

# HRA Today



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OFFICIAL PUBLICATION OF HOTEL & RESTAURANT ASSOCIATION (WESTERN INDIA)

A MONTHLY ON HOSPITALITY TRADE  
By Metro Media



**'HERE TO WIN'  
THE RESILIENT  
HOTEL INDUSTRY**

**19<sup>TH</sup> HRAWI REGIONAL CONVENTION  
SUCCESSFULLY CONCLUDED**

# MAHARASHTRA TOURISM DEVELOPMENT CORPORATION

## About Directorate of Tourism (DoT):

Directorate of Tourism (DoT) is the flagship body of Maharashtra Tourism department that looks after introducing and implementing various tourism policies, schemes, promotions and publicity to boot tourism in the State. Since the inception of the Directorate of Tourism, Govt of Maharashtra, the state has attained several milestones and bagged numerous accomplishments with the help of various initiatives. Some of them are the launch of adventure tourism policy, industry status to hospitality sector policy, caravan policy, agro tourism policy etc. Some policies are also in the pipeline that would help in creating a network of stakeholders. Recently, on the occasion of World Tourism Day, Maharashtra Tourism received an award- **2nd place in The Best State category for Comprehensive Tourism Development** from the Ministry of Tourism.



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# HRA Today

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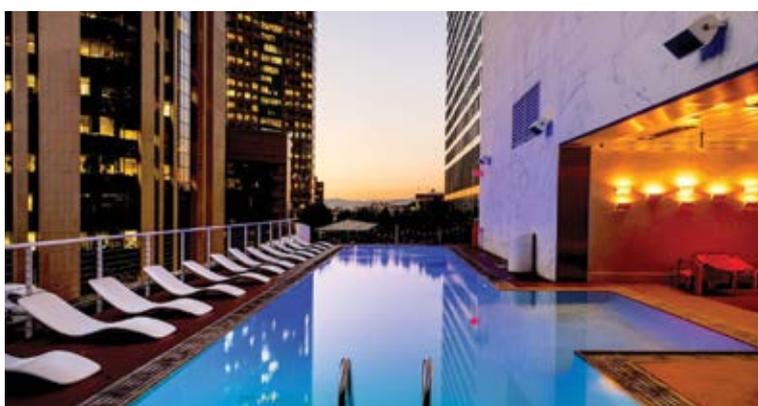
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OCT-NOV 2022

# Contents



## 06 HRAWI Convention held at Nashik



## 18 The Future of the Hotel Industry

## 24 HRAWI Convention Behind the Kitchen Scenes

## 26 News

## 39 Products

## 40 Appointments



## President's Message

*Dear Members,*

Firstly, I would like to thank our members for participating in HRAWI's 19th Regional Convention in Nashik last month and for making it a grand success. After a complete disconnect of over two years of the pandemic, the convention served as a great platform for everyone in the fraternity to meet and reconnect. The Convention organizing committee did a fantastic job with the Convention's theme 'Here To Win' which celebrated the resilience of the hospitality industry through trying times.

I also wish to thank the Executive Committee for their trust in me and for electing me as President of the Association.

The pandemic dealt a big blow to the hospitality and tourism industry and although things are getting progressively better, there are several concerns that are yet to be addressed. We continue to work on issues that are affecting business and the lives of people engaged in the industry including the unethical business practices of OTAs and FSAs, education and creation of a quality workforce, service charges, and MRP concerns. The Association's endeavour is to do its best towards alleviating as many pain points of its members for which, we will work closely with the State and Centre in policy advocacy for the growth of tourism and hospitality in the region.

In this regard, to update you, earlier this month a delegation from your Association met with Shri Ajay Bhatt, Minister of State for Tourism, Government of India; Shri Mangal Prabhat Lodha, Hon'ble Tourism Minister, Government of Maharashtra; Shri Rahul Narvekar, Speaker of Lok Sabha and Shri Venkatesan Dhattareyan, Regional Director of India Tourism. We presented Shri Ajay Bhatt with several suggestions for the Ministry of Tourism to action on. We emphasized the importance of declaring tourism as a priority sector in the country which should be allowed special incentives and benefits to help it attain its true potential, among other critical points.

The Minister has assured us his Ministry's support in developing India's tourism and hospitality sectors to its full potential.

After relentlessly pursuing authorities since 2019, the industry finally received a major breakthrough with the Competition Commission of India (CCI) finding Oyo and MMT-Go to be in contravention of the law. The aggregators were found to be indulging in predatory pricing, exorbitant and unfair commissions, misrepresentation of information and arbitrarily levied service fees and CCI imposed a penalty of Rs.223.48 Cr on MMT-Go and Rs.168.88 Cr on Oyo. This is one of the biggest wins for the hospitality industry against the dominance of the aggregators and, it will serve as an eye-opener for investors and the market regulator regarding Oyo's unethical conduct which is proposed to go public.

After two years of pandemic restrictions, the industry has witnessed a bounce back with RevPAR growth of over 89 per cent from Jul-Sept 2022 over the same quarter last year. The signs are encouraging as leisure travel, business travel, big conferences and events are beginning to boom again. The wedding season has kicked-off and seems to be a promising one. With over 30 lakh weddings expected to take place over the next couple of months, the industry hopes to witness a significant surge in business. However, this is also that time of the year when there is a spurt in complaints from our members about certain unscrupulous copyright agencies attempting to extort money from guests of the hotels under the garb of issuing licences to play recorded music. As a precautionary measure for hospitality establishments or customers from falling prey to such bogus agencies, we are clarifying that neither hotels nor their customers have to obtain licence(s) to play recorded music for marriage and related functions hosted at their venues. Our efforts will continue to ensure a level playing field for all stakeholders of copyrights.

**Mr. Pradeep Shetty**  
*President - HRAWI*



*Here to Win!*

# HRAWI CONVENTION HELD AT NASHIK

**H**otels and Restaurants Association (Western India) held its 19th Regional Convention in Nashik from 7th October to 9th October 2022. The event, being one of the largest congregations of professionals from the hospitality industry in the Western Region of India, hosted key policymakers, Government representatives, investors, and industry stalwarts who shared insights and experiences through a series of business sessions that was planned for both the hotel and restaurant fraternity. The

convention offered an excellent opportunity for industry professionals to network with various vendors, consultants, fraternity members, and other professionals from the hospitality industry.

The convention was held in Nashik, also known as the 'Wine Capital of India'. It made for a perfect wine destination since it is home to more than half of India's vineyards and nearly a third of our wineries. Under the theme of 'Here to Win', the convention provided an interactive program

to celebrate the resilience of the hotel industry through trying times. Industry experts were invited to share their experiences and relevant topics were curated which were shared through a series of business sessions that were planned. The event was inaugurated on 7th October which was followed by dinner and entertainment programs. The three-day convention included many business talks, and meetings, along with two nights filled with grand entertainment, accompanied by cocktails and dinner.

The inaugural ceremony on the first day started with the National Anthem along with the Lamp Lightning ceremony by Mr. Dilip Vengsarkar (Former Indian Cricketer & Cricket Administrator), Mr. Venkatesan Dhattareyan (Regional Director India Tourism), Mr. Pradeep Shetty (President – HRAWI), Mr. Sherry Bhatia (Immediate Past President - HRAWI), and Mr. Rakesh Mehra (Owner of Radisson Blu Hotel and Spa, Nashik) followed by an opening speech delivered by Mr. D.S. Advani, the presidential speech



and a speech by Mr. Dilip Vengsarkar. The day also saw the release of the special edition of the HRA Today publication Aug-Sept edition by Mr. Pradeep Shetty (President – HRAWI), Mr. Sherry Bhatia (Immediate Past President - HRAWI), Mr. Sandeep Talaulicar (Executive & Convention Committee Member – HRAWI) and Mr. Siji Nair (Printer, Editor & Publisher - HRA Today Magazine). The evening saw a 19-layer cake surprise given by Radisson Blu Hotel & Spa and an entertainment program by AJ & Team (AJ Dance Group - Mr. Amit Jadhav, an Indian singer-dancer who appeared in X-Factor India and his team) followed by Dinner and Cocktail sponsored by Radisson Hotel Group, one of India's largest and most dynamic hotel groups who are committed to delivering memorable moments, acting as a true host, and being the best partner to guests, owners, and talent. The day ended with the Vote of Thanks by Mr. Sherry Bhatia.

Various panellists attended the business session hosted as a part of the HRA regional convention

on the 8th and 9th of October. The 11:00 AM business session, sponsored by Maharaja Group, on the second day i.e., 8th October was moderated by Mr. Kamlesh Barot with Mr. Natwar Nagar (Founder & CEO - The People Network), Mr. Riyan Bhatia (Enterprise Account Director – LinkedIn) and Mr. Yogendra Agnihotri (Senior Director, Human Resources, South Asia – Radisson Hotel Group) speaking on “Human Resources: Revolving Doors to Opening Human Doors” followed by a tea/coffee break sponsored by Radisson Blu Hotel & Spa.

The 12.30 PM business session, sponsored by Flamboyante Restaurant, on 8th October was moderated by Mr. Nirav Gandhi (Senior Vice President - HRAWI and Director – Express Towers) with Mr. Ganesh Kumar (Corporate Director – Qmin Operations), Mr. Anurag Mehrotra (Co-founder & CEO – Charcoal Eats), Chef Rakesh Sethi (Corporate Executive Chef – Radisson Hotel Group) and Mr. Sandeep Talaulicar (Managing Director – Mr. Chow) speaking on

“New Trends in F & B in the post-Pandemic World”. The session was followed by lunch sponsored by Jakson Group.

The 2:45 PM business session, sponsored by The Mirador, on 8th October, was moderated by Mr. Jaideep Dang (President – JLL Hospitality) with Mr. Suhail Kannampilly (CEO - The Fern Hotels and Resorts, India), Mr. Zubin Saxena (Managing Director – Radisson Hotel Group, New Delhi, India) and Mr. Kapil Chopra (Founder – Postcard Resorts, New Delhi, India) speaking on “Deciding between the best of International and Domestic Brands”. The session was followed by a Tea / Coffee break sponsored by Parle Agro & Evo and Wine & Cheese at the Gateway Hotel, Ambad, sponsored by Gooddrop Wines & IDS Next

The 4:00 PM business session, sponsored by The Fern Hotels & Resorts India, on 8th October was moderated by Mr. Reza Kabul (ARK Reza Kabul Architects) with Mr. Faizan Khatri (Founder – FK'D, Faizan Khatri Design Workshop and Founder, Director – The Initiative.



# ADDITIONAL SPONSORS FOR 19<sup>TH</sup> HRAWI REGIONAL CONVENTION





life), Ms. Viraj Patki (CEO – P.G. Patki Architects), Mr. Sahil Khan (Senior Director, Design and Technical Services, South Asia – Radisson Hotel Group) and Mr. Sanjay Patil (Senior Architect – Environ Planners) speaking on “Sustainable Design: Only Way Forward”.

After the business session, Mr. Advani congratulated the HRAWI staff and convention committee staff for their hard work followed by an entertainment program by International Symphony, a Russian all-girls international instrument band. The following dinner was sponsored by Centrum

The 11:30 AM business talk on the third day i.e., 9th October was held by Ms. Shoba Mohan (Founder Partner- Rare India), and was moderated by Mr. Sandeep Talaulicar (Managing Director – Mr. Chow) speaking on “Unconventional Destinations”. Mr. Gurbir Bedi (Executive Committee Member - HRAWI & Managing Director - Hotel Diplomat) felicitated the speaker for the 5th Business session followed by a 10 minutes presentation on Madhya Pradesh Tourism by Madhya Pradesh Tourism Silver Sponsor - Mr. Yuvraj Padole (Deputy Director - Events and Marketing, Madhya

Pradesh Tourism Board). Shri Chandrakant Pulkundwar (IAS), Municipal Commissioner and Administrator, Nashik enlightened the session with his presence. The session was followed by Brunch sponsored by The Shalimar Hotel, The Emerald Hotel, Express Towers, Hotel Mid-Town Pritam and Jakson Inns – Phaltan. The event offered an excellent opportunity for industry professionals to network with fraternity members, vendors, consultants, and other professionals from the hospitality industry.



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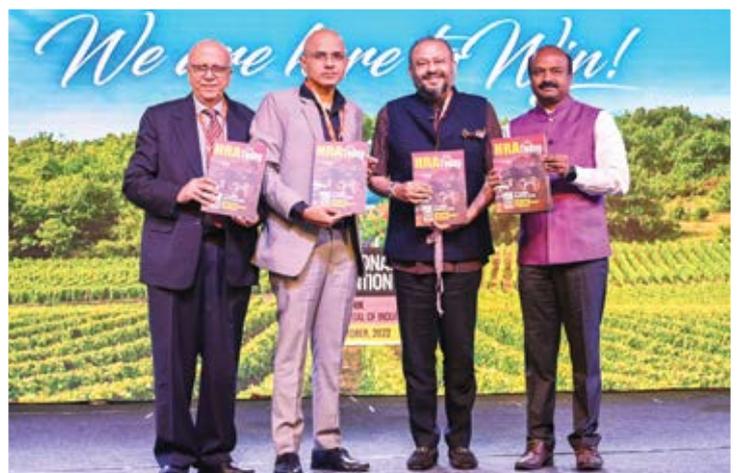


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# Glimpses of 19<sup>th</sup> REGIONAL CONVENTION





# Glimpses of 19<sup>th</sup> REGIONAL CONVENTION





# Glimpses of 19<sup>th</sup> REGIONAL CONVENTION







# THE FUTURE OF THE HOTEL INDUSTRY

The events that have transpired in the past couple of years have brought about a lot of changes in every aspect of our lives. Even the different kinds of industries have been affected to varying degrees. The travel and hospitality industry was one of the most affected, but such events have also inarguably opened up new avenues. The rapid rise of virtual conferences, remote work, virtual reality and the power of technology found immense growth and this stands true even in the travel and hospitality industry. The progress that the hotel industry has undergone has been nearly impossible to keep up with and the various trends that have arisen due to this progress have been nothing short of remarkable. The companies that have been successful during this period have done so due to their constant evolution with emerging trends. Failure to do so can lead to one's rivals having an advantage over oneself or worse, can lead to the failure to deliver the expectations of the customers. The new trends and

methods include everything from marketing efforts and hospitality processes to embracing the latest technology and responding to global events. Moreover, the work culture as a whole has started to change, shifting its focus more towards more of an eco-friendly service.

.....  
Let us look at a few of the trends that have changed the hotel industry.  
.....

## **Eco-friendly hotels for the nature lovers**

People have begun to focus more on environmentally sustainable services and products as opposed to the past. They have begun to expect the hospitality industry to include the same and offer such services. Thus, for the hotels to stay in the run, they need to integrate such practices and products into the service that they provide. One of the many ways to achieve this and gain the customer's trust is to get the Leadership in Energy and Environmental Design (LEED)

certification. It is a certification which is used to measure the eco-friendliness of a certain building or institution as it covers various aspects like water efficiency and indoor environmental quality. Other methods to produce an eco-friendly environment and service include using solar power, conserving water, replacing plastic with reusable alternatives, proper usage of the power supply which can lead to less wastage, providing options for people who do not eat meat and utilizing proper waste disposal systems.

### **Innovations and technology make smart hotels**

The digital has slowly seeped into our lives, into our bedrooms and even our bathrooms. Therefore, it is no surprise to find out that digital has been incorporated into hotel rooms. Every aspect of a hotel room, from the room key to the room lights to the concierge services is digitized and can be accessed at the push of a button or a voice command. There are many ways in which a hotel can make use of technology to push themselves ahead of their rivals and provide a rich experience to their guests and customers. One can bring their streaming device such as the Amazon Fire Stick or USB to their hotel rooms and watch their shows and movies provided that the TV should contain a USB port. Other innovations that the hotels can turn towards may include the usage of wireless device charging where the guest can charge their phone by placing their phone on a 'charging mat', using smart controls on an in-room tablet to control the light, power and the other aspects of the room along with the option to view and access

the various services in the hotel or using voice-activated controls to do the same, soundproofing the rooms so that the guests won't have to complain about the noise, using smart TV in the rooms, keyless entry, etc. These trends can change a hotel's image and the guests would be able to have a futuristic experience as they enjoy their stay at the hotel.

Technology is an area which is rapidly developing. The technological developments and their inclusion in the hotel and hospitality industry can provide their guests with a much better and varied experience during their stay. These developments can bring about services such as enabling the guests to choose their services and rooms while booking their stays such as room upgrades, transportation, and other add-ons such as fitness packs or managing their finances by using Artificial Intelligence (A.I.) which can analyse other data and provide an optimal price range. Moreover, A.I. can also be used to optimize the websites of the hotels along with making them more user-friendly which can in turn be used to increase their online booking. The hotels can also let their guests book their rooms and check in

by themselves through their mobiles since, after the pandemic, contactless is the way to go. The increased social media influence has led to various hotels using them to increase their popularity. The technology can also be used in other different ways which can enhance the room service that is provided. The hotels can use robots to provide room service or use certain apps in the room to translate foreign languages for international tourists or provide high-speed internet and Wi-Fi. Other innovative ideas include the usage of RFID (Radio Frequency Identification) tech which is often found in room keys or an API (Application Programming Interface) which can allow people to connect their devices on a server instead of doing it remotely. The hotels can also provide their guests with a space where they can access a catalogue of add-on apps within the hotel's software or provide the guests with a market in a lobby where they can purchase and self-checkout necessary items such as snacks. Other such innovations include cyber security, augmented reality and virtual reality which can help a guest to know more about a hotel before booking it or providing personalized service





to the guests using data collected through Customer Relationship Management Tools (CRM). Embracing new technology, meanwhile, can help to make a business more efficient, while in other cases it can assist in improving the overall customer experience.

### **The Human Touch**

While it is important to upgrade

the services and products to keep up with a digitized world, they should not completely replace the human touch. For a hotel to have a close association with the guest, the service they provide should be top-notch and should also be able to provide a personalized experience for them. A hotel can increase its global workforce by relying on various communication tools which can connect teams from all over the world. Moreover,

the workforce is increasingly being constituted by Generation Z, who are young adults. The people who are part of this generation are more digitally equipped than the older generation and if nurtured properly, can become a vital part of the organization. In addition to this, the hotel should be able to provide proper safety measures and other benefits for the workers. This will inevitably lead to a better relationship between the hotel and the employees' unions.

### **Marvelling the Designs**

Hotels are changing their designs nowadays and focusing more on art, community and ideas which would better produce an idea of the hotel's character and what one can expect. The very design, when it talks about the character of the hotel or the local culture and artists, can attract more people to their hotels. Designing a hotel to include more kinds of rooms such as game rooms, shared workspaces, art galleries, gift shops, etc. can help in building a sense of community. The hotels can also include plants or structures that can connect the guests to nature in their hotel design.

### **The Traveller's Choice of Accommodation**

As people start to travel more frequently, they would not want to stay in a single type of accommodation. They might want to stay at a different place. Providing people with an option to choose from such as `vacation rentals, hostels, treehouses or Airbnb can help increase the guests' comfort as they stay in a place of their choosing. If the hotels provided the service, then



even employed by brands to post advertisements and people's travel choices and preferences are greatly influenced by them. Travellers also prefer safety over most of the benefits offered and therefore, hoteliers need to provide healthy meals, fitness options, meditation classes and much more to attract people. Medical tourism is slowly gaining popularity with people seeking less expensive efficient care in Asian countries. Furthermore, the idea of being spontaneous is not new to us and hoteliers should provide their guests and travellers with enough options to cater to their last-minute bookings or the nomadic nature of travel. The preferences of travellers vary with the season and for the hotels to stay ahead in the long run, they should be

people can choose to share living spaces or co-live with others who have the same attitude or goal, or they can use coworking spaces, vacation rentals, mobile hotels (which is essentially a self-driving hotel room on wheels which one can drive around during their trip), or underwater hotels which are located under the water as the name suggests and where one can get up close and personal with marine life.

Travellers nowadays are in search of new experiences. Hoteliers need to be able to understand the preferences and the various activities available to the travellers to provide them with a rich stay and also stay relevant to the tourists. There are a lot of new trends which have been influencing travellers and their activities. The very urge to experience new things instead of buying stuff has influenced the

choices that a traveller makes while on their trip. But this does not mean that people do not buy stuff. Therefore, it is necessary to provide an affordable experience to the guests and travellers. A lot of people travel for work, but nowadays, people try to extend their business trip duration to allow a bit of leisure time and people also try to include unique activities and accommodations during their trips so that they can have immersive travel experiences. People also tend to prefer higher standards of food and cuisine including different kinds of coffee in certain cases since culinary travel is slowly becoming popular or better camping conditions such as luxurious tents with better facilities and a stylish interior to enrich their travel experiences. Moreover, since people follow influencers and their social media profiles, their reach is growing each day. These influencers are



willing to learn these preferences and incorporate these activities into their services.

### **All About Business**

The new trends that the hotels adopted have increased their business. They have brought about newer kinds of business tactics to enrich the guest experience and also attract more customers to their places. Some hotels have introduced multiple brands to offer better value for travellers. The hotels have also brought about an era of luxury by including services like spas, high-end restaurant services, cocktail-mixing and luxurious designs. Moreover, hotels are being made affordable while stepping up the quality such as the OYO hotels

which are low-priced and they are in the process of renovating motels in rural and urban areas. In addition to this, hotels nowadays can be booked online by the travellers themselves instead of availing travel agents or tour operators.

### **The Global Hotel**

As every part of the world gets connected, there is a need for hotels to keep up with the global standard. As more people travel and visit places, the hotels need to be able to accommodate new travellers. Moreover, these travellers may be part of different economic classes and therefore, the hotels need to be able to accommodate every class while being able to provide high-end

experiences to luxury travellers. Moreover, as different people from different cultures and languages travel to different places, the hotels at these destinations need to be able to prepare to welcome them adequately which would require the hotels to increase their standards to the global level.

Newer trends are emerging day by day and it is difficult to keep up with these growing trends every time. But for hotels to stay in the run, one needs to be able to go along with the flow and provide satisfaction and beyond to their guests. Marketing and keeping up with the latest trends will give one the best possible chance of reaching their target audience and conveying what they want to convey.



# HRAWI CONVENTION BEHIND THE KITCHEN SCENES

**Ashley Nunes** is currently the Executive Chef at Radisson Blu Hotels & Spa, Nashik. He started working at Radisson Blu in May 2022 before which he was the Executive Chef of Hilton Goa Resort Hotel & Spa from 2019 to 2022. He recently took part in the HRAWI 19th Regional convention held at Nashik from 7th October to 9th October 2022. Let us take a look at the interview given by Mr. Ashley.





■ *When did you decide to become a chef?*

*Answer:* - Drawing and painting has always been my first interest as a hobby ever since my childhood. When I was 17 years old, I began to cook with my mother and cousin's sister, which ignited my passion for cooking and the romance through food. Today as a chef, I can deliver a message through the amalgamation of colours, presentation, and taste of the dish,"

■ *What is your signature dish? What do people love about it?*

*Answer:* - Coming from the lanes of Bassein (Vasai) near the coast north of Mumbai, my love for prawns is inseparable. My signature dish is Garlic Prawns. The dish stands out as it's fresh, flavour-packed, juicy, and super easy to prepare.

■ *How do you describe your overall cooking philosophy?*

*Answer:* The quintessential philosophy, I believe, is to be - Persistent. Consistent. Diligent. "Cooking is like painting or writing a song. Just as there are only so many notes or colours, there are only so many flavours—it's how you combine them that sets you apart."

■ *Are there any chefs you admire? What do you admire most about them?*

*Answer:* Chef Manish Mehrotra. I had the honour and opportunity to work with him in the year 2019, which helped me understand the nuances of Indian Cuisine - Its

flavours and textures. I admire the way he has put India and our cuisine on the global culinary map.

■ *Could you share your experience regarding the HRA convention, which happened recently from October 7-9?*

*Answer:* It was a very prestigious moment and experience to host the Hotel and Restaurant Association of Western India (HRAWI) at the Radisson Blu hotel and Spa Nashik. Post the pandemic, this was one the biggest convention held in the city, where we started our planning and strategy in August. Our Chef's brigade brainstormed and produced a unique culinary journey for all three days for our esteemed dignitaries and guests.

■ *What were the various challenges that you faced during the duration of the convention?*

*Answer:* They say the unexpected and unpredictable are real, the only major challenge we faced was the weather, where last-minute venue changes and planning were required but I believe wherever you go no matter what the weather, always bring your own "SUNSHINE".

■ *What advice do you want to give to budding chefs trying to make a mark in this industry?*

*Answer:* They say patience is a virtue, and it is unanimous amongst our Chefs that it is needed on your journey to success. "Don't give up," you are going to make hundreds of mistakes but learn from them."

## FSSAI clarifies, no GST on state licence, regn fee, associated penalties



The Food Authority has issued an order detailing the list of services and applicable GST, after the GST Council decided to bring in services provided by the FSSAI under its ambit. Also, FSSAI clarified that no GST is being charged on state licence and registration fee and the associated penalties.

As reported earlier, 18% GST will be applicable on the services provided by the FSSAI, but now

the food authority has issued an order with respect to GST collection from the food business. According to the order, the services on which 18% GST will be applicable include on application for Central licence/ registration, railways licence/ registration, airport/seaport licence through FoSCoS (Food Safety Compliance System) portal.

Also, for penalty for renewal of licence/registration after expiry date (Central licence), penalty for late filing of annual returns towards Central licence, registration fee by Food Safety Management candidates for online examination, and permission for using pre-printed packaged material, 18% GST will

be applicable.

According to the FSSAI, the order already came into effect from July 18, 2022, as per the directions of the Ministry of Finance, Department of Revenue.

Meanwhile, Anil Mehta, Director, Regulations and Compliance Division, FSSAI, stated that the GST applicable on state licence and registration fee and penalties are on reverse charge basis. He stated that NO GST is being charged through the FoSCoS portal on state licence and registration fee and the penalties belonging to the state or Union Territories and that the same is also printed on the receipt generated through FoSCoS.

## FSSAI to allow Aadhaar as identity document for its services



The FSSAI has decided to use Aadhaar number as identity document for the purpose of availing of services offered by the food authority. The Ministry of Health & Family Welfare, Government of India, notified that a citizen is required to undergo Aadhaar authentication for the services offered by FSSAI. The Ministry has said that it was done for the purpose of usage of digital platforms to ensure good governance.

The services for which a citizen

requires to undergo Aadhaar authentication through FSSAI include- a. Registration and Licensing of Food Business Operators (FBOs); b. Inspection of Food Business Operators (FBOs); and c. Verification of candidates while attending various training and certification programs conducted by FSSAI. This notification shall come into effect from the date of its publication in the Official Gazette.

According to the FSSAI, the Aadhaar would help in ease

of doing business wherein authentication of identities will be done in a seamless manner and will reduce over documentation. "Use of Aadhaar as identity document simplifies the Government delivery processes, brings in transparency and efficiency, and enables applicants to get their work done directly in a convenient seamless manner, and Aadhaar obviates the need for producing multiple documents to prove one's identity," reads a FSSAI statement.

Further, the statement added that according to the Aadhaar Act, the Central Government may allow Aadhaar authentication on a voluntary basis by requesting entities, in the interest of good governance, promoting ease of living of residents and enabling better access to services for them.

## Maharashtra Tourism kicks off an exhaustive annual tourism survey with a training & launch event organised by MoT



An exhaustive annual tourism survey which will soon kick off in Maharashtra. A two day training program was held in Aurangabad that was organized in support of Ministry of Tourism. This exhaustive Annual Tourism survey will be carried out for 13 months during which surveyors will be stationed at each major tourist attractions, accommodation units, exit points of all the districts to get an estimate of the number of tourists coming into each of the

tourist locations.

With an intent to measure Tourist arrivals across all States/UTs in a uniformed manner, earlier this year the Ministry of Tourism (MoT) created a methodology for collecting tourism statistics. As part of this initiative, Directorate of Tourism (DoT) along with MoT, organised a training workshop to officially kick-off the Annual Tourism Survey in Maharashtra. This training took place on 27th and 28th July, in the historic city of Aurangabad known for its UNESCO heritage monuments.

This exhaustive Annual Tourism survey will be carried out for 13 months during which surveyors will be stationed at each major tourist attractions, accommodation units, exit points of all the districts to get an estimate of the number of tourists coming into each of

the tourist locations. This survey will help the tourism department understand the travel behaviour, the triggers and barriers when it comes to visiting Maharashtra. It will also help connect with industry stake holders to get an in-depth understanding of the challenges and opportunities that exist in the tourism ecosystem in the state.

Maharashtra is one of the most popular tourism destinations/ states within the country with approximately 14 crores and 92 lakh domestic tourist arrivals, whereas, the state ranks number two in terms of foreign tourist arrivals with 55 lakhs and 28 thousand tourist visits in 2019, as per MoT's statistics. A survey of this size & scale will go a long way in creating new policies and initiatives to make Maharashtra the most preferred tourism destination in the country.

## FSSAI to remove validity clause, make FSS Certificate perpetual



The Food Authority has decided to remove the validity clause for Food Safety Supervisor (FSS) Certificate and make it 'perpetual'. The FSSAI in this regard has issued a notice saying that for the same kind of business the FSS Certificate will be perpetual in nature.

"It has been decided that FSS Certificate will be perpetual in nature. However, if the food handler changes kind of business (KoB), he/she will have to undergo the

FoSTaC training afresh and obtain a new certificate for the respective KoB," reads the notice.

Presently the validity of the certificate issued to the food handler was two years for the same kind of business. According to the FSSAI, it has received many representations seeking the removal of validity of FSS Certificates.

Under the Food Safety Training and Certification (FoSTaC) large-scale training and capacity building programme for the food business was launched by FSSAI in May 2017.

## HRAWI Conducts FSSAI's FoSTaC Programme at D Y Patil School Of Hospitality & Tourism Studies



The Hotel and Restaurant Association of Western India (HRAWI) in collaboration with the Food Safety and Standards Authority of India (FSSAI) conducted a Food Safety Supervisory Training in Advance Catering (FoSTaC) programme on 25th July 2022 at the D Y Patil School Of Hospitality & Tourism Studies. Post the lifting of the COVID-induced

restrictions earlier this year; this was the first physical programme that otherwise had been only conducted online. The session was conducted by Mr. Praveen Andrews and was attended by 40 hospitality professionals.

“The session was a good change after almost three years of break in the physical format of the training. HRAWI has been

organizing FSSAI's FoSTaC programmes with the objective of equipping professionals to meet international standards in hospitality as required by the FSSAI. The programme trains professionals on all the basic principle rules of hygiene and other essential functions that are a norm across the world. We are happy to have been able to resume the physical format of the programme and plan to gradually hold more such sessions. We urge hospitality establishments to enrol their staff for the upcoming programme if they haven't already,” says Mr Sherry Bhatia, President, HRAWI.

HRAWI has successfully trained and certified 2292 hospitality profession all across India's Western region in FoSTaC and FSSAI's Management Training Program.

## HRAWI Conducts FSSAI's FoSTaC Programme



The Hotel and Restaurant Association of Western India (HRAWI) in collaboration with the Food Safety and Standards Authority of India (FSSAI) conducted an Online Food Safety Supervisory Training in Advance Catering (FoSTaC) programme on 20th July 2022. Post the lifting of

the COVID-induced restrictions earlier this year; HRAWI has been organizing the programme on a monthly basis. The latest session saw the participation of 70 hospitality professionals from across the Western region. The programme was conducted by Mr. Vivekanand, with focus on health and food handling practices for hospitality personnel.

“Over the last six years, HRAWI has been organizing FSSAI's FoSTaC programmes. The objective of the programme is for the industry to be thorough and fully equipped to meet international standards in hospitality. The training

programme equips hospitality establishments to implement the processes as required by the FSSAI across all its functions and trains professionals on all the basic principle rules of hygiene. We are glad that we have been able to resume the programmes regularly and urge hospitality establishments to enrol their staff for the upcoming programme,” says Mr Sherry Bhatia, President, HRAWI.

HRAWI has successfully trained and certified 2252 hospitality professionals across India's Western region in FoSTaC and FSSAI's Management Training Program.

## Maharashtra hotels to undergo inspection for industry status eligibility



The directorate of tourism (DoT), Maharashtra commenced the physical inspection of hotels which have applied for industry status eligibility starting from, August 3. The process will kickstart from Pune for around 181 non-classified hotels which are registered and applied for industry status since the registration process started in June 2021. The directorate has appointed an

agency for inspection, and there is an inspection committee which will be visiting the hotels for verification of the eligibility.

Although Maharashtra was one of the pioneering States to award industry status to the hotel industry way back in 1999, the announcement remained in paper, till a government resolution (GR) was issued in 2020 defining the guidelines for the industry

status for non-classified hotels. Non-classified hotels were asked to register and apply to avail the benefits based on the GR.

Having received a fair amount of applications on a regional basis, the directorate of tourism has decided to start the inspection process to ascertain the eligibility of the applicants.

So far 446 applications across Maharashtra have been received by DoT. After inspection, if these hotels fulfill all the said criteria, they will be eligible to receive industrial status. This will make electricity charges, water bill, property tax and non-agricultural tax available to the registered hotels as per industrial rates. The inspection committee will be chaired by the deputy directors of the respective regional directorates, having representatives from the food & drug.

## Depreciation of rupee-A double-edged sword for the hospitality and tourism industry



A weaker rupee is a double-edged sword for the hospitality and tourism industry. While on the one hand, a depreciating rupee makes India a cheaper destination for foreign tourists to vacation in India, thereby making it more attractive for travelers from developed economies, the import

of capital goods and consumer goods will increase in price adding to the costs of the F&B and hospitality industry.

“Import of alcohol and liquor will go up, for instance, and a lot of the revenues of the F&B industry depend upon that,” says Mr. Pradeep Shetty, Joint Honorary Secretary, Federation of Hotel and Restaurant Associations of India (FHRAI). However, industry observers believe that there is unlikely to be much of an impact on inbound tourists.

The rupee plunged to a record low of Rs 80 against the dollar. It has fallen nearly 7 per cent in the year

to date. For the hospitality sector, a depreciating rupee will add to their costs. “We are just about recovering from Covid, add to that inflation and now this. It may lead to the industry to increase prices,” says Mr. Pradeep Shetty, Joint Honorary Secretary, Federation of Hotel and Restaurant Associations of India (FHRAI). He also points out that a weaker rupee will lead to an increase in price of fuel, energy etc and all this will lead to an increase in prices of food items that will finally trickle down to the customer. “Hotels will have to look for some revenue to offset all these costs, or an increase in costs for the consumers will be inevitable.

## FHRAI's proposed framework to reveal identity of reviewer.



**F**ake reviews about hotels and restaurants could be a thing of past if the proposed framework to check the malpractice comes to fruition. The Federation of Hotel and Restaurant Associations of India said the proposed framework to check fake reviews on e-commerce websites must provide for sharing the identity of reviewers with business owners. In a letter written to the Minister for Commerce & Industry, Textiles,

Consumer Affairs, Food & Public Distribution Piyush Goyal, the hospitality industry body also called for treating goods and services separately under the planned regulation to curb fake and deceptive online reviews.

“One of the biggest concerns for the industry has been the lack of traceability of the reviewer, which makes it almost impossible to authenticate their review/ opinion. Reviews of anonymous people end up creating a false impression which misleads the potential guests,” Federation of Hotel and Restaurant Associations of India (FHRAI) Vice President Mr. Gurbaxish Singh Kohli wrote. “It is pertinent that the identity of every customer who is writing a review is shared if not with viewers, certainly with business owners, with clear provisions of traceability of the origin of the review,” he said while emphasising the necessity of the framework in order to keep fake reviewers at bay. Every review with an identified customer and

an identified transaction should form the basis of customer reviews, especially in the case of services since reviews in the domain are already ‘subjective’ in nature, Mr. Kohli asserted. On the need to treat goods and services separately under the proposed guidelines, he said, “...It is necessary that even if some of the guidelines are similar, they should always be defined and read differently.” According to Mr. Kohli, the framework should “clearly distinguish between goods and services, with separate set of regulations for both, as the nature, measures, standards and principles of both the transactions are completely different from each other”. He also suggested the setting up of a body to regulate the conduct of online portals, including online travel aggregators and food service aggregators allowing fake, paid, biased or unverified customer reviews. In May, the Centre had said the Department of Consumer Affairs would develop a framework to keep check over fake reviews on e-commerce websites.

## IHCL Announces The Signing Of Fifth Ginger Hotel In Ahmedabad, Gujarat



**I**ndian Hotels Company (IHCL), India's largest hospitality company, announced the signing of its fifth Ginger hotel in Ahmedabad. Located at Changodar, the hotel will be part of a mixed-use development project. This hotel is an operating lease with the Thakur Group of Companies.

Strategically located on the Ahmedabad-Rajkot national highway, the hotel will be within easy driving distance from the Sardar Vallabhbhai Patel International Airport. With over 95 rooms, the hotel will also

feature an all-day diner and fitness centre. The hotel will have multiple conference rooms and a banqueting hall, making this the ideal location to host business meetings and events. This Brownfield project is slated to open in 2024.

A prime business and residential region, Changodar's industrial area encompasses a number of manufacturing and pharmaceutical industries. Located in the southern suburbs of Ahmedabad, Changodar is easily accessible by road from key cities and towns.

## Flipkart forays into hospitality sector, opens hotel bookings



Homegrown e-commerce marketplace Flipkart announced that it has forayed into the hospitality sector with the launch of a new hotel-booking feature - Flipkart Hotels - on its platform to bolster its offerings in the travel sector.

The platform said Flipkart Hotels will allow customers to book hotel rooms across 3 lakh domestic and

international hotels. Backed by Cleartrip's API, Flipkart Hotels will benefit from Cleartrip's deep understanding of travel customers and sectors.

"We are excited to launch Flipkart Hotels on the Flipkart app, which will provide access to affordable hotel stays convenient for the customers. Flipkart Flight is on a steady path of growth in the travel industry since we entered this space," Adarsh Menon, Senior Vice President, Flipkart, said in a statement.

"With Flipkart Hotels, we are strengthening our commitment to provide a better experience and superior service to our customers across metros and beyond tiers.

With our banking partner's financial offerings, the customers will unlock great value in this segment and enhance Flipkart's capabilities as a preferred one-stop shop for the travel booking needs of Indian customers," Menon added. Flipkart said, with the launch of hotel services, it aims to offer its customers a host of affordable benefits, including flexible travel and booking-related policies, easy EMI options, etc to make travel affordable, and budget-friendly options, among others.

Available on the Flipkart app, this new platform is said to provide a hassle-free booking experience and timely communication through popular messaging apps.

## HRAWI's 19th Regional Convention in Nashik from 7-9 October



With the theme of 'Here To Win', HRAWI hosted its 19th Regional Convention in Nashik from 7-9 October 2022. One of the largest congregations of professionals from the hospitality industry in the Western region, the event witnessed key policymakers, Government representatives, investors and industry stalwarts share insights and experiences through a series of business sessions planned for both the hotel and restaurant fraternity. The event served as a platform to catch up with the latest happenings in the industry.

## 72nd Annual General Meeting and 5th HRAWI Executive Committee Meeting of HRAWI



HRAWI concluded 72nd Annual General Meeting and 5th HRAWI Executive Committee Meeting on 24th September, 2022 at "The Westin Hotel", Powai lake,

Mumbai.

The following are the newly Elected Office Bearers for the year 2022-2023:

1. Mr. Pradeep S. Shetty : President & Office Bearer
2. Mr. Nirav Gandhi : Senior Vice President & Office Bearer
3. Mr. Chetan Mehta : Vice President & Office Bearer
4. Mr. Jimmy Shaw : Hon. Secretary & Office Bearer
5. Mr. Dilip Kothari : Jt. Hon. Secretary & Office Bearer
6. Mr. Paramjit S. Ghai : Hon. Treasurer & Office Bearer

## Indian hospitality sector witnessed a 339.3% YoY RevPAR growth in Q2, 2022



The Indian hospitality sector witnessed strong growth in Q2 (April – June) 2022, primarily driven by demand for weddings and events as well as stellar recovery of corporate travel. The country was amidst the second wave of the pandemic in Q2 2021, which had a significant impact on the performance of the hospitality sector. As a result, Revenue Per Available Room (RevPAR) witnessed an exponential

growth of 339.3 % year-on-year (YoY) in Q2, 2022 over Q2 2021. Furthermore, the sector witnessed a stellar 44.6% growth at a pan-India level in RevPAR compared to Q1 2022 wherein the sector was still emerging from the third wave of the pandemic.

The demand across the sector soared during Q2 2022 primarily driven by weddings and Meetings, Incentives, Conferences and Exhibitions (MICE), and Business travel. Furthermore, corporate MICE demand also witnessed a recovery in the form of corporate off-sites, team meetings, training, and so on. Domestic leisure continued to be an important segment during this period driven by the pent-up demand of travelers who had not experienced a summer vacation for the past two years.

The next two quarters are expected to remain busy on the back of domestic leisure amidst long weekends and festivals. Business travel will continue to grow and will remain the main demand driver for the sector. Whilst wedding and social function demand will continue to be an important driver. MICE demand is expected to witness an uptick in the coming months with many corporate meetings and large format conferences being planned.

The total number of hotel signings in Q2 2022 stood at 47 hotels with 4,010 keys. The hotel signings witnessed a significant increase of 90.9% as compared to signings in Q2 2021. Domestic operators dominated signings over international operators with a ratio of 52:48 in terms of inventory volume.

## FSSAI for empanelment as trg partners to create pool of food safety supervisors



The FSSAI has invited bids from agencies for empanelment as training partners under the Food

Safety Training & Certification (FoSTaC) programme, which is aimed at creating a pool of food safety supervisors (FSS), who are trained in good hygiene and manufacturing practices as per requirements in Schedule 4 of Food Safety and Standards Licensing and Registration Regulations, 2011.

The training is offered through 24 certification courses developed by a panel of domain experts empanelled by FSSAI covering the entire food value chain. FSSAI says that it was looking forward to identifying and empanelling 318 more reputed Training Providers/Academic Institutions/Licensed

Food Businesses/Associations/Civil Society Organisations for conducting training under FoSTaC programme on behalf of FSSAI. According to the FSSAI, the idea behind this EoI (Expression of Interest) was to empanel more experienced training providing entities, so that the FoSTaC programme can be amplified in a systematic manner.

The last date for submission of responses to Expression of Interest is September 16, 2022, 5pm, while the shortlisted EOIs for further process will be disclosed after 15 working days from the last date of submission of responses

## FSSAI tightens vigil against adulteration in oils, sale sans proper labelling



FSSAI has concluded its nation-wide campaign against adulteration in edible oils (single oil as a constituent), trans-fatty acids and sale of Multi Source Edible Oils without proper labelling. This massive surveillance drive was carried out between Aug 1, 2022, to Aug 14, 2022, across the country with a total of 4,431 surveillance samples of vegetable oils, multi-source edible oils, vanaspati etc., across 35 States/ UTs.

The Commissioners of Food Safety

in all States/UTs were directed to lift surveillance samples of these products in a staggered manner from the markets so that the sample base is wider and representative of all Food Business Operators (FBOs)/ brands being sold therein.

During this fortnightly campaign, all States/UTs Food Safety Departments carried out intensive surveillance to track down heavily upon the delinquent FBOs who may be found selling adulterated edible oils or loose edible oils. Further, as a specific focus of the campaign to check sale of loose oil in the country, a huge quantity of loose edible oil i.e., more than 27,500 litre has been seized across the country on the spot during the course of inspection.

The samples have now been sent to accredited food testing laboratories for swift analysis. The results are

expected in the next few days and any suspected case of adulteration shall be followed by immediate drawing of regulatory samples to take legal action against such FBOs as per the provisions of FSS Act, 2006 and Rules/Regulations made thereunder.

The campaign was monitored by all State Food Safety Commissioners and FSSAI at the highest level and daily updates were being given by the States/UTs via press release. This also reflected the seriousness of the efforts of the Government to come down heavily upon the FBOs who are found indulging in any sort of adulteration in the edible oils. Further, massive sensitisation and promotional activities were conducted by the States/UTs across channels including print as well as digital media to spread general awareness among people about the issue of adulteration.

## Cabinet clears ₹50,000-crore boost for hospitality sector



The Union Cabinet enhanced the corpus of sovereign-guaranteed credit facility for small enterprises, Emergency Credit Line Guarantee Scheme (ECLGS), from ₹4.5 lakh crore to ₹5 lakh crore, exclusively for the hospitality sector.

Union finance minister Nirmala Sitharaman in her Budget speech this year announced that the

scheme for micro, small medium enterprises (MSMEs) will be extended by one year up to March 31, 2023 and the guaranteed cover would be expanded by ₹50,000 crore to a total of ₹5 lakh crore with the focus on sectors such as hospitality. The Cabinet has approved the proposal to raise the limit of Emergency Credit Line Guarantee Scheme for travel, tourism and hospitality sector.

So far, loans of about ₹3.67 lakh crore have been sanctioned under ECLGS till August 5, 2022, according to the Union finance ministry. The increase has been done on account of the severe

disruptions caused by Covid -19 pandemic on hospitality and related enterprises according to a finance ministry statement. The additional amount of ₹50,000 crore will be made applicable to enterprises in hospitality and related sectors till validity of the scheme, which is March 31, 2023.

The enhancement is expected to provide much needed relief to enterprises in these sectors by incentivizing lending institutions to provide additional credit of up to ₹50,000 crore at low cost, thereby enabling these business enterprises to meet their operational liabilities and continue their businesses.

## FHRAI submits representation to FM requesting increase in ECLGS loan term



India's apex hospitality Association - Federation of Hotel and Restaurant Associations of India (FHRAI), has submitted a representation to Union Minister of Finance Nirmala Sitharaman, requesting to increase the ECLGS loan term with rationalised norms for all loans for the hospitality sector. The request comes on the back of the recent announcement by the Ministry of Finance vide which the ECLGS has been increased by Rs 50,000 crore, from Rs 4.5 lakh crore to Rs 5 lakh crore. In its representations to the MSME

Minister and Minister of Tourism, FHRAI has extended special thanks for their efforts in enabling this support for the tourism and hospitality sector. The association has welcomed the measure stating it would immensely benefit the MSMEs in the hospitality sector. However, considering the major hardships faced by the sector over the last couple of years, the industry feels that the announced measures are inadequate to mitigate the losses incurred by it. For the hospitality industry to avail the maximum benefit of the ECLGS, FHRAI has requested for the scheme to be customised to meet the needs of the industry.

Gurbaxish Singh Kohli, vice president, FHRAI, said, "We thank Government for announcing the increase in the ECLGS limit. This positive step will provide much needed relief to the deeply distressed hospitality sector. However, we also feel that the

Government could have critically examined the shortfalls in the previously announced ECLGS and could've come out with a more robust and effective scheme for the hospitality sector. For instance, the 6-year period is too short a window for the hospitality sector to reap the desired benefits of an otherwise well-intended scheme. For the scheme to truly benefit the industry, it is imperative that the tenure of loan term is increased to at least 10 years."

The tenor of loans granted under ECLGS 3.0 is 6 years including a moratorium period of 2 years. Whereas, the same under ECLGS 1.0 is 4 years and under ECLGS 2.0 is 5 years with one-year moratorium. The FHRAI has pointed out that many hospitality establishments have availed the loans under ECLGS 1.0 and 2.0, and the repayment period for these loans has already started in most cases.

## Karigari aims for expansion, plans to open 10 more outlets by 2024



Karigari, a fine-dine restaurant in Noida sector 51 by Chef Harpal Singh Sokhi who is a well-known celebrity chef is opening outlets across Delhi NCR, Pune, Bangalore, Mumbai and Punjab in 2023 and plans to grow to 10 outlets by 2024. The restaurant exemplifies the legacy of lesser-known culinary jewels throughout India discovered by Sokhi by presenting their dishes with an adaptation of its own.

The workers or the showmen in the kitchen here are called karigar with due respect, promoting

workmanship and encouraging positive behaviour. The restaurant provides delicious food along with a relaxing interior which is themed upon the culinary journey of Sokhi. They serve several unique dishes like MirchikaHalwa, Chit karare, Pavbhaji cheese fondue and more. The legacy dishes include TamatarkiChaat from Deena ChaatBhandar- Varanasi, AmbeyWalaMurgh from Puran Singh da Dhaba- Ambala, KulcheyCholeyPakode Pockets from PanditjiKulcheyChole Wale -Ludhiana, to name a few.

## 'No physical means' allowed in regard to fee for vegan logo, clarifies FSSAI



The food authority has issued a clarification that 'no physical means' was allowed with respect to the payment of application fee for endorsement of vegan logo. The FSSAI has issued the clarification after the food businesses sought one. The food authority has recently issued guidelines having details of procedures for submission of application for

endorsement of vegan logo and formats for the same.

The FSSAI has stated that it was clarified that no physical cheque or demand draft will be accepted by the food authority. "The food business operators desirous of applying for endorsement of 'vegan logo' are requested to submit the application fee of Rs 5,000 only (excluding GST) through the online e-payment portal link (provided by the FSSAI). The transaction receipt and invoice generated shall be submitted to the Food Authority as an enclosure to the application," reads the clarification.

Meanwhile, according to the guidelines, the Food Business Operator shall submit an application along with necessary documents and fees of Rs 5,000

(excluding G.S.T) and the food authority will scrutinise the application and may ask for additional documents, data and clarifications, if required. The guidelines also prescribe that the FBOs need to put in place a recall plan in case of a food safety emergency while the FBOs can appeal to CEO FSSAI in case of rejection of their application.

Food Safety and Standards (Vegan Foods) Regulations, 2022, were notified in June 2022 and came in force after its publication in the official gazette. These regulations call for guidelines specified by the FSSAI for approval of vegan logo.

The date for compliance with the vegan regulations has been set at January 26, 2023.

## HRAWI To Host Western India's Largest Hospitality Convention in Nashik From 7th - 9th Oct 2022



The Hotel and Restaurant Association of Western India (HRAWI) will hold its 19th Regional Convention in Nashik from 7th October to 9th October

2022. The convention will be one of the largest congregations of professionals from the hospitality industry in the Western region of India. The event will host key policymakers, Government representatives, investors and industry stalwarts who will share insights and experiences through the series of business sessions planned for both, the hotel and restaurant fraternity. The event will offer an excellent opportunity for industry professionals to network with fraternity members, vendors, consultants and other professionals from the hospitality industry.

"HRAWI will be hosting its 19th

Regional Convention after a gap of three years. It will be a great opportunity for professionals related to hospitality to be part of it. HRAWI has chalked out an interactive programme under the theme 'Here To Win', to celebrate the resilience of the hospitality industry through trying times. The event will serve as a platform to catch up with the latest happenings in the industry and to make it more exciting, we have decided to organize it in the Wine Capital of India – Nashik. We urge everyone associated with hospitality to be part of the event and make it a grand success," says Mr. Kunal Gujral, Secretary General, HRAWI.

## FSSAI registered over 30K cases against food adulterers last year



Concerned over the massive variety of food adulteration cases, the Food Safety Standard Authority of India (FSSAI) has slapped 28,906 civil and 4,946 felony lawsuits against food enterprise operators within the last one 12 months, mentioned Mr. Arun Singhal, former CEO, FSSAI.

The food regulator analyzed 144,345 samples, of which 32,934 had been discovered violating the requirements laid down below the FSS Act, 2006 and Regulations in

2021-22. Regular surveillance of food companies is being carried out by means of intensive surveillance drives by the States/UTs. Penal motion has been initiated against the defaulting food enterprise operators (FBOs) who're concerned in food adulteration. Penalties have been imposed in 19,437 civil cases whereas imprisonment and fines have been awarded in 671 felony cases. States/UTs are advised from time to time to carry out special drives to check adulteration of sweets, milk

and milk products especially during the festive seasons to curb any kind of adulteration and to ensure availability of safe and unadulterated products in the market. Further, it has also been advised to use the Mobile Food Laboratories (Food Safety on Wheels) for rapid testing and surveillance, boosting the public confidence and sending a strong message to those who indulge in any kind of illegal activities.

In August, FSSAI accomplished a particular surveillance drive on the pan-India degree for oil merchandise resembling vegetable oils, multi-source edible oils, vanaspati and a complete of 4,845 surveillance samples had been collected. In one other improvement, FSSAI has proposed to introduce entrance of pack labelling to inculcate a behavior of constructing more healthy food decisions.

[www.kisanexpo.in](http://www.kisanexpo.in)



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## Virat Kohli converts Kishore Kumar's old bungalow into swanky restaurant



Star Indian cricketer Virat Kohli has converted legendary singer Kishore Kumar's old bungalow -- 'Gouri Kunj' -- into a swanky restaurant and he gave the fans a glimpse of his new venture. 'Gouri Kunj', once owned by the late great singer, will now be known as the 'One8 Commune'. The restaurant located in Juhu, Mumbai, promises to cater every community in terms of food.

In a video released on 'One8 Commune' YouTube channel, Kohli can be seen giving a tour to popular actor-anchor Manish Paul, as the two share their unique food stories. They also engage in a fun segment of dumb charades. The batter also mentioned that utmost importance has been given to the food with an objective to attract customers to visit the place more than once.

## The Fern Residency, Turbhe opens in Navi Mumbai



Concept Hospitality Pvt. Ltd., India's leading environmentally sensitive hotel chain, has opened its seventh

hotel in the Mumbai region with The Fern Residency, Turbhe, Navi Mumbai. With this new opening, the company now manages 20 hotels in Maharashtra and has 87 hotels operational across the country and in Nepal and Seychelles.

The Fern Residency, Turbhe is located close to key business centres in Turbhe, the International Airport, Turbhe Railway Station and Palm Beach Road. With 76 well-designed rooms and suites, Connexions, the all-day dining multi cuisine coffee shop, CZAR, the chic

haven restobar, Cakewalk, the 24 hour lobby pastry shop and Celebrations, the main banquet hall, the hotel is ideally suited for business travelers, leisure guests and local Navi Mumbai residents, for all their accommodation, dining and banqueting requirements. The four categories of rooms are well equipped with all modern amenities and offer in-room facilities of high-speed Wi-Fi internet access, LED televisions, complimentary bottled drinking water, tea/coffee makers, digital safes and eco-friendly room lighting and bathroom amenities.

## Café Treat at Pride plaza hotel Ahmedabad introduces midnight buffet



Café Treat, the multi-cuisine restaurant at Pride Plaza Hotel Ahmedabad has introduced midnight buffet, a feast that lasts every day from 11.30 pm to 2 am starting from July 21st 2022. The restaurant is offering elaborate selection of dishes to satiate the cravings. The unlimited buffet exclusively curated by the

Executive Chef which is affordably priced.

The menu comprises of Ice Gola, Pani Pooori, Delhi Chaat, Italian Pizza, Pasta, Oriental Noodles and Manchurian, Pav Bhaji, Bombay Sandwich, Hyderabad Biryani and Ice cream. The beverages served include Shakes, Mocktails, Chillers and Masala Tea.

## National Tourism Awards: Maharashtra bags second Position



National Tourism Awards 2018-19 was hosted at Vigyan Bhawan by the Ministry of Tourism marking World Tourism Day. The annual award ceremony took place after a gap of two years due to Covid outbreak in India in early 2020.

The Maharashtra State Tourism Department celebrated World Tourism Day at the Yashwantrao Chavan Auditorium, Nariman Point with an aim to showcase various new initiatives with the

slogan for World Tourism Day 'Rethinking Tourism'. Tourism Minister Shri. Mangal prabhat Lodha Ji, Additional Chief Secretary, Tourism, Dr. Nitin Kareer, Director, Directorate of Tourism (DoT), Milind Borikar, social activist and singer Amruta Fadnavis, Indian singer and composer Shankar Mahadevan were present on the occasion.

According to Shri. Mangal prabhat Lodha Ji, with this year's theme of 'Rethinking Tourism', the state

tourism department is set to redefine tourism by embracing a more sustainable, resilient and inclusive tourism.

"With its rich heritage of forts, beaches, temples, historical monuments, Maharashtra has always been a center of attraction for interstate as well as international tourists. Therefore, I appeal that everyone should try to keep Maharashtra at the forefront in the field of tourism. The effort is well appreciated as one international tourist visit leads to employment of 9 people. The state government is supporting our initiatives," he said.

During the event, Mumbai videos, Maharashtra podcast, 360 degree videos of UNESCO heritage sites and TV campaigns were launched. Various dance forms from different parts of Maharashtra were performed at the cultural event held to mark World Tourism Day.

## Second Hyatt Place Hotel in Gujarat opens with Hyatt Place Bharuch



Hyatt Hotels Corporation has announced the opening of Hyatt Place Bharuch. The hotel marks the second Hyatt Place

hotel in the state of Gujarat and the sixth Hyatt Place hotel in India – a significant landmark in Hyatt's brand growth in the market. The 148-room hotel, developed by Hotel Harimangla Private Limited, features the Hyatt Place brand's intuitive design, casual atmosphere and practical amenities, such as free Wi-Fi and 24-hour food offerings.

Inspired by Hyatt's commitment to care, the hotel combines style, innovation and 24/7 amenities to create an easy-to-navigate experience for today's multi-tasking traveller. The hotel is close to the city's core business district

and is a convenient five-minute drive from the Bharuch railway station. This prime location also offers quick access to several historic sites including the Golden Bridge, Nilkantheshwar Temple, Ninai Waterfalls, Kadia Dungar Caves, and Narmada Park.

Hyatt Place Bharuch has 148 guestrooms for today's business and leisure travellers, including five suites and 143 king and twin rooms. Each spacious room is equipped with modern furnishings and a thoughtfully designed bathroom. The rooms feature an in-room desk, a Cozy Corner, as well as a smart TV.

### Mother's Recipe launches its Spicy Tomato Chutney in Bengaluru



Mother's Recipe one of India's leading food brands has launched its traditionally prepared Spicy Tomato Chutney in Bengaluru. The product is prepared using tomatoes as the primary ingredient, along with oil, salt, sugar, chilli, coconut milk powder, tamarind, black gram split (udad dal), bengalgram split (chana dal), curry leaves, mustard seed, fenugreek, asafoetida, and turmeric.

This development is a result of demand from growing millennial consumers along with a rise in the working women's population.

### Nourish Organics launches Nutrition Bars 2.0



Nourish Organics have launched their new and elevated Nutrition Bars 2.0 with refurbished packaging. The new addition to the range includes Amla Cashew Bar, Banana Nut Bar, Coconut Lime Bar, Apple Cinnamon Bar, Choco Nut Bar, Vanilla Nut Bar and Variety Bars Pack. The new nutrition bars are shaped slimmer and taller to easily fit into pockets, purses and travel bags making them an easy snack for long travels. The newly shaped bars signify the innovation the brand has brought about a change that not only matches the consumer's aesthetic and beautifies the product but also makes it more consumer-friendly and gives it an overall utilitarian makeover.

### Godrej Yummiez launches Paneer Pops; a perfect snack to enjoy



Godrej Tyson Foods Ltd, part of India's largest diversified agribusiness - Godrej Agrovet Limited, launched a new paneer snack under its fastest growing brand, Godrej Yummiez. The new Godrej Yummiez Paneer Pops complements the brand's existing packaged food product portfolio. Newly-launched Paneer Pops are chunks of paneer wrapped in the most delicious breaded crumbs infused with fresh spices and herbs. It's crispy; it's chunky; it's paneerful!

Paneer Pop is prepared in the exclusive vegetarian snack production facility of the company using the IQF (Individual Quick Freeze) technology that seals the recipe's rich flavour and nutritional benefits with no need for 'added preservatives'. The company already has a strong presence in paneer-based frozen snacks with products like Tandoori Paneer Nuggets, Kadhai Paneer Nuggets, etc.

### Godrej Jersey expands flavoured milk basket; launches Nutty Badam Milk



Godrej Jersey, a leading private dairy player in Southern India and a subsidiary of India's largest and diversified agribusiness - Godrej Agrovet, has announced the launch of Nutty Badam flavoured milk. The brand claims that Made with full-cream milk and with almond bits, it is a healthy drink for consumers who prefer to drink a healthy and filling beverage and also like to chew on nutritious almonds, said the company.

Flavoured milk is a healthy and nutritious way to quench thirst and improve the body's protein intake. Badam Milk has been traditionally known to be a healthy thirst quencher. Hence the company devised the tagline of Godrej Jersey Nutty Badam Milk as 'Yummy Doodh, Crunchy Badam', aptly supporting the changing consumer perception and milk consumption.

# APPOINTMENTS



**Ankit Nayyar**  
Director of Revenue  
Hyatt Hotels, Pune

**N**ayyar will be supervising the revenue management and distribution strategy of the hotel along with managing day to day field operations. Nayyar has been in the Hospitality industry for over 13 years. Prior to joining Hyatt Hotels, Pune; Nayyar was the director of revenue at Crowne Plaza Gurugram. His deep understanding of the hospitality industry is critical to his role as the director of revenue at the hotel. He started his career with Jet Airways and further worked with the ITC Group, Accor Group and IHG hotels.



**Rohit Kapoor**  
Chief Executive Officer for food  
marketplace business Swiggy

**I**n his role, Rohit will drive the food delivery business and be responsible to develop strategies, drive growth and foster innovation. With over 20 years of industry experience, Rohit has held various leadership positions in sales and finance roles in leading companies such as Max India Limited and Mckinsey & Company. Prior to joining Swiggy, Rohit worked for close to four years in OYO, first as the CEO of the company's India and Southeast Asia operations and subsequently as the global CMO. Rohit is Post Graduate from the Indian School of Business and a Certified Chartered Financial Analyst (CFA Institute, USA).



**Onkar Singh**  
Vice President - Hospitality  
and Wellness Operations  
Fazlani Natures Nest

**O**nkar Singh has 27 years of experience garnered in some of the top hospitality brands across India. With an extensive experience in hotel operations, along with diverse associations with a number of hospitality bigwigs, Singh will be responsible for overseeing the entire operations of Fazlani Natures Nest, creating the scope for enhanced revenue share and establishing the resort as a go-to wellness destination for discerning travellers seeking a one-of-its-kind wellness experience. Singh in his earlier roles has been associated with Atmantan Wellness Resort as its General Manager.



**Shanu Ammuni**  
Vice President-  
Information technology  
The Leela Palaces,  
Hotels and Resorts

**W**ith an overall experience of 18 years, Shanu's work experience includes assignments with Marriott, Wyndham and IHG Hotels and Resorts across the Middle East. Prior to joining The Leela, he was Group Director of IT, Hospitality at Al Mulla Group based in Dubai. He has extensive cross-cultural expertise in the Hospitality IT sector and interconnected information management disciplines, Shanu holds a B-Tech degree in Information Technology from Mahatma Gandhi University.

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**Shikha Khanna**  
Director of Rooms  
The Westin Mumbai Garden City

In her new role, Shikha will helm guest-facing teams in Front Office, the Housekeeping Department, and the discerning Concierge teams. Shikha's appointment marks her return to The Westin Mumbai Garden City, where she spearheaded the housekeeping team back in 2014 – 16 as Executive Housekeeper. She brings with her over 17 years of experience in the luxury hospitality business with leading hotels, ensuring service excellence with guest-facing teams. Shikha commenced her career with Grand Hyatt, Mumbai where she embarked on a role with the Front Office, Housekeeping, and Reservations Division.



**Ankush Sharma**  
General Manager- Development  
Sarovar Hotels.

Ankush Sharma brings with him more than two decades of diverse experience in the hospitality industry both in India and abroad. He has been associated with pre-openings as well as running hotels and has accomplished operational success in all spheres. His last assignment was as General Manager for The Gaurs Sarovar Portico, Greater Noida. In the past, he has worked with hospitality brands like Taj Group Of Hotels, Intercontinental Hotels Group, etc. He is the recipient of the top most hospitality icons General Manager Award by World Leadership Congress and Awards 2022.



**Nishant Dudwani**  
Director of Operations  
Sayaji Jamnagar

Nishant brings with him a rich 14-year industry experience and has proven to be a great asset. Nishant started his journey in 2008 as a management trainee at Park Hyatt Goa Resort and Spa and since then he has been associated with several renowned hospitality brands. His last stint was with Regenta Resort, Belgavi wherein he headed the resort's overall management and operations as the resort's General Manager. Prior to that he has been associated with several hospitality brands such as Holiday Inn Express, Gurugram, Radisson BLU Metropolis, Rudrapur, Country Inn & Suites, Goa Candolim, etc.



**Seema Taj**  
Director of sales  
Sheraton Grand Palace Indore

Seema Taj will be responsible for sales, revenue management, marketing and business operations and will overlook all aspects of sales department. She has over 17 years of experience in the hospitality industry. She started her career in 2005 and has worked with many renowned brands in the industry like ITC Fortune, Radisson and Sayaji Hotels before joining the hotel.



**Sachin Sharma**  
General Manager  
Sayaji Rajkot

Sharma has over 20 years of industry experience and is a business leader with a proven track record of strategy planning, business development, sales and marketing, sales growth, and bringing about transformation in several five-star properties. Prior to joining Sayaji Rajkot, Sharma's last stint was at Vennington Court. As the general manager at Vennington Court, he was responsible for the hotel's overall management, operations, driving key financial performance, etc. He has also been associated with several other properties such as Hotel Regenta Klassik by Royal Orchid Group of Hotels, James Hotel (Earlier Park Plaza) Chandigarh, Hotel Ramada Plaza, New Delhi, among others.

# HRAWI MEMBER LIST SURGES

The Hotel and Restaurant Association of Western India (HRAWI) continues to expand its membership base across the western reaches of India. In the recent past, the Association has added hotels, restaurants, and other affiliates from Goa, Maharashtra, Gujarat and Madhya Pradesh among other states. The Association's continued efforts and support for the hospitality industry in the regions under its ambit have helped its membership base grow exponentially.



HOTELS	
Name of the Establishmet	Address
Colva Soul Vacations LLP	4th Ward, Colva Beach, Colva, Salcete, South Goa 403708
Vivanta Ahmedabad S.G. Highway	147, 53, Sarkhej - Gandhinagar Hwy, opposite Bhagwat Vidhya Peeth, Sola, Ahmedabad, Gujarat 380061
Papaya Tree Hotels And Resorts LLP	553/2/1, AB Road Rau, Indore, Madhya Pradesh - 453331
Clarion Inn Indore	Near Aurobindo toll plaza, Sanwer Road, Indore, Madhya - Pradesh 453111
Bundela Resort Bandhavgarh	Bundela Resort Bandhavgarh, K.h.no. 1/1/1/2, at village - Tala (Bandhavgarh), Tahesil- Manpur, District - Umaria, Madhya Pradesh, 484661
RESTAURANTS	
Name Of The Establishmet	Address
Parsi Dairy Farm	NH-8, Nariman Nagar, Varwada, Village: Varvada, Taluka : Talasari- 401606
IB Hospitality PVT. LTD	Ellipsis Bakery, Recondo Estate, inside Asphalt Garage BMC Compound, Sudam Kalu Ahire Marg, Worli, Mumbai - 400030
Poco Loco Tapas And Bar	9, Kapur Mension, N S Patkar Marg, Hughes Road, Mumbai - 400007
Miadamante Food and Beverages PVT. LTD.	16/1, Mulik Palace, Wadgaon Sheri Rd, opposite Trump Towers, Kalyani Nagar, Pune - 411014
Miadamante Food and Beverages PVT. LTD.	Shop 1, 2, 3 Akshay Villa, Jayaprakash Narayan Road, Seven Bunglow, Andheri West, Mumbai - 400053
Bouganvilla	Shop No. 1, Neelyog Square, R.B. Mehta Road, Ghatkopar East, Mumbai, Maharashtra 400077
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Loom And Weaver Retail Private Limited	A 2303, Oberoi Splendar, 23rd flr, JVLR, Opp. Majas Depot., Andheri (E)

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## JARDIN HOSPITALITY PVT LTD



Jardin Hotels was incorporated in 2020 just after the unfortunate aftermath of the pandemic. All directors - Mr Amit Kumar Sinha, Mr DB Bhandari, Mr Haris KP, Mr Pravir Sharma and Mr Pranay Sharma have a vast experience in the industry and have worked with all the top hotel brands in every corner of the world with a cumulative experience of over 75 years. Thereafter, the journey has been nothing short of a roller coaster ride. Jardin Hotels has setup a benchmark in food and beverage industry with its exceptional services and sumptuous taste in last 2 years. The hotel comprises of 40 world-class rooms with all the modern day boutique hotel amenities along with 2 restaurants set nearby a swimming pool and one on Roof top.



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Today, we still sell timber – as well as exclusive laminates, veneers, wallpapers, Wooden Floorings, decorative items and many more. That 'more' is providing the very best customer service, customer experience and company culture. We aim to inspire the world by showing its possible to simultaneously deliver happiness to customers, employees, vendors and community in a long term, sustainable way.

## WESTERN EQUIPMENTS



importation of beverage dispensers and coolers from 1995 onwards. We soon set up our first cooler plant in Shahpur, Maharashtra in 1997 and then ventured into manufacturing of horizontal coolers and freezers segment with our second plant in Silvassa in the year 2001.

Over the years, we have expanded our business and now have operations spread across 16 offices in India.

Western is the 1st manufacturer of visi coolers in India and has since become one of the largest manufacturers of commercial refrigeration equipment in India. In 2014, we set up a new Greenfield facility in Sanjan, Gujarat which is the largest one-of-the-kind plant in Southeast Asia with an installed capacity of over 1,000 units per day. With our latest manufacturing plant

in Tadgam, Gujarat, Western now has a cumulative capacity of 1 million units per annum and export to 45 countries spread over Asia, the Indian Subcontinent, and Africa

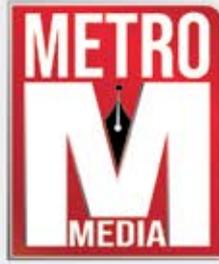
Western has been a pioneer in the use of Carbon Dioxide as a refrigerant on its equipment and in the development of Solar powered coolers. Western is also one of the first companies to start manufacturing dispensers in India and a few other stainless-steel equipment's for the quick service restaurant industry

Due to its investment in new technology and new facilities, Western has grown at a CAGR of 30% for the last 10 years with almost 35% of our sales coming from exports.

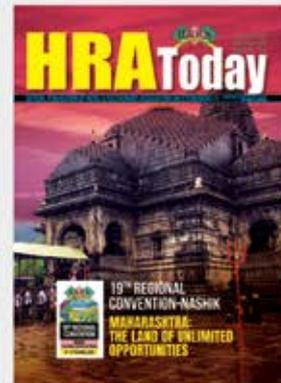
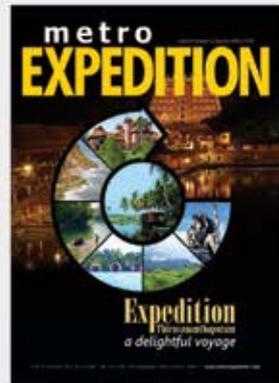
Western Refrigeration Pvt. Ltd. came into existence in 1972 by our founder Chairman Mr. Bhupinder Singh.

We first started as a trading company, incorporating and supplying air-conditioning and refrigeration parts to large companies in our industry. Based on our association with the refrigeration industry and knowledge of importation we returned to the

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## THERE IS LIGHT AT THE END OF THE TUNNEL FOR HOSPITALITY INDUSTRY

**T**here is light at the end of the tunnel for the Indian hospitality industry. The market reports and opinions expressed by industry experts and chieftains indicate that the much awaited post-pandemic recovery of the industry has ultimately become a reality.

The market recovery story Indian hotel industry witnessed through the various phases of the global pandemic and after the complete reopening of travel is highly encouraging. With domestic visitors now becoming primary contributors to the tourism industry, Indian hotel sector is poised to reach the pre-Covid levels under all parameters by the end of this year.

It is a relieving sign to note that the roadblocks to the hospitality industry's comeback are dissipating one by one.

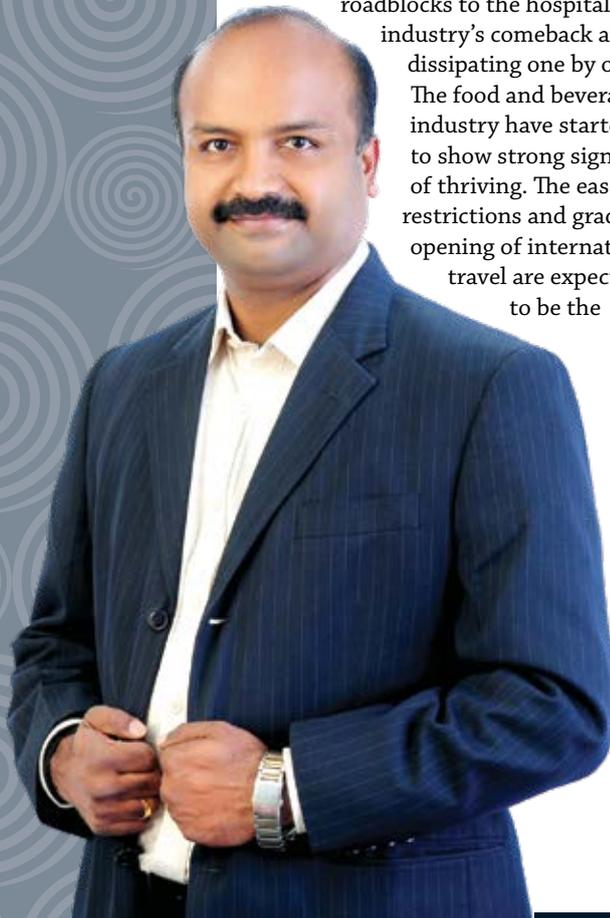
The food and beverage industry have started to show strong signs of thriving. The ease in restrictions and gradual opening of international travel are expected to be the

harbinger of a healthy and fruitful season.

The demand across sectors soared primarily driven by weddings and meetings, incentives, conferences and exhibitions (MICE) and business travel. Weddings, domestic leisure, long weekends, festivals along with business travel are expected to continue to grow in the coming months. Reports indicate that India's wedding destinations have a very busy season ahead with hotels almost sold out on most of the days.

While many existing hotel brands are on a brand strengthening campaign, many are in the process of increasing their presence through widening the network of their properties. Increased bookings have raised their spirit and enthusiasm.

Against the above backdrop, it is fervently hoped that with a combined and unified effort of all the partners and stakeholders in the industry and the continuing support and encouragement of the government and the regulators, the industry can achieve exemplary standards in the coming days.



**SJI NAIR**  
Managing Editor



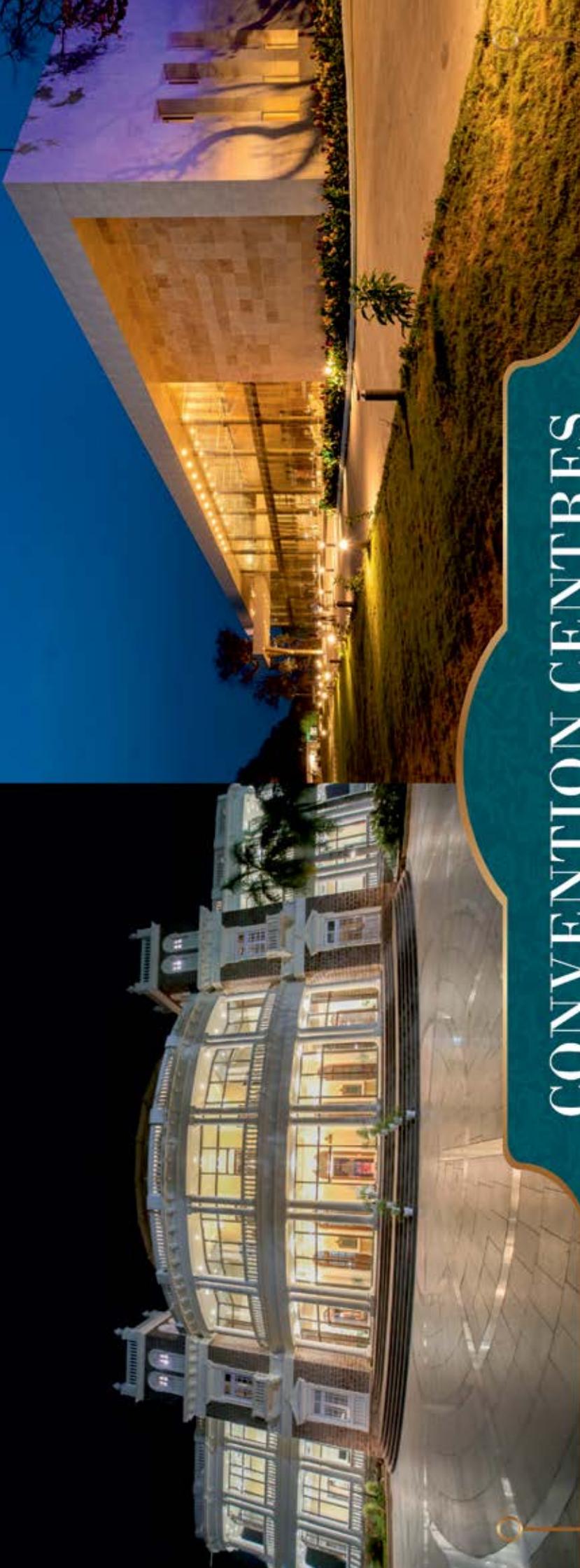
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