

Around five million people globally have had their data stolen and sold on the bot market till date, of which 600,000 are from India, making it the worst affected country, according to one of the world's largest VPN service providers, NordVPN.

Bot markets are used by hackers to sell stolen data from victims' devices with bot malware. The study by NordVPN, of Lithuania's Nord Security, said the stolen data included user logins, cookies, digital fingerprints, screenshots and other information, with the average price for the digital identity of a person pegged at ₹490 (\$5.95).

NordVPN tracked data for the past four years, ever since bot markets were launched in 2018.

India has been dealing with cybersecurity concerns for a while. As recently as last month, multiple servers of the All India Institute of Medical Sciences (AIIMS), a central government hospital that caters to

ministers, politicians and the general public, were infected on November 23, a senior police official told Reuters.

A week after the ransomware attack on AIIMS, the Indian Council of Medical Research faced around 6,000 hacking attempts within 24 hours on November 30, Times of India reported.

Indian cybersecurity rules have tightened only earlier this year, with the Indian Computer Emergency Response Team (CERT) requiring tech companies to report data breaches within six hours of noticing such incidents and to maintain IT and communications logs for six months.

NordVPN's study looked into three major bot markets — the Genesis market, the Russian Market, and 2Easy — and found stolen logins including those from Google, Microsoft and Facebook accounts.

"What makes bot markets different from other dark web markets is that they are able to get large amounts of data about one person in one place," said Marijus Briedis, chief technology officer at NordVPN.

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Registered Office: 104, Raheja Plaza Premises Co-Op Soc. Ltd., Shah Industrial Estate, Veera Desai Rd, Andheri (W), Mumbai - 400053.
Tel No: +91 22 4006 2829;
E-mail: cs.cl@crownlifters.com;
Website: www.crownlifters.com
NOTICE OF RECORD DATE FOR INTERIM DIVIDEND
Notice is hereby given, pursuant to Section 91 of Companies Act, 2013 read with rules made thereunder, the Board of Directors of the company at its meeting held on Thursday, 8th December, 2022, has declared an interim dividend of Rs. 0.20/- (Paise Twenty only) per equity share i.e. 2.00% on face value of Rs. 10/- per share for the financial year 2022-23. The company has further fixed record date as Friday, December 16, 2022 to determine eligible shareholders entitled to receive the interim dividend declared at the said board meeting.
For, **CROWN LIFTERS LIMITED**
Sd/-
NIZAR NOORUDDIN RAJWANI - DIRECTOR & CFO
DIN: 03312143
Place: Mumbai Date: 08/12/2022

MOSER BAER SOLAR LIMITED IN LIQUIDATION ('MBSL')
CIN: U74999DL2007PLC160162
Registered Office: 43-B, Okhla Industrial Estate, New Delhi-110020.
Notice for sale of assets described in Category A-I & A-II hereunder, through E-auction, on "AS IS WHERE IS, AS IS WHAT IS, AS IS HOW IS AND WITHOUT RECOURSE BASIS", in accordance with the Insolvency & Bankruptcy Code, 2016 ("IBC"), regulations made thereunder E-Auction to be held on **Friday, January 06, 2023**

Category	Description	Reserve Price (Rs.)	Incremental Price (Rs.)	Earnest Money Deposit ('EMD') (Rs.)
A-I	Steel Crates	6,70,00,000/-	5,00,000/-	67,00,000/-
A-II	Plant & Machinery (Excluding Steel Crates), Furniture & Fixtures, Office Equipment & Computer Equipment	19,00,00,000/-	10,00,000/-	1,90,00,000/-

1. Assets and Rights described above, belong to MBSL and are part of Liquidation Estate formed by the undersigned, who has been appointed by the Hon'ble NCLT, Principal Bench, as Liquidator of MBSL, vide an order passed on May 30, 2019.
2. The E-auction for sale of assets, described in category A-I & A-II, will be done by the undersigned, through e-auction platform <https://mctauction.auctiontiger.net>. Last date for submission of Expression of Interest ('Eoi') and EMD is January 04, 2023. E-auction will be held on January 06, 2023.
3. It is clarified that only Plant & Machinery is kept for auction. No concealed/ underground wiring is part of the auction. Successful bidder will not be entitled to damage any part of land & building.
4. Further details of the assets and rights are disclosed in Process Information Document, which has to be mandatorily read before participating in the auction and/or submitting an offer.
5. This invitation to prospective bidders/ investors, does not create any kind of binding obligation on the part of the Liquidator or MBSL to effectuate the sale. The Liquidator reserves the right to cancel or modify the process and/ or not to accept and/ or to disqualify any interested party/ potential investor/ bidder without assigning any reason and without incurring any liability whatsoever.
6. Relevant details and Process Information Document are available on website <https://mctauction.auctiontiger.net>. Contact: Mr. Praveen Thevar at +91-97227 78828, 079-68136841; E-mail ID: praveenthevar@auctiontiger.net, nclt@auctiontiger.net

For further information/ clarification/, please contact:
Arvind Garg
Liquidator of Moser Baer Solar Limited in liquidation
IP Registration Number: IBB/PA-003/IP-N00029 /2017-18/10189
Address: 302-A, Pal Mohan Plaza, Desh Bandhu Gupta Road, Karol Bagh, New Delhi-110005.
Phone No.: +91 11-4772 4484, 4772 448 Mobile: +91 97173 01110
Registered E-mail Address: arvindgarg31@gmail.com,
E-mail Address for communication: moserbaer.arvind@gmail.com

Date: 09.12.2022 Place: New Delhi

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RECRUITMENT NOTICE

Notice for Recruitment of Head/ National Positions for Finance Department & Receivables Management Department in Bank of Baroda

Bank of Baroda, one of India's largest Banks is looking for experienced Professionals on contractual basis for Head positions for its Finance Department & for the position of 'National Manager Telecalling' for its Receivables Management Department. Join India's International Bank for a challenging assignment and become a part of its growth journey.

Sl. No.	Position	Vacancy	Nature of Engagement	Remuneration
Finance Department				
1	Head - Internal Control & Finance Governance	1	Contractual Engagement for a period of 5 years, with annual performance review. Renewable subsequently at the option of the Bank as per the requirements.	Remuneration will be offered based on candidate's qualifications, experience, overall suitability, last drawn salary & market benchmarks and shall not be a limiting factor for suitable candidates.
2	Head - Reconciliation & Settlement	1		
3	Head Data Analytics - Financial Control	1		
Receivables Management Department				
1	National Manager Telecalling	1		

Eligibility criteria (age, qualification & experience), requisite fees and other details are available on Bank's website. Interested candidates are advised to visit the Bank's website www.bankofbaroda.in -> Career Page -> Current Opportunities -> Recruitment of Head positions for Finance Department on Fixed Term Engagement on contractual basis / Recruitment for the position of National Manager Telecalling for Receivables Management Department on Fixed Term Engagement on contractual basis, for further details.

Candidates are advised to go through the detailed advertisement, ensuring their eligibility & other details before applying and remitting fees.

Any addendum / corrigendum / modification shall be notified only on the Bank's website.

Date for filling Online Application & Payment of Fee : 09.12.2022 to 29.12.2022 (23:59 hours).

Place: Mumbai
Date: 09.12.2022

CHIEF GENERAL MANAGER (HRM)