



hoteliers'2022  
conclave

*Resurgence - Looking Beyond Covid-19*

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28<sup>th</sup> & 29<sup>th</sup> September, New Delhi

# Programme

# Welcome Message

Dear Delegates,

Welcome to the 5<sup>th</sup> *HAI Hoteliers' Conclave* being organized by Hotel Association of India (HAI), the Apex Body of the Indian Hospitality Industry from 28<sup>th</sup> to 29<sup>th</sup> September, 2022 in New Delhi.

The theme for the Event is *Resurgence - Looking beyond COVID-19*.

The pandemic triggered a global crisis like no other - a health crisis resulting in the worst recession since the Second World War. Globally, the last couple of years have thrown challenges never experienced before in living memory or recent history.

While the Tourism and Hospitality sector was among the worst hit, the pandemic also provided an opportunity to the industry to pause, to re-boot, re-imagine and re-set.

Through various sessions, the Conclave is an endeavor to study the impact of COVID, to take stock and analyze and to prepare the Hospitality Industry for changes that will come at a higher frequency and will be more impactful than ever before.

We hope that the Conclave will be a platform for evaluation, sharing and learning among fellow hoteliers and stakeholders. The event will aim to develop a roadmap for a more inclusive and sustainable future of the Industry.

Historically Tourism and Hospitality have been a key driver of GDP and employment and there is absolutely no doubt that the sector will also be critical to the post pandemic economic revival of the country and the world.

This delegate information brochure provides the details of interactive sessions planned for the Event, names of domain experts and panelists.

Your participation will add value to the discussions.

With best wishes for a successful Event.

**M.P. Bezbaruah**  
Secretary General  
Hotel Association of India

# 5<sup>th</sup> HAI Hoteliers' Conclave 2022

28<sup>th</sup> & 29<sup>th</sup> September, New Delhi

## PROGRAMME

### 28<sup>th</sup> September (Wednesday)

<b>Venue</b>	<b>TAJ PALACE, NEW DELHI</b>
1830 – 1900 Hrs.	Registration
1900 – 2200 Hrs.	<b>Welcome Dinner</b> Hosted by Mr. Puneet Chhatwal President, Hotel Association of India Managing Director & CEO The Indian Hotels Company Limited

### 29<sup>th</sup> September (Thursday)

<b>Venue</b>	<b>THE LALIT, NEW DELHI</b>
0900 – 0945 Hrs.	Registration

#### INAUGURAL SESSION: 1000 – 1030 Hrs.

##### Lighting of Lamp

Welcome Address	<b>Mr. M. P. Bezbaruah</b> Secretary General Hotel Association of India
Opening Address	<b>Mr. Puneet Chhatwal</b> President, Hotel Association of India Managing Director & CEO The Indian Hotels Company Limited
Inaugural Address	<b>Shri G. Kishan Reddy</b> Hon'ble Minister of Tourism Government of India
Vote of Thanks	<b>Mr. K. B. Kachru</b> Vice President, Hotel Association of India Chairman Emeritus & Principal Advisor South Asia, Radisson Hotel Group

#### KEYNOTE ADDRESS: 1040 – 1115 Hrs. HAI PRESIDENT, MR. PUNEET CHHATWAL

##### Questions & Answers

#### PLENARY SESSION – I: 1120 – 1205 Hrs. VIEW FROM THE TOP – LeaderSpeak

Keynote Address	<b>Shri Arvind Singh</b> Secretary Ministry of Tourism, Government of India
Moderator	<b>Ms. Shereen Bhan</b> Managing Editor, CNBC-TV18
Panelists	<ul style="list-style-type: none"><li>• <b>Dr. Jyotsna Suri</b> Chairperson &amp; Managing Director Bharat Hotels Limited</li><li>• <b>Ms. Priya Paul</b> Chairperson Apeejay Surrendra Hotels Pvt. Ltd.</li><li>• <b>Mr. Patu Keswani</b> Chairman &amp; Managing Director Lemon Tree Hotels Limited</li><li>• <b>Ms. Ranju Alex</b> Area Vice President – South Asia Marriott Hotels India Pvt. Ltd.</li></ul>

##### Questions & Answers

#### SPONSORS' SESSION: 1210 – 1300 Hrs.

Moderator	<b>Mr. Rupak Gupta</b> Managing Director, U.P. Hotels Limited
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LUNCH -1300 - 1345 Hrs.

HOSTED BY DR. JYOTSNA SURI, CMD - BHARAT HOTELS LTD.

**PLENARY SESSION – II: 1350 – 1435 Hrs.  
TAKING STOCK AND THE ROAD AHEAD**

Moderator	<b>Mr. Mandeep S. Lamba</b> President (South Asia), HVS ANAROCK
Keynote Speaker	<b>Mr. Jesper Palmqvist</b> Senior Director Asia Pacific, STR
Panelists	<ul style="list-style-type: none"><li>• <b>Mr. Vipul Prakash</b> COO - MakeMyTrip &amp; Goibibo</li><li>• <b>Mr. Samuel Machado</b> Head of Sales – Asia Pacific, Sabre</li></ul>

[Questions & Answers](#)

**PLENARY SESSION – III: 1440 – 1500 Hrs.  
ENVIRONMENTAL, SOCIAL & CORPORATE GOVERNANCE**

Presentation	<b>Ms. Aradhana Lal</b> Sr. Vice President – Sustainability & ESG Lemon Tree Hotels Limited
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[Questions & Answers](#)

**PLENARY SESSION – IV: 1505 – 1540 Hrs.  
DIGITAL TRANSFORMATION & THE WAY FORWARD**

Moderator	<b>Mr. Patu Keswani</b> Chairman & Managing Director Lemon Tree Hotels Limited
Keynote Address	<b>Mr. Rohit Ramesh</b> Managing Director & Partner Boston Consulting Group

[Questions & Answers](#)

**PLENARY SESSION – V: 1545 – 1620 Hrs.  
RE-IMAGINE, RESET-IMPLEMENTING & EXECUTING –  
THE NEW NORMAL**

Moderator	<b>Mr. Manav Thadani</b> Founder & Chairman, Hotelivate
Panelists	<ul style="list-style-type: none"><li>• <b>Mr. Rohit Khosla</b> Executive Vice President (Operations), The Indian Hotels Company Limited</li><li>• <b>Mr. Anil Chadha</b> Divisional Chief Executive, ITC Ltd.</li><li>• <b>Mr. Zubin Saxena</b> MD &amp; Vice President Operations – South Asia, Radisson Hotel Group</li><li>• <b>Mr. Rajneesh Malhotra</b> COO, Chalet Hotels Limited</li></ul>

[Questions & Answers](#)

**PLENARY SESSION – VI: 1625 – 1700 Hrs.  
INDUSTRY DEBT – FUTURE RESTRUCTURING**

Moderator	<b>Mr. Ajay Bakaya</b> MD, Sarovar Hotels Pvt. Ltd.
Panelists	<ul style="list-style-type: none"><li>• <b>Mr. Anoop Bali</b> Whole Time Director &amp; CFO Tourism Finance Corporation of India</li><li>• <b>Mr. Austin Roach</b> MD, Charishma Hotels Pvt. Ltd.</li><li>• <b>Mr. S. Srinivasan</b> MD, Kotak Investment Advisors Ltd.</li><li>• <b>Mr. G. Yoganand</b> MD, Manjeera Hotels Ltd.</li><li>• <b>Ms. Sonica Malhotra Kandhari</b> MD, MBD Group</li></ul>

[Questions & Answers](#)

**CONCLUDING SESSION: 1705 – 1720 Hrs.  
VOTE OF THANKS BY SECRETARY GENERAL, HAI**

## About the Organisers

Established in 1996, Hotel Association of India (HAI) has evolved as an integrated hospitality industry platform to keep pace with the growing buoyancy ushered in by the liberalization of Indian economy in the mid-90s. With its membership extending from major hotel groups; boutique, heritage and small hotels, HAI represents the entire spectrum of the industry. As the apex Industry Body, HAI works in the areas of Promotion of Regional Cooperation and Hospitality Research & Education in addition to taking Industry centric initiatives. By launching Unprecedented 'Social Inclusion' initiatives, HAI also projects the 'Social Face' of the Indian hospitality industry.

### Executive Committee

**Mr. P.R.S. Oberoi**

Patron-in-Chief  
Hotel Association of India  
Chairman Emeritus  
EIH Limited

**Mr. K. B. Kachru**

Vice President  
Hotel Association of India  
Chairman Emeritus & Principal  
Advisor, South Asia  
Radisson Hotel Group

**Mr. Nakul Anand**

Corporate Member  
Hotel Association of India  
Executive Director  
ITC Limited

**Dr. Jyotsna Suri**

Corporate Member  
Hotel Association of India  
Chairperson & MD  
Bharat Hotels Limited

**Mr. Vivek Nair**

Corporate Member  
Hotel Association of India  
Chief Executive Officer  
HLV Limited

**Mr. Sanjay Sethi**

Fellow Member  
Hotel Association of India  
Managing Director & CEO  
Chalet Hotels Limited

**Mr. J. K. Mohanty**

Member & Hony. Secretary  
Hotel Association of India  
Managing Director  
Swosti Premium Limited

**Mr. Samir M.C**

Member  
Hotel Association of India  
Managing Director  
Fortune Park Hotels Limited

**Mr. Surinder Singh**

Member  
Hotel Association of India  
Area Director, IHCL

**Mr. Puneet Chhatwal**

President  
Hotel Association of India  
Managing Director & CEO  
The Indian Hotels Company Ltd.

**Mr. Vikram Oberoi**

Immediate Past President  
Hotel Association of India  
Managing Director & CEO  
EIH Limited

**Ms. Priya Paul**

Corporate Member  
Hotel Association of India  
Chairperson  
Apeejay Surrendra Hotels Limited

**Mr. Patu Keswani**

Corporate Member &  
Hony. Treasurer  
Hotel Association of India  
Chairman and MD  
Lemon Tree Hotels Limited

**Mr. Anil Madhok**

Fellow Member  
Hotel Association of India  
Executive Chairman  
Sarovar Hotels Pvt. Ltd.

**Mr. Rohit Khosla**

Member  
Hotel Association of India  
Executive Vice President  
(Operations), IHCL

**Mr. R. Shankar**

Member  
Hotel Association of India  
President, Corporate Affairs  
EIH Limited

**Mr. Rupak Gupta**

Member  
Hotel Association of India  
Managing Director  
U.P Hotels Limited

**Mr. M.P. Bezbaruah**

Secretary General  
Hotel Association of India

Title Sponsor



Bespoke Partner



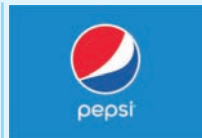
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