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1<sup>st</sup> Incredible India International  
Cruise Conference 2022

**14<sup>th</sup> -15<sup>th</sup> May 2022, Hotel Trident, Mumbai**

**PROGRAMME (Regal Hall)**

**Day 1: Saturday, 14<sup>th</sup> May 2022**

<b>10:00 AM – 11:00 AM</b>	<b>Registration</b>
<b>11:00 AM – 12:00 PM</b>	<b>Inaugural Session</b>
<b>11:00 AM – 11:03 AM</b> <i>(3 Minutes)</i>	<b>Felicitation of the Dignitaries</b>
<b>11:03 AM – 11:06 AM</b> <i>(3 Minutes)</i>	<b>Video: 1<sup>st</sup> Incredible India International Cruise Conference 2022</b>
<b>11:06 AM – 11:09 AM</b> <i>(3 Minutes)</i>	<b>Inauguration of International Conference by Lighting of Lamp</b>
<b>11:09 AM – 11:12 AM</b> <i>(3 Minutes)</i>	<i>Welcome Remarks:</i> <b>Mr Rajiv Jalota</b> Chairman Mumbai Port Authority and Mormugao Port Authority
<b>11:12 AM – 11:14 AM</b> <i>(2 Minutes)</i>	<b>Laying Foundation Stone for the project of Development of Third Chemical Berth at Pir Pau, Mumbai</b>
<b>11:14 AM – 11:16 AM</b> <i>(2 Minutes)</i>	<ul style="list-style-type: none"><li>• <b>Inauguration of Kelshi Light House of DGLL (Maharashtra)</b></li><li>• <b>Inauguration of Dhanushya Kodi Light House of DGLL (Tamilnadu)</b></li></ul>
<b>11:16 AM – 11:18 AM</b> <i>(2 Minutes)</i>	<i>Context Setting: Industry Perspective:</i> <b>Mr Dhruv Kotak</b> Chairman-Ports and Shipping, FICCI Committee on Transport Infrastructure and Managing Director JM Baxi Group
<b>11:18 AM – 11:22 AM</b> <i>(4 Minutes)</i>	<i>Address:</i> <b>Mr G K V Rao</b> Director General (Tourism) Ministry of Tourism Government of India
<b>11:22 AM – 11:27 AM</b> <i>(5 Minutes)</i>	<i>Context Setting: Government Perspective:</i> <b>Dr Sanjeev Ranjan</b> Secretary Ministry of Ports, Shipping and Waterways Government of India



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<b>11:27 AM – 11:33 AM</b> <i>(6 Minutes)</i>	<b>Curtain Raiser: 150<sup>th</sup> Years celebration of Mumbai Port Authority (1873- 2022)</b>
<b>11:33 AM – 11:43 AM</b> <i>(10 Minutes)</i>	<i>Address:</i> <b>Shri Shripad Yesso Naik,</b> Hon'ble Minister of State for Ports, Shipping & Waterways & Tourism Government of India
<b>11:43 AM – 11:58 AM</b> <i>(15 Minutes)</i>	<i>Keynote Address:</i> <b>Shri Sarbananda Sonowal</b> Hon'ble Minister of Ports, Shipping and Waterways and AYUSH Government of India
<b>11:58 AM – 12:00 PM</b> <i>(2 Minutes)</i>	<i>Concluding Remarks &amp; Vote of Thanks:</i> <b>Mr Adesh Titarmare</b> Dy Chairman Mumbai Port Authority

**Dignitaries on dais (Inaugural Session):**

- **Dr M Mathiventhan**, Hon'ble Minister for Tourism, Government of Tamilnadu
- **Shri Dilip Parulekar**, Hon'ble Minister for Tourism, Government of Goa
- **Mr Amitabh Kumar**, Directorate General, Ministry of Ports, Shipping and Waterways, Government of India
- **Mr Sanjay Bandopadhyaya**, Chairman, Inland Waterway Authority of India, Government of India

<b>12:00 PM – 12:30 PM</b>	<b>Networking Break</b>
<b>12:30 PM – 02:00 PM</b>	<b>Business Session 1: Developing India as a Cruise Hub</b>
	<p>India has a 7500 km long and scenic coastline, beautiful islands, various ports and terminals along the coastline and national waterways, dotted with rich tourism /heritage locations, steady and stable economic growth, young population with high disposable income and a proactive government with focus on improving infrastructure. These advantages make it a source of attraction for domestic and international cruise lines. Maritime India Vision 2030 also talks about the potential of India's coastline and inland waterways to become global cruise hub. Some steps have already been taken towards developing an ecosystem for cruise development and promotion.</p> <p>This session would touch upon topics related to development of cruise circuits with focus on cruise destinations, cruise infrastructure, development of skilled manpower in tourism, hospitality and shipping, conducive policy environment and post-pandemic outlook and opportunities in cruise sector.</p> <ul style="list-style-type: none"> <li>• Positioning India as a global cruise hub</li> <li>• Development of infrastructure for ocean and river cruises</li> <li>• Cruise Tourism Industry in India: Focus on Destination Development</li> <li>• Skill development in cruise sector</li> </ul>
	<i>Session Chair:</i> <b>Shri Sarbananda Sonowal</b> , Hon'ble Minister of Ports, Shipping and Waterways and AYUSH, Government of India



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	<p><b>Moderator: Mr Jagannarayan Padmanabhan</b>, Practice leader and Director -Transport and Logistics, CRISIL Ltd.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Dr Sanjeev Ranjan</b>, Secretary, Ministry of Ports, Shipping and Waterways, Government of India</li> <li>• <b>Mr Amitabh Kumar</b>, Directorate General, Ministry of Ports, Shipping and Waterways, Government of India</li> <li>• <b>Mr Sanjay Bandopadhyaya</b>, Chairman, Inland Waterway Authority of India, Government of India</li> <li>• <b>Mr Rajiv Jalota</b>, Chairman, Mumbai Port Authority and Mormugao Port Authority</li> <li>• <b>Mr G K V Rao</b>, Director General (Tourism), Ministry of Tourism, Government of India</li> <li>• <b>Mr Dhruv Kotak</b>, Chairman- Ports &amp; Shipping, FICCI Committee on Transport Infrastructure and Managing Director, JM Baxi Group</li> <li>• <b>Mr David Dingle</b>, Chairman, Carnival UK (<i>Joining Virtually</i>)</li> <li>• <b>Mr Jurgen Bailom</b>, President and CEO, Waterways Leisure Tourism, Cordelia</li> <li>• <b>Ms Elisabetta de Nardo</b>, Vice President Port Development, MSC Cruises S.A.</li> <li>• <b>Mr Alessandro Carollo</b>, Director - Govt. Relations, Royal Caribbean Cruise Line (<i>Joining Virtually</i>)</li> </ul>
<p><b>02:00 PM – 03:00 PM</b></p>	<p><b>Lunch Break</b></p>
<p><b>03:00 PM – 04:30 PM</b></p>	<p><b>Business Session 2: Policy Initiatives and Port Infrastructure</b></p>
	<p>Tourism is a state subject. Also, the state coastline comes under the jurisdiction of respective state maritime boards. The Major ports under MoSPW have their own port boundaries and infrastructure. For the development and promotion of cruise tourism, ministries and government agencies are working hand-in-hand. They are also involved in development of policy framework, SOPs for management and operation of cruise in international, domestic/coastal and river cruise sectors. Several initiatives are being taken towards upgradation and modernization of cruise terminals as per international standards.</p> <p>The session would entail discussion on initiatives planned by states for development of cruise tourism ecosystem, modernization initiatives towards cruise terminal development, creating adequate port infrastructure for smaller destinations/minor ports, adoption of international best practices w.r.t. tax, GST, customs, immigration, passenger movement etc.</p> <ul style="list-style-type: none"> <li>• Initiatives planned by states for development of cruise tourism ecosystem</li> <li>• Up-gradation/modernization of Cruise terminals as per international standards</li> <li>• Adoption of international best practices suitable for Indian conditions (<i>Tax, GST, customs, immigration, passenger movement, etc</i>)</li> <li>• State of the art infrastructure facilities for seamless movement of passengers</li> </ul>



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	<ul style="list-style-type: none"><li>• Development and promotion of tourist destinations and products</li><li>• Creating adequate port infrastructure for smaller destinations/minor ports</li></ul>
	<p><b>Moderator: Mr Hemal N Thakkar</b>, Director -Transport, Logistics and Mobility, CRISIL Ltd.</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"><li>• <b>Dr M Beena</b>, Chairman, Cochin Port Authority</li><li>• <b>Mr Vinit kumar</b>, Chairman, Syama Prasad Mookerjee Port Authority</li><li>• <b>Mr Paul Chong</b>, VP Sales &amp; Commercial SEA, Costa Crociere S.P.A. &amp; VP Business Development, Carnival Asia</li><li>• <b>Mr Amado Franco</b>, Chief Operating Officer, Cordelia Cruises</li><li>• <b>Mr Philippe Faucher</b>, Vice President, The Apollo Group</li><li>• <b>Mr Grant Holmes</b>, Global Sector Head – Cruise Industry, Inchcape Shipping Services</li></ul>
<b>04:30 PM – 05:30 PM</b>	<b>High Tea / Visit to Exhibition</b>
<b>05:45 PM onwards</b>	<b>Proceed towards Domestic Cruise Terminal</b>
<b>07:15 PM onwards</b>	<b>Cultural Evening &amp; Networking Dinner</b> <i>Theme: Ek Bharat Shreshtha Bharat</i> <b>Venue: Domestic Cruise Terminal (DCT)</b>



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## Day 2: Sunday, 15<sup>th</sup> May 2022

10:00 AM – 11:00 AM	<b>Business Session 3: Role of Technology in the Post-Pandemic World</b>
	<p>Cruise industry was heavily affected by the emergence of Covid-19 in the year 2020. Since the start of the pandemic, businesses and individuals saw first-hand the tremendous potential of technology. New operating models and capabilities have evolved that could contribute to business continuity. Lessons learned throughout this pandemic will continue to be applied to innovate and develop superior business models that are customer-centric and resilient enough to navigate future disruptions. As the cruise sector is looking at revival, technology in the cruise industry will have a large role. As the industry is all set to restart its operations, the cruise sector is concentrating not only on providing a luxurious experience but also a safe experience.</p> <p>This session would focus on discussing such technology measures towards health and safety such as contactless on-boarding to meet the customer's expectations on safety protocols, technology initiatives at the terminals (Infrared camera, thermal scanning, facial recognition, etc.), technology initiatives for a Seamless travel experience, availability of telemedicine, with its remote clinical services amongst others.</p> <ul style="list-style-type: none"> <li>• Contactless on-boarding to meet the customer's expectations on safety protocols</li> <li>• Technology Initiatives at the terminals: (<i>Infrared camera, thermal scanning, facial recognition, etc</i>)</li> <li>• Technology initiatives for a Seamless travel experience</li> <li>• Availability of Telemedicine, with its remote clinical services</li> </ul>
	<p><b>Moderator: Mr Arunkumar Iyer</b>, Senior Director – Business Intelligence &amp; Risk Solutions, CRISIL</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Cdr. Nevil Malao</b>, Vice President, JM Baxi &amp; Co.</li> <li>• <b>Mr Raj Singh</b>, CEO, Heritage River Cruises</li> <li>• <b>Ms Ratna Chadha</b>, CEO, TIRUN Travel Marketing, India representative Royal Caribbean Cruises Ltd</li> <li>• <b>Ms Nalini Gupta</b>, Managing Director, Lotus Destinations</li> <li>• <b>Mr Ravi Pavade</b>, Regional Manager, Port Operations - Western Europe, Africa, Middle East, Indian Ocean, U.S (California), Holland America Group</li> <li>• <b>Mr Arun Badukoti</b>, Practice Lead - Network Transformation and Application Modernisation, India &amp; SAARC, CISCO</li> </ul>
11:00 AM – 11:15 AM	<b>Networking Break (Tea/Coffee)</b>
11:15 AM – 12:30 PM	<b>Business Session 4: Potential of River Cruising</b>
	<p>Globally river cruise market has grown at ~5% over the last few years and is expected to constitute ~37% of Cruise market by 2027. Europe has been driving growth with</p>





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	<p>~60% share of river cruise vessels in the world. The rivers Danube in Europe and Yangtze in China have dominated the river cruise market globally. The river cruise industry is at a nascent stage in India, with an initial focus on NW 1 (Ganga) and NW 2 (Brahmaputra) servicing ~13,000 passenger movement in 2019 across 100 cruise trips.</p> <p>This accounts for around 1% of the global river cruise market. The river cruising tourism also got impacted due to COVID – 19 pandemic and is looking at revival. The Maritime Vision 2030 talks about the significant untapped potential in river cruise has across national waterways. Linking river and sea tourism between inland and coastal cities as well as with neighbouring countries like Bangladesh, Myanmar and Thailand could provide unique experience to passengers. Also, the aspects of seasonality in river cruise tourism, and hence, making judicious use of assets such as vessels and berthing facilities during off-season are critical for success of the business model.</p> <p>This session would focus on discussing river cruise tourism status in the country and prospects of growth, adoption of international best practices suitable for Indian conditions, Clear policy on Availability of vessels and deployment during off seasons amongst others.</p>
	<p><b>Address by Guest of Honour:</b> <b>Shri Gangapuram Kishan Reddy</b>, Hon'ble Minister of Tourism, Culture and Development of Northeastern Region, Government of India</p>
	<p><b>Moderator: Mr Ashutosh Gautam</b>, Member (Technical) &amp; Member (Traffic) (I/C), IWAI, Government of India</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Mr G K V Rao</b>, Director General (Tourism), Ministry of Tourism, Government of India</li> <li>• <b>Mr Joost Ouendag</b>, Vice President - Group Product Development, Viking Cruises</li> <li>• <b>Mr Raj Singh</b>, CEO, Heritage River Cruises</li> <li>• <b>Mr Sanjay Basu</b>, CEO, Far Horizon Tours Pvt. Ltd.</li> <li>• <b>Mr Vikash Malviya</b>, Director, Alaknanda Cruiseline Private Limited</li> </ul>
<p><b>12:35 PM – 02:00 PM</b></p>	<p><b>Cruise Tourism: Success Stories and Destination Development</b></p>
	<p><b>Address by Guest of Honour:</b> <b>Shri Gangapuram Kishan Reddy</b>, Hon'ble Minister of Tourism, Culture and Development of Northeastern Region, Government of India</p>
	<p><b>Moderator: Ms. Parul Singhal Garg</b>, Associate Director-Transport, Logistics and Mobility, CRISIL</p> <p><b>Speakers:</b></p> <ul style="list-style-type: none"> <li>• <b>Mr Anil Kumar Sahu</b>, Managing Director, Chhattisgarh Tourism Board</li> <li>• <b>Mr Kapil Mohan</b>, CEO, Karnataka Maritime Board and Additional Chief Secretary, Government of Karnataka</li> <li>• <b>Mr N S Pillai</b>, Chairman, Kerala Maritime Board</li> <li>• <b>Dr Venkata Ramana Akkaraju</b>, Chairman, New Mangalore Port Authority</li> <li>• <b>Mr Sachin Jadhav</b>, Director cum Addl Secretary, Odisha Tourism</li> <li>• <b>Mr Vishal Sah</b>, Director (Tourism), Lakshadweep Tourism</li> <li>• <b>Mr Alok Kumar</b>, Director (Tourism), Andaman Nicobar Administration</li> <li>• <b>Dr Dhananjay Sawalkar</b>, Joint Director, Directorate of Tourism, Govt of Maharashtra</li> </ul>



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	<ul style="list-style-type: none"><li>• <b>Mr Jasem Zaiton</b>, Executive Director, Zaiton Consultancy, Dubai</li></ul>
<b>02:00 PM Onwards</b>	<b>Lunch and End of Conference</b>