

CHALLENGES IN IMPORT AND EXPORT OPERATIONS IN AIR TRANSPORT AT AAICLAS, CHENNAI

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ABSTRACT

India is regarded as a significant aviation market as well, and the government's policy changes, including as the privatization of airports and foreign investment in airport infrastructure nationwide, have enhanced the country's economic potential. The air cargo business has a number of advantages. Information regarding India's air freight business for the years 2020–2021 is included in this research report. It also provides a quick overview of the Indian market and the worldwide air freight business. The project provides a quick overview of the freight industry's growth following the pandemic, both with and without COVID-19. The global pandemic had a more severe effect on the aviation and cargo sectors. During that period, the aircraft industry experienced its lowest point ever, with every nation closing both its international and domestic borders.

Keywords: Aviation, Covid-19, cargo, and pandemic.

1. INTRODUCTION

Before being allowed clearance by Customs, imported and exported commodities must comply with a number of legal and procedural requirements as stated in the Customs Act, 1962, as well as any applicable rules and regulations. These prerequisites include submitting the required paperwork and following established protocols before the relevant official issues a valid legal order allowing the importer or exporter to clear the items for the intended use. Imported goods must verify all applicable legal requirements and pay a customs charge upon entry. In light of this, unless the imported goods are designated for customs clearance at the port or airport of arrival, such as those meant for transit by the same ship or aircraft, transshipment to another customs station, or to any location outside of India, require importers to follow specific procedures for customs clearance. On the other hand, the items included in the IGM/Import Report for transit to any location outside of India or intended for transshipment to another Customs station in India are permitted transit without payment of duty under Sections 52 to 56 of the Customs Act, 1962. If the goods are to be trans shipped to another Customs station, the importer must comply with the customs clearance formalities after the goods arrive at the other Customs station, and the carrier and the relevant agencies must follow a straightforward transshipment procedure at the first port or airport of landing.

Objective of the study

To study the effectiveness of clearance procedures in import and export in AAICLAS. To understand the procedure of logistics movement in the airport. To understand the quality of service provided by AAI. To know whether the clients are satisfied.

2. NEED OF THE STUDY

Recognise the present challenges and concerns facing the air cargo business in India and throughout the world, including those related to capacity, manpower, customs clearance, dwell time, traffic, and hazardous cargo, among others. Examine how these issues affect the effectiveness, sustainability, safety, and quality of air freight operations. Determine the most effective strategies, fixes, and suggestions to get over these obstacles and raise the efficiency and competitiveness of air freight services. Examine how these solutions will affect the commercial, social, and environmental facets of air travel and trade.

SCOPE OF THE STUDY

From an organisational standpoint, this is a complex topic that presents challenges because it varies according on the individual. the research to understand the cargo department's protocol. The study will offer a comprehensive grasp of how cargo operates. The study offers a hands-on introduction to the handling of items in AAI. The study offers details on the packaging and customer delivery of the products. The study is used to identify the areas where it can improve the performance of the employees.

STATEMENT OF THE PROBLEM

Although air travel is an essential means of conducting business internationally, it has numerous difficulties when it comes to import and export procedures. These consist of the processes for clearing customs, traffic at airport terminals, dwell time reduction, labour skills, capacity utilisation for cargo, space allocation, and management of hazardous goods. The effectiveness, security, safety, and sustainability of air freight services are all impacted by these issues. In order to increase the effectiveness and competitiveness of air travel, it is necessary to recognise, evaluate, and provide solutions for the causes and impacts of these problems.

3. REVIEW OF LITERATURE

Exports and imports are crucial for a country's economy, and transport can bridge the gap between developed and developing countries. India spends more on logistics than developed nations due to inefficiencies and high costs. Trade routes help bridge the world by minimizing distances, national barriers, and differences between people and economies [1]. This article compares the National Trade Facilitation Action Plan (NTFAP) of India for the years 2017–2020 with the dwell time (DT) performance of cargo imported into India by air and water. By examining clearance channels and custom site locations, it assesses existing performance and makes recommendations for DT reduction [2]. India's economy is expanding quickly, and one of its key industries is developing tourism. The nation boasts a sophisticated infrastructure base that includes networks of roads, railroads, ports, and civil aviation. Sustainable trade and tourism development depend on aviation, and airport infrastructure must expand to accommodate the aviation industry's growing demands [3].

Impact of air connectivity on bilateral service export and import trade, Due to its extensive open skies agreements, crowded air traffic corridors, and remote Perth, Australia's air freight sector confronts difficulties [4].

4. METHODOLOGY

A researcher's only goal when writing a descriptive paper is to describe the circumstance or case they are studying. It is a theory-based design process that was developed through data collection, analysis, and presentation. This enables a researcher to explain the how and why of their work. Others can comprehend the necessity of the research more clearly thanks to descriptive design. To address ambiguity in the problem statement, exploratory research may be undertaken. The process of using a subset of a population to represent the entire population is known as sampling in survey research. Because sampling uses fewer individuals in the population to represent the entire population, it can be conducted with a more realistic cost and time frame. However, sampling involves a new set of decisions about who will be included in the sample and how to select the individuals who will represent the entire population. This is the essence of the practice of sampling.

5. DATA COLLECTION METHOD

1. Primary Data Collection

- Surveys and Questionnaires
- Interviews
- Observations
- Experiments

2. Secondary Data Collection

- Published Sources
- Online Databases
- and Institutional Records
- Government Publicly Available Data
- Past Research Studies

3. Limitation of the study

The size and representativeness of the sample may have an impact on the study's conclusions. Insufficient sample size or lack of diversity may limit the generalizability of the findings to a larger group of importers, exporters, and air transport stakeholders.

Researchers may face limitations related to data availability. Air transport data can be challenging to obtain, especially if it involves proprietary information or sensitive trade data.

Conducting a comprehensive study on import and export operations in air transport requires time. Researchers may

face limitations due to time constraints, affecting the depth and breadth of their analysis.

Focusing solely on a specific region or country limits the generalizability of findings. Import and export challenges can vary significantly across different regions, so researchers should acknowledge this limitation.

The air transport industry is subject to external factors such as geopolitical events, economic fluctuations, and policy changes. These factors can affect import and export operations but may lie beyond the study's control.

Tables and charts Analysis

Table 1:

S. No	Facing issues and delays during the clearance process at AAICLAS. Did you agree with this statement?	Frequency	Percentage
1	Strongly Agree	2	4.8
2	Agree	13	31.7
3	Neutral	16	39.02
4	Disagree	7	17.07
5	StronglyDisagree	3	7.3
	TOTAL	41	100

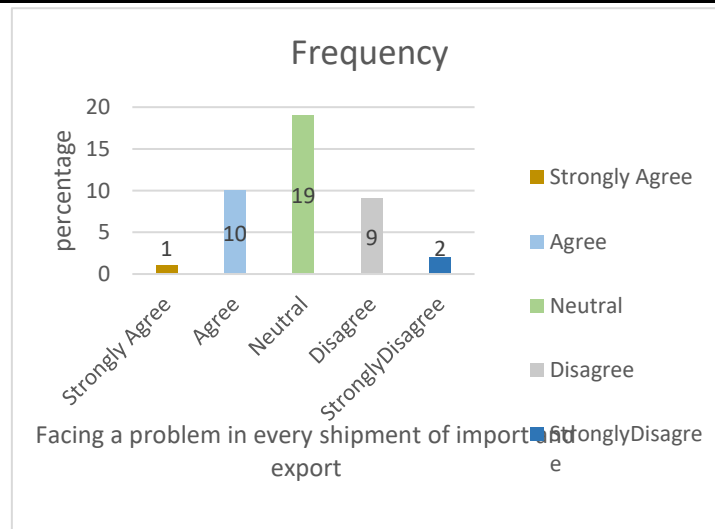


Figure 1: Facing a problem in every shipment of import and export

INTERPRETATION

From the above table and chart inferred that 2.4% of the respondent are strongly agree this statement, 24.39% of the respondent are agree with this statement, 46.34% of the respondent are neutral with this statement, 21.95% of respondent are disagree with this statement and 4.8% of the respondent are strongly Disagree with this statement. Hence, we conclude that the majority of the respondents are neutral with the above statement.

Table 2:

S. No	Facing a problem in every shipment of import and export.do you agree with this statement	Frequency	Percentage
1	Strongly Agree	1	2.4
2	Agree	10	24.39
3	Neutral	19	46.34
4	Disagree	9	21.95
5	StronglyDisagree	2	4.8
	TOTAL	41	100

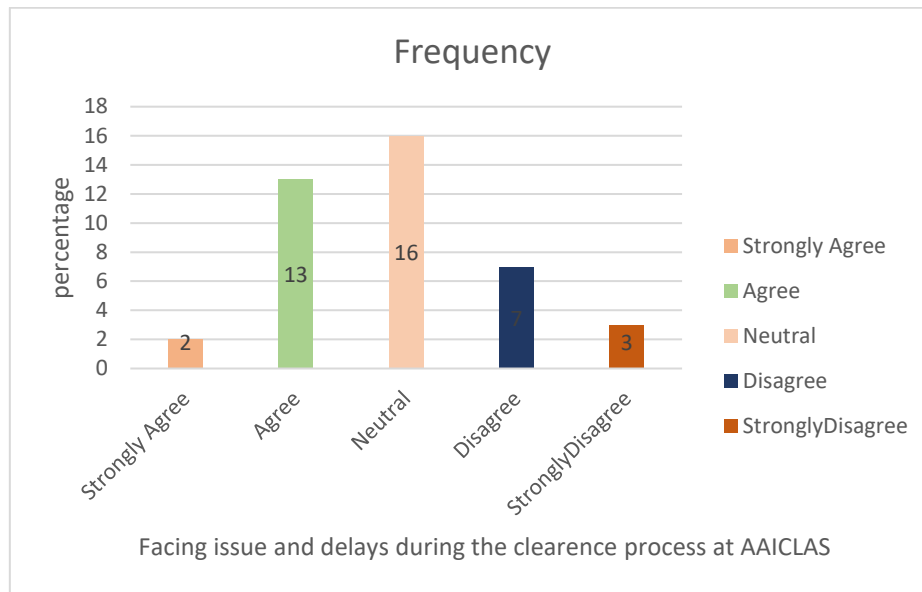


Figure 2: Facing issue and delays during the clearance process at AAICLAS

INTERPRETATION

From the above table and chart 4.8% of respondents strongly agree with the statement, 31.7% agree with it, 39.02% are neutral about it, 17.7% disagree with it, and 7.3% strongly disagree with it, Therefore, we draw the conclusion that most respondents are unsure about the aforementioned statement.

Findings

- The majority of the respondent are saying facing a problem is neutral
- The majority of the respondent are saying facing issues and delays are neutral.

Suggestions

- **Quantitative Analysis of Operational Delays:** Conducting a detailed study on the specific causes of operational delays could help in identifying targeted improvements in logistics management.
- **Customer Satisfaction Surveys:** Regular, detailed customer satisfaction surveys could help track changes in user perceptions over time and identify new areas for improvement as operations and services evolve.

6. CONCLUSION

The project aimed to explore the challenges faced in air transport logistics, primarily among postgraduate males over 20. A survey was conducted to gather insights from these respondents, revealing a significant neutrality or ambivalence regarding various aspects of air transport operations. This suggests a potential gap between stakeholders' expectations and actual services provided by the Airport Authority of India (AAI).

Respondents also noted neutrality regarding specific issues such as the availability of separate cold storage facilities and the thorough examination of goods by customs officials, including those in Special Economic Zones (SEZs). However, there was consensus on operational strengths, such as handling dangerous goods and automated storage solutions provided by the AAI. These areas suggest that while the AAI is successful in certain aspects, there remains a broad scope for enhancing other facets of their operation, particularly around transparency and consistency in service provision.

7. REFERENCES

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