



SAHC'16

SOUTH ASIAN HOTELIERS' CONCLAVE 2016

**Taj Palace Hotel, New Delhi
(August 09 - 10, 2016)**

Organized by



HOTEL ASSOCIATION OF INDIA



Message

Dear Delegates,

Welcome to the South Asian Hoteliers Conclave – 2016.

It gives me much pleasure to inform you that the Hotel Association of India, the apex forum of Indian hotel industry, is organizing the first South Asian Hoteliers Conclave 2016 on the 9th and 10th August 2016 at the Taj Palace Hotel, New Delhi.

The objective of the Conclave is to bring together the leaders and policy-makers of hospitality industries in the region to:

- (i) evolve the framework of action required to be taken by hotels in the event of disasters, natural or manmade, for ensuring the safety, security and welfare of tourists and guests staying there;

and

- (ii) analyse the current trends in Technology, Digital Economy, Skills Development, Social Media's power of 'Word of Web' publicity and their impact on hospitality industries.

This Delegate Information Brochure provides the details of interactive sessions planned for the Conclave, names of Domain Experts and Panelists, Form for Registration and the details of accommodation offered for delegates by 10 leading 5-Star hotels in New Delhi, India, on special discounted tariff.

Your participation in the Conclave would add value to the Conclave's deliberations.

We look forward to welcoming you at the Conclave.

R.K. Puri
Secretary General

HOTEL ASSOCIATION OF INDIA
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Bhikaji Cama Place, New Delhi – 110 066
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info@hotelassociationofindia.com
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SOUTH ASIAN HOTELIERS CONCLAVE 2016
TAJ PALACE HOTEL, NEW DELHI
9th – 10th August 2016

PROGRAMME
9th August 2016

INAUGURAL SESSION

1000 – 1100 Hrs.	Opening Ceremony
Opening Address	Shri R. K. Puri Secretary General & Member, Executive Committee Hotel Association of India
Welcome Address	Shri Vikram Oberoi President, Hotel Association of India & Managing Director East India Hotels Ltd.
Special Address	Shri R. K. Jain Member Secretary National Disaster Management Authority Government of India
Special Address	Shri Vinod Zutshi Secretary Ministry of Tourism Government of India
Inaugural Address	Dr. Mahesh Sharma Hon'ble Minister of State for Tourism and Culture (Independent Charge) Government of India
Concluding Address	Shri Rakesh Sarna Vice President, Hotel Association of India & Managing Director & CEO Indian Hotels Company Ltd.

Tea/ Coffee Break

(Programme updated on July 13, 2016, subject to change)



PLENARY SESSION – I

1145 – 1230 Hrs.

- 1145 Hrs. **Opening Remarks**
Session Chair : **Shri Suman Billa**
Joint Secretary, Ministry of Tourism
Government of India
- 1150 Hrs. **Theme : Making the Hospitality Industry
Disaster Resilient and Setting up Operation
cum Information Centres in Hotels**
- Speaker :** **Prof. Santosh Kumar**
Director, National Institute of Disaster Management,
Government of India
- 1205 Hrs. **Panel Discussion**
Panelists :
- 1215 Hrs. **Questions & Answers**
- 1225 Hrs. **Summing up**
Session Chair: **Shri Suman Billa**

PLENARY SESSION – II

1245 – 1330 Hrs.

- 1245 Hrs. **Opening Remarks**
**Session
Moderator :** **Mr Shekhar Gupta** (Confirmation awaited)
Senior Journalist, Author & Columnist
- 1250 Hrs. **Open House with CEOs**
Panelists : **Mr Vikram Oberoi**
Managing Director, EIH Hotels
Mr Rakesh Sarna
Managing Director & CEO, IHC Ltd.
Ms Priya Paul
Chairperson, Apeejay Surrendra Park Hotels Pvt. Ltd.
Dr. (Ms.) Jyotsna Suri
Chairperson & MD, Bharat Hotels Ltd.
Mr. Vivek Nair
Chairman & MD, Hotel Leelaventure Ltd.
Mr Nakul Anand
Executive Director, ITC Ltd.
Mr Patu Keswani
Chairman & MD, Lemon Tree Hotels Ltd.
Mr K.B. Kachru
Chairman Emeritus & Principal Advisor
Carlson Rezidor Hotel Group, South Asia



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Mr Ajay Bakaya
Executive Director
Sarovar Hotels Pvt. Ltd.

1310 Hrs. **Questions & Answers**

1325 Hrs. **Summing up**

Session
Moderator **Mr Shekhar Gupta**

Lunch Break

PLENARY SESSION – III

1430 – 1515 Hrs.

1430 Hrs. **Opening Remarks**

Session Chair : **Ms Priya Paul**
Chairperson, Apeejay Surrendra Park Hotels Pvt. Ltd.

1435 Hrs. **Theme : Food and Beverage Trends in
Hospitality Industry**

Speaker : **Mr Vir Sanghvi**
Multi Media Journalist & Writer

1500 Hrs. **Questions & Answers**

1510 Hrs. **Summing up**

Session Chair : **Ms Priya Paul**

PLENARY SESSION – IV

1530 – 1615 Hrs.

1530 Hrs. **Opening Remarks**

Session Chair : **Mr Patu Keswani**
Chairman & MD
Lemon Tree Hotels Ltd.

1535 Hrs. **Great Hotels Must Be Great Places to Work**

Speaker : **Mr Prasenjit Bhattacharya**
CEO, Great Places to Work Institute

1550 Hrs. **Panel Discussion**

Panelists : i) **Mr Rattan Keswani**
Deputy MD, Lemon Tree Group &
Chairman, Carnation Hotels Pvt Ltd

ii) **Mr Deep Kalra**
CEO, MakeMyTrip.com

1605 Hrs. **Questions & Answers**

1610 Hrs. **Summing up**

Session Chair **Mr Patu Keswani**



PLENARY SESSION – V

1630 – 1715 Hrs.

- 1630 Hrs. Opening Remarks
Session Chair : Dr.(Ms.) Jyotsna Suri
Chairperson, Bharat Hotels Ltd.
- 1635 Hrs. Theme: Best Practices of Disaster Management
Session Moderator : Mr G.B. Singh
Editor, Security Today
- 1640 Hrs. Panel Discussion
Panelists : (i) Brigadier G S Sisodia
VSM (Retd) (Ex NSG)
(ii) Mr.Sandeep Rai Rathore
IG, Coastal Security, Chennai (Ex IG, NDRF)
(iii) Mr.Suresh Roy
Sr.V.P. Internal Security, G4S India (Ex DGP)
(iv) Mr.Dhruv Rebbapragada
Chief of Flight Safety, InterGlobe Aviation Ltd.
- 1700 Hrs. Summing up
Session Moderator Mr G.B. Singh

PLENARY SESSION – VI

1715 – 1800 Hrs.

- 1715 Hrs. Opening Remarks
Session Chair : Mr Vivek Nair
Chairman & Managing Director, Hotel Leelaventure Ltd.
- 1720 Hrs. Theme : Safety in Design
Speaker : Mr Anup Karanth
Disaster Risk Management Specialist
World Bank India Office
- 1740 Hrs. Panel Discussion
Panelists :
- 1750 Hrs. Questions & Answers
- 1755 Hrs. Summing up
Session Chair Mr Vivek Nair
- 1900 Hrs. Welcome Cocktails & Dinner
Hosted by Mr Rakesh Sarna
Vice President, HAI &
Chairman & Managing Director, IHC Ltd



SAHC'16

PROGRAMME

10th August 2016

PLENARY SESSION – I

0900 – 0945 Hrs.

- 0900 Hrs. **Opening Remarks**
Session Chair : **Mr Ajay Bakaya**
Executive Director
Sarovar Hotels Pvt Ltd
- 0905 Hrs. **Theme : Innovation as a Strategy
in Service Industry**
Speaker : **Mr Santanu Dutt**
Technology Evangelist
Amazon Web Services
- 0925 Hrs. **Panel Discussion**
Panelists :
- 0935 Hrs. **Questions & Answers**
- 0940 Hrs. **Summing up**
Session Chair **Mr Ajay Bakaya**

PLENARY SESSION – II

1000 – 1045 Hrs.

- 1000 Hrs. **Opening Remarks**
Session Chair : **Mr Vikram Oberoi**
President
Hotel Association of India
- 1005 Hrs. **Keynote Address on “Realising India’s
Demographic Advantage through Skills,
Speed and Scale” by:**
Shri Rajiv Pratap Rudy
Hon’ble Union Minister of State for Skill Development
and Entrepreneurship (Independent Charge),
Government of India



1025 Hrs. Panel Discussion
Panelist : Mr Praveen Roy
CEO, Tourism & Hospitality Skill Council (THSC)

1035 Hrs. Questions & Answers

1040 Hrs. Summing up

Session Chair : Mr Vikram Oberoi
President
Hotel Association of India

Tea/ Coffee Break

PLENARY SESSION – III 1115 – 1200 Hrs.

1115 Hrs. Opening Remarks

Session Chair : Mr Rohit Khosla
Vice President, Indian Hotels Co. Ltd.

1120 Hrs. Theme : Disaster Management Practices and
Experience of South Asian Countries

Speaker : Presentations by South Asian Delegates

1140 Hrs. Panel Discussion

Panelists : BANGLADESH:
Mr H.M. Hakim Ali
President, Bangladesh International Hotel Association (BIHA)

BHUTAN:
Ms Thinley Lham
Chairperson
Wangchuk Hotels, Tours & Travels

NEPAL:
i) Mr B.K. Shrestha
President, Hotel Association of Nepal (HAN)
ii) Mr G.L. Pradhan
Executive Committee Member,
Federation of Industry &
Commerce Chamber of Nepal (FICCN)

SRI LANKA:
Mr Hiran Cooray
President, The Hotel Association of Sri Lanka (THASL)

1150 Hrs. Questions & Answers

1155 Hrs. Summing up

Session Chair Mr Rohit Khosla



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PLENARY SESSION – IV 1215 – 1300 Hrs.

- 1215 Hrs. **Opening Remarks**
Session Chair : **Mr Rupak Gupta**
 Joint Managing Director
 U.P. Hotels
- 1220 Hrs. **Presentations by Sponsors**
 Names Awaited
- 1240 Hrs. **Questions & Answers**
- 1255 Hrs. **Summing up**
Session Chair **Mr Rupak Gupta**

Lunch Break

PLENARY SESSION – V 1400 – 1445 Hrs.

- 1400 Hrs. **Opening Remarks**
Session Chair : **Mr K.B. Kachru**
 Chairman Emeritus & Principal Advisor
 Carlson Rezidor Hotel Group, South Asia
- 1405 Hrs. **Theme : Loyalty Programmes and the Value**
 They Add to the Customer and the Hotel
- Speaker :** **Mr Sudhir Gupta**
 Chairman, TLC Group
- 1420 Hrs. **Panel Discussion**
Panelist : **Mr Baldev Dhir**
 Brand Manager, ITC Hotels Ltd.
- 1435 Hrs. **Questions & Answers**
- 1440 Hrs. **Summing up**
Session Chair **Mr K.B. Kachru**

PLENARY SESSION – VI 1500 – 1545 Hrs.

- 1500 Hrs. **Opening Remarks**
Session Chair : **Mr Suresh Kumar**
 Managing Director
 Fortune Park Hotels



1505 Hrs. Theme : Opportunities that Social Media Presents for Hospitality Industry

Speaker : Mr Prasanjeet Dutta Baruah
Business Head – India
Facebook

1520 Hrs. Panel Discussion

Panelists :

1535 Hrs. Questions & Answers

1540 Hrs. Summing up

Session Chair Mr Suresh Kumar

Tea/ Coffee Break

PLENARY SESSION – VII

1615 – 1700 Hrs.

1615 Hrs. Opening Remarks

Session Chair : Mr Suresh Talera
Chairman
Talera Hospitality

1620 Hrs. Theme : Growing Impact of Technology on Hospitality Industry

Speaker : Mr Abhrajit Ray
Microsoft India

1640 Hrs. Panel Discussion

Panelists :

1655 Hrs. Questions & Answers

1700 Hrs. Summing up

Session Chair Mr Suresh Talera

CONCLUDING SESSION

1715 – 1745 Hrs.

VOTE OF THANKS BY PRESIDENT, HAI



REGISTRATION INFORMATION

**REGISTRATION : 0900 – 0930 Hrs. on August 09, 2016
Taj Palace Hotel, New Delhi**

REGISTRATION FEE :

The Registration Fee for the South Asian Hoteliers Conclave – 2016 is Rs. 25,000/- plus 15% Tax (includes Service Tax, Swachh Bharat Cess and Krishi Kalyan Cess) per Delegate payable by Cheque/ Demand Draft drawn in favour of Hotel Association of India or by Bank Transfer as per details below :

Beneficiary Bank's Name : **The Punjab National Bank**
Beneficiary Bank's Address : **7, Bhikaji Cama Place,
New Delhi – 110066**
Beneficiary Account No. : **1988002100187289**
Beneficiary Bank's IFSC Code : **PUNB0198800**

REGISTRATION :

To register as a Delegate, please complete the Registration Form and return it to the Hotel Association of India by e-mail or by courier at the address given below:

**The Secretary General
Hotel Association of India
B212 – 214, Somdutt Chamber – I
Bhikaji Cama Place, New Delhi – 110 066
INDIA
Email ID : hai@hotelassociationofindia.com
Tel.: 911126171110 and 911126171114**

Note:

Please print 'Registration Form' (as shown on page 12) on your Company/ Hotel's Letterhead. Separate Form may be filled for each delegate.



CONCLAVE HOTELS :

The following member hotels of HAI in New Delhi / Gurgaon have agreed to offer Special Discounted Tariff Room bookings between 8th to 11th August 2016 for SAHC'16 delegates with complimentary breakfast and airport transfers.

Members may please communicate their booking details to any of the following hotels by email marked "BOOKING FOR HAI SAHC'16" to their respective IDs given below, endorsing a copy to HAI at info@hotelassociationofindia.com

HOTEL

CONTACT EMAIL ID

- | | |
|-----------------------------|----------------------------------------------------------------------------------------|
| 1. Taj Palace Hotel | : mantosh.kumar@tajhotels.com |
| 2. The ITC Maurya | : richa.s@itchotels.in |
| 3. The Oberoi Gurgaon | : ankush.gagneja@oberoihotels.com |
| 4. The Trident Gurgaon | : ankush.gagneja@oberoihotels.com |
| 5. The Park New Delhi | : spattajoshi@theparkhotels.com |
| 6. The Lalit New Delhi | : vbhalla@thelalit.com |
| 7. The Lemon Tree Premier: | hm.pdll@lemontreehotels.com |
| 8. Red Fox Hotel | : hm.pdll@lemontreehotels.com |
| 9. The Leela Palace Hotel | : rishi.minocha@theleela.com |
| 10. Radisson Blu New Delhi: | arvindmathur@radissondel.com |

AIRPORT TRANSFERS :

Delegates desiring to avail complimentary transfer from Indira Gandhi International Airport, New Delhi, to the above referred hotels may please communicate to the respective hotels their flight details (arrival and departure) in advance along with their hotel bookings.



Taj Palace Hotel, New Delhi
mantosh.kumar@tajhotels.com



The ITC Maurya, New Delhi
richa.s@itshotels.in



The Oberoi Gurgaon
ankush.gagneja@oberoihotels.com



The Trident Gurgaon
ankush.gagneja@oberoihotels.com



The Park, New Delhi
spattajoshi@theparkhotels.com



The Lalit, New Delhi
vbhalla@thelalit.com



The Lemon Tree Premier, New Delhi
hm.pdll@lemontreehotels.com



The Red Fox Hotel, New Delhi
hm.pdll@lemontreehotels.com



The Leela Palace Hotel, New Delhi
rishi.minocha@theleela.com



Hotel Radisson Blu, New Delhi
arvindmathur@radissondel.com



REGISTRATION FORM
South Asian Hoteliers' Conclave 2016
 Taj Palace Hotel, New Delhi
 August 09 – 10, 2016



DELEGATE'S NAME: Mr./ Mrs./Ms.....

DESIGNATION/ POSITION HELD :.....

HOTEL ASSOCIATION/HOTEL COMPANY :.....

MAILING ADDRESS:

.....

TELEPHONE NO. (with Area code) :.....

CELL NO. (with country code):.....

EMAIL ID :.....

REGISTRATION FEE:

Cheque/ Demand Draft No.....dated.....
 for Rs. 25000/- plus 15% Tax (includes Service Tax, Swachh Bharat Cess and Krishi Kalyan Cess) drawn
 on.....Bank, favouring Hotel Association of India payable at New Delhi.

Or

by Bank Transfer vide UTR No.....for Rs. 25000/- plus 15% Tax (includes Service
 Tax, Swachh Bharat Cess and Krishi Kalyan Cess) issued by.....Bank
 to the beneficiary Bank as per details below:

Beneficiary Bank's Name: The Punjab National Bank; Beneficiary Bank's Address: 7, Bhikaji Cama Place,
 New Delhi – 110066; Beneficiary Account No.: 1988002100187289; Beneficiary Bank's IFSC Code:
 PUNB0198800

Signature:
 (Authorised Signatory)

Name in Block Letters:

Designation:

Company Name:

Address:

.....

Date:.....

Place:.....

HOTEL ASSOCIATION OF INDIA EXECUTIVE COMMITTEE MEMBERS (2016-17)



Mr Vikram Oberoi
President, Hotel Association of India and
Managing Director & Chief Executive Officer EIH Limited



Mr Rupak Gupta
Hony. Treasurer, Hotel Association of India
and Jt. Managing Director, U. P. Hotels Limited



Mr Rakesh Sarna
Vice President, Hotel Association of India
and Managing Director & C.E.O
The Indian Hotels Company Limited



Mr Suresh M. Talera
Hony. Secretary, Hotel Association of India
and Chairman, Talera Hospitality



Dr. Jyotsna Suri
Corporate Member
Chairperson & Managing Director
Bharat Hotels Limited



Mr P.R.S. Oberoi
Corporate Member
Executive Chairman, EIH Limited



Ms Priya Paul
Corporate Member
Chairperson
Apeejay Surrendra Hotels Pvt. Limited



Mr Vivek Nair
Corporate Member
Chairman & MD, Hotel Leelaventure Limited



Mr Nakul Anand
Corporate Member
Executive Director, ITC Limited



Mr Patu Keswani
Corporate Member
Chairman and Managing Director,
Lemon Tree Hotels Ltd.



Mr Anil Madhok
Fellow Member
Managing Director, Sarovar Hotels Pvt. Ltd.



Mr K.B. Kachru
Fellow Member
Chairman Emeritus & Principal Advisor
Carlson Rezidor Hotel Group, South Asia



Mr Rohit Khosla
Member
Senior Vice President (Northern Region),
The Indian Hotels Company Limited



Mr Suresh Kumar
Member
Managing Director, Fortune Park Hotels Ltd.



Mr R. K. Puri
Secretary General
Hotel Association of India



Mr J.K. Mohanty
Member
Managing Director, Swosti Premium Limited

Our Sponsors

Gold

Silver

Hospitality



Hotel Association of India

B-212-214, Somdutt Chambers-I, Bhikaji Cama Place, New Delhi - 110066, India

Telephone : 011-26171114, 26171110

E-mail : hai@hotelassociationofindia.com, info@hotelassociationofindia.com

Website : www.hotelassociationofindia.com