



AHAR Connect



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Efforts of AHAR resulted in removal of TDLR in BEST electricity bills an milestone achievement. Adarsh B Shetty

Forever News

Mumbai: The 10th Monthly Managing Committee Meeting of the Indian Hotel and Restaurant Association was held at Hotel Avenue, Thakur Complex, Kandivili (East), Mumbai on October 24, 2016.

Proceedings:

The meeting began with President Adarsh B Shetty inviting the host Vice President Prabhakar Shetty VP, Zone-IX to welcome the gathering.

Prabhakar Shetty welcomed the President Adarsh B Shetty, office bearers, advisors and members to the meeting. He thanked his committee members for electing him as the Vice President of the Zone. He said



Prabhakar Shetty
AHAR Vice President, Zone-IX.

that the overwhelming support he got from the members has resulted in solving many of their problems. He thanked President Adarsh B Shetty for guiding him and all office bearers for their cooperation. He further said that he and his team could collect more

than Rs. 10,50,000 as membership fees in the current year with the unstinting support of all the committee members. He requested the President to continue with the agenda.

Confirmation of the Minutes of the 9th Monthly Managing Committee Meeting:

The Honorary General Secretary Santosh R Shetty presented the minutes of the 9th Monthly Managing Committee held on 28.9.2016. The same was unanimously approved. The confirmation was proposed by KK Mahale and seconded by Sudhakar Shetty.

Approval of the Accounts for the Month of September 2016:

The Honorary Treasurer

Shashidhar G Shetty presented the accounts for the month of September 2016. The house approved the same. The approval was proposed by Mundappa Payyade and seconded by Jagdish Shetty.

Events of the month:

AHAR President Adarsh Shetty briefed as under:

Launch of Nandini brand milk products:

The Government of Karnataka had organized an event to launch the Nandini range of dairy products manufactured by the Karnataka Cooperative Milk Producers Federation Ltd. in Mumbai. Team AHAR was invited to the event and the association was represented by President Adarsh Shetty.



Transport Division Loss Recovery (TDLR) issues:

Bombay Electric Supply and Transport (BEST) undertaking has ceased levying TDLR on its electricity consumers after several years. AHAR had filed appeal/petition at all levels from the Maharashtra Electricity (Continued on page 2)



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Efforts of AHAR resulted in removal of TDLR.....

(Continued from page 1)

Regulatory Commission (MERC) to the Supreme Court of India. The final hearing for the refund of TDLR collected is currently before Supreme Court. We are waiting for the verdict from a bench of three judges. The refund, if granted, will benefit millions of electricity consumers in Maharashtra including hoteliers, business community and residential users. The revocation of TDLR due to AHAR's single handed efforts is already benefitting millions of BEST's electricity consumers. The levy of TDLR was contested by AHAR for all affected consumers and not merely for the restaurant and hotel industry. He expressed his gratitude to all entities who had extended their valuable support in this issue.

Arrest of a notorious fraudster:

Chandrashekhar Rampal Yadav was arrested by the Mumbai Police in Dahisar thanks to the active social media network of AHAR and reports in some sections of the local media. Yadav's modus operandi was to approach bars and permit rooms seeking employment as a waiter. He would lure customers paying their bills by credit/ debit cards to disclose their Personal Identification Number (PIN). Upon procuring the card and its PIN, he would decamp from the restaurant, swiftly withdraw maximum available amount of cash from bank accounts of unsuspecting customers from the nearest Automated Transaction Module (ATM) and flee to a distant location to evade arrest.

Yadav had successfully defrauded several customers at various locations across Mumbai. Unaware that AHAR had circulated his picture and details over the social media, Yadav approached Deepa Bar and Restaurant in Dahisar.

The manager of the restaurant recognized Yadav and swiftly alerted the police. The culprit was nabbed by the police and at least 15 cases of fraud were detected against him. Police are investigating the case.

Maximum Retail Price contention:

President Adarsh B Shetty clarified that restaurants can charge any reasonable price for packaged food items served within a restaurant premises. Such prices are at the discretion of the restaurant management. However food items sold across the counter should be charged at the government stipulated Maximum Retail Price (MRP) only.

Food Safety and Standards Authority of India's (FSSAI) Training Camp:

AHAR has conducted a training camp for online registration/ renewal of FSSAI licenses at its office for the selected members from all zones. Pramod Nayak, Chairman, FSSAI Committee took the lead. Members were advised to renew their FSSAI licenses by 30th November 2016.

Meeting with the Parliamentary Committee for FSSAI:

As a stake holder of the food and beverage industry of India, AHAR was invited to present their grievances regarding FSSAI rules and regulations to the Parliamentary Committee, during their visit to Mumbai. An AHAR delegation led by Advisor Arvind Shetty met members of the FSSAI Committee at the Holiday Inn, Mumbai and discussed the grievances of hoteliers in detail. These grievances concerned FSSAI licensing conditions and food safety related issues. The AHAR delegates also presented a memorandum to Parliamentary Committee seeking redress on specific issues. On their side, the Parliamentary Committee members assured they would examine these grievances. The committee also lauded AHAR's efforts in trying to adhere to FSSAI standards and for bringing pertinent issues to the fore.

An AHAR delegates was invited and attended a meeting convened by the Parliamentary Committee for FSSAI and discussed various grievances in detail and presented

a memorandum containing suggestions / objection regarding the FSSAI implementation. The meeting was very cordial and positive.

MoU with Sanjeevini Samajik Seva Samiti:

A Memorandum of Understanding was signed with Sanjeevini Samajik Seva Samiti regarding waste management from restaurants by the Prabhakar Shetty VP Zone X. This MoU has proved beneficial to all restaurants in the said zone. Therefore, VPs of all other zones of AHAR are advised to sign similar MoUs with Sanjeevini Samajik Seva Samiti for disposal of restaurant waste.

Approaching senior police officers:

Should any restaurateur face unwarranted harassment from the police, AHAR members are advised to approach the regional heads of police.

In case of any police harassment including First Information Report (FIR) not being registered by local police, AHAR members are advised to approach the concerned Assistant Commissioner of Police (ACP) or Deputy Commissioner of Police (DCP) for redress. The ACP or DCP should be properly briefed about the case by AHAR members and officials. Hence, it is vital for all AHAR members to be well acquainted with their legal rights as such knowledge will help counter any cases of injustice and harassment. AHAR will always support any member facing wanton persecution from policemen.

Federation of Associations of Maharashtra event:

The Federation of Associations of Maharashtra (FAM) inaugurated its new offices in Mumbai recently. A delegation from AHAR participated at this event held at the YB Chavan Auditorium, Mumbai.

Response from the Prime Minister's Office (PMO):

The Office of Prime Minister Narendra Modi was approached

by AHAR to seek redress over levy of Service Tax on take-away food service (parcel) offered by restaurants. The Prime Minister's Office (PMO) has acknowledged AHAR's representation and forwarded our grievances to the Ministry of Finance for redress within 60 days.

Notices served by Labor Unions:

A written, documentary proof of full and final wages of all staff leaving their employment should be taken and maintained by restaurant owners and managers. It is essential to take such written acknowledgements/ receipts stating explicitly that concerned employee has received full and final settlement of wages and other dues while leaving work. These receipts will help restaurant owners to avoid being served notices by labor unions over non-payment of dues to former workers. These receipts will enable restaurateurs to offer a prompt, proper, judicious and appropriate reply to any such notices.

Briefing about the 37th Annual General Meeting:

The Chairman of the 37th Annual General Meeting (AGM), KV Shetty, briefed the house as follows:

- Negotiations between AHAR and various companies for sponsorships are under progress.

- 26 stalls were booked at the time of the briefing.

- AHAR will give cash awards to five top performers who score the highest marks in their Secondary School Certificate (SSC) and Higher Secondary Certificate (HSC) exams during the current academic year. These awards will be sponsored by AHAR.

- A 'Lucky Dip' will be organized by AHAR on sidelines of the 37th AGM. Coupons for the Lucky Dip are priced at Rs. 500 each. Coupons worth Rs 3,00,000 will be issued for this event.

Felicitations: Zone-X Members felicitated the following during the event:

- Raghuram Shetty

- Aikala Harish Shetty
- Balakrishna Shetty
- Prabahakar Shetty, VP - Zone - X
- Adarsh B Shetty - President

On the occasion, cash award of Rs. 5,001 was presented to Vinay Shetty, Manager, Deepa Bar & Restaurant, Dahisar for his diligence and ingenuity that helped in arrest of conman Chandrashekhar Rampal Yadav, the credit/ debit card fraudster.

Felicitation of Gopal Shetty:

Member of Parliament, Gopal Shetty, was felicitated by AHAR during the event, for his support to the hotel and restaurant industry. President Adarsh B Shetty briefed the parliamentarian about the grievances of hoteliers regarding FSSAI, Service Tax and other pertinent issues.

Gopal Shetty, in his remarks during the ceremony, assured AHAR of his support in solving various problems faced by hoteliers and restaurateurs. He assured AHAR members of taking up these issues at the Central and State government levels.

Presentations by Vice Presidents:

Zone II - KV Shetty

The matter of Hotel Supriya regarding harassment by police in a case of credit card misuse and another case regarding Shetty Ice Cream, Nana Chowk regarding excess water bill were attended and solved.

A matter of forced demolition of an authorised tea stall by the Mumbai Police/MCGM in spite of a court stay order was attended.

The demolition was halted. Conducted online renewal of 20 licenses through FSSAI. A child labor issue faced by Khandesar Hotel was attended.

An amount of Rs.3,26,000/- was collected as membership fees till date. Responded to a notice issued to a member by Weights and Measurement Department regarding weighing scales. (Continued on page 4)



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(Continued from page 1)

Zone III - Suresh Shetty

Attended a matter of Supriya hotel. An FIR was filed with the Mumbai Police against the credit/debit card fraudster. Membership fees amounting to Rs. 45,000/- were collected in the current month and total collection for the year touched Rs.4,00,000/-.

Zone IV - Sunil Shetty

Collected Rs. 8,500/- as membership fees during the week. Total membership fees collected till date is Rs.3,00,000/. Commenced online renewal of FSSAI licenses.

Zone V - Ravindranath Nire

We are imparting FSSAI online renewal training to members. Total collection of membership fees till date is Rs.3,55,000/-.

Zone VI - Amar Shetty

Membership fees collection is Rs.2,00,800/- during the current month.

Zone VII - Rajan Shetty

Held a corner meeting during which latest developments were discussed. Total membership fees collected is Rs. 4, 50,000/-.

Zone VIII - Jagdish Shetty

Guided Himalaya Bar & Restaurant in summons received over E-Coli bacteria in ice served to customers. Held a corner meeting for discussing latest developments in the business. Total collection of membership fees was Rs. 2,87,000/-

Zone IX Karunakar Shetty

Collected Rs. 70,000/ as membership fees during the current month. Total collection of membership fees till date is Rs. 7,00,000/- .

Zone X Prabhakar Shetty

A notice issued by MCGM regarding a sign board was discussed with municipal officials. The issue was sorted out upon presenting a copy of the Government Resolution (GR) regarding the same. Held a medical checkup and eye check up camps on 20.10.2016 in which a total of 328 employees and employers benefitted. Total membership fees collected was Rs. 10,51,350/- during the current year. Over 80% of memberships were renewed for five years. Assured that he will attain the target of Rs.12,00,000/- as membership fees by December this year.

Other speeches:

KK Mahale:

AHAR President Adarsh B Shetty is leading the association from the front which has helped it to achieve landmarks. He needs the support of all AHAR members in addressing the illegal food hawkers menace.

Balkrishna Shetty

He briefed the members about the latest developments in TDLR in electricity bills.

Bharat Thakur

In 2014 we won a landmark judgment through Supreme Court of India which waived the stringent conditions for operating a dance bar. In 2016 the state government again enacted certain new amendments. We fought against the same and as a result the three revoked licenses were restored. Final hearing of the dance bar before the Supreme Court of India will be held on 24.11.2016.

AHAR members should come forward and apply for renewal of their licenses to show our solidarity, which can be displayed before the Supreme Court.

He said AHAR will employ the best advocates for this case and solicited the support of all performance bar owners.

President Adarsh B Shetty

President Adarsh B Shetty called upon all owners of performance dance bars to unite before the Supreme Court of India's verdict in the case. He noted, the legal battle is the final and decisive one and hence such unity was vital.

He pointed out that other restaurants may face the same fate as performance bars which are suffering due to ambiguity in laws. Hence, it is essential for all restaurant and bar owners to express their solidarity with performance bar owners at this crucial juncture when the final verdict from the Supreme Court of India is awaited.

The Municipal Commissioner of Mumbai has assured AHAR that Food Trucks will be permitted to operate within select commercial areas such as Nariman Point, Cuffe Parade and the Bandra Kurla Complex. Food Trucks will be allowed to operate only within fixed time slots.

He advised interested members to attend the Brahma Kumaris seminar on stress management held on 4.11.2016 from 9.30 a.m to 12.30 noon at Prabhodhan Thackeray Hall, Borivili.

A get-together of the Karkala Sneha Sammelan will be held on 27.11.2016. Sunil Kumar, MLA,

Karnataka state will be the chief guest for the event. Interested members can attend the same. Further details can be had from Anil Salian, Ex VP on 9867395899.

Letters of appreciation:

The Hon. Jt. Secretary, Vishwapal Shetty read out the appreciation letters from following members:

1. Jolly Lunch Home Dadar.
2. Hotel Supriya.
3. Hotel Kubera.

Stall Support:

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Alfa Water Purifier

The Hon. Jt. Secretary Vishwapal Shetty introduced the vendors who made their product presentations to the audience. They were honored with floral bouquets by President Adarsh B Shetty.

Vote of Thanks

The meeting concluded with Vote of Thanks by the Hon. Gen. Secretary Santosh R Shetty.

37th AGM of Indian Hotel & Restaurant Association

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E-wallet spending growing exponentially at restaurants

Mumbai: Within the first 24 hours of the announcement of demonetization, the wallet loads of mobile transactions platform Freecharge grew 12 times and has been increasing by the same average since then.

“Within the first 24 hours, wallet loads grew by 12x versus the 30 days average before,” Snapdeal co-founder and CEO Kunal Bahl told IANS. The number of people downloading the Freecharge app, registrations for mobile wallet, transactions on third party merchants -- are all growing by 10-15 times on a per day average basis, Bahl added. Freecharge is

owned and operated by Snapdeal and the e-wallet can be used for a variety of purposes- from ordering food home deliveries to paying restaurant bills, buying tickets for travel, movies and entertainment as well as paying bills and recharging mobile phones.

“Our transactions on third party merchants -- use of Freecharge at a cab or a chemist or a Foodpanda or Zomato has jumped 10x in the last one week,” he said. Demonetization has given a boost to the cashless society and people are finally seeing the value of com-

merce, logistics and payments being integrated, he added.



Freecharge is also going to offer digital utility payments on your doorstep soon, he said. The government demonetized Rs 500 and Rs 1,000 notes on November 8 midnight, which has given a whopping

boost to the mobile wallet companies that are laughing all the way to the bank.

Restaurants and bars that are displaying the Paytm logo on their cash counters in Mumbai also recorded brisk business. Customers attributed preferring Paytm since it facilitated fast transactions as compared to credit or debit cards. Bank cards swiped on Point Of Sale (POS) machines access the customer's accounts through the Core Banking Solution (CBS) which had slowed down the payment of bills and other transactions. Howev-

er, those done using e-wallets such as Paytm and Freecharge were not slowed down, which added to their rampant use in the initial days post demonetization.

The rapid proliferation of smartphones is expected to help the growth of the e-wallet industry. Several major banks are already offering the facility to both- customers and non-customers and the required apps can be easily downloaded on a mobile handset. Other popular e-wallets in India also include Mobikwik and SBI Buddy, the latter being offered by the public sector State Bank of India.

AHAR delegation meets Parliamentarian



An AHAR delegation met Gopal Shetty (M.P.) on 03.11.2016. During the meeting a memorandum was presented for non levy of Service Tax on Takeaway & home delivery of food from Air Conditioned restaurant and the matter pertains to FSSAI in Hotel & Restaurant Industry.

AHAR CSR initiative: Health and Eye Checkup Camp organised by Zone VI



Zone VI VP Amar Shetty and his team organized an Eye and Health camp on 10.11.2016 at Symphony Pride Mulund. As part of the AHAR CSR initiative which has benefitted more than 226 hotel and restaurant employees.

AHAR CSR initiative: Health and Eye Checkup Camp organised by Zone I & X



Zone I VP Mahendra Karkera and his team organized an Eye and Health camp on 07.11.2016 at Bai Kabibai High School, Bora Bazar, Fort. as part of the AHAR CSR initiative which has benefitted more than 210 hotel and restaurant employees.



Zone X VP Prabhakar Shetty and his team organized an Eye and Health camp on 20.10.2016 at Hotel Avenue, Kandivali, as part of the AHAR CSR initiative which has benefitted more than 200 hotel and restaurant employees.



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Restaurants, bars reel in aftermath of currency demonetization

Forever News

Mumbai: Restaurants in Mumbai continue to reel under the 'surgical strike' against black money that saw flash demonetization of Indian currency notes of Rs. 500 and Rs. 1,000 on November 8. According to industry captains, restaurants and bars in India's financial hub are witnessing a 50 percent slump in their business while purchase from small vendors has dropped by about 30 percent.

Adarsh B Shetty, President, Indian Hotel and Restaurant Association (AHAR), said, the association wholeheartedly supports surgical strikes against black money launched by Prime Minister Narendra Modi. This initiative will help the national economy while weeding out the proverbial black money from the nation's financial system.

"I fully support the government's decision of demonetization. However, the implementation of withdrawal of these currency notes could have been better managed. Remedial measures to alleviate hardships faced by people and businesses need to be expedited. I personally welcome any step of the government that is taken in broad interests of our country," said Santosh R. Shetty, General Secretary, AHAR.

The drastic drop in restaurant and bar business is attributed to acute scarcity of Rs. 50 and Rs. 100 currency notes that continue as legal tender. Finance Minister Arun Jaitley on November 8 had declared that all Automated Transaction Modules (ATMs) of every bank operating in this country will be closed for 24 to 48. However, less than 30 percent of ATMs across India and fewer still in Mumbai are functional. Large crowds can persist at ATMs that are working and these run out of cash as panicked Mumbai residents withdraw huge amounts for unexplained reasons. The shortage of cash has forced people to settle their restaurant and bar checks by credit and debit cards and in some cases, through electronic wallets offered by banks and private companies.

Smaller restaurants in Mumbai have recorded a 100 percent rise in the volume of checks or bills settled by credit/ debit cards and e-wallets, disclosed Sukesh Shetty, former General Secretary, AHAR. "Earlier card transactions at smaller restaurants accounted for only about 5 to 10 percent of all payments. Small amounts were paid with cash while people used credit/ debit cards only for settling larger bills. At upscale restaurants, credit/ debit card payments accounted for 70 to 80 percent of all bill payments, in contrast," he pointed out. The post demonetization crises should pave way for more restaurants and bars to opt for

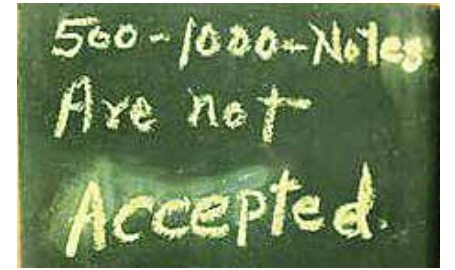
Point of Sale (POS) machines and e-wallet payment terminals, averred Shashikant Shetty, also a senior AHAR member. He said, AHAR's Promotions Committee may utilize this crisis as an opportunity to enter into agreements with banks and e-wallet providers to offer better terms and conditions for use of POS machines. Currently, banks levy a surcharge up to a maximum of three percent on all credit/ debit card transactions conducted through their POS terminals at restaurants.

Arvind Shetty, advisor and Ex-president AHAR said, restaurants and bars in Mumbai bore brunt of the demonetization on November 8 and 9, recording almost 80 percent drop in business. The situation has since eased but

restaurants continue to record only about 50 percent of their pre-demonetization footfalls. "Ours is a business that primarily depends upon cash for everything- from payments to vendors and suppliers, staff wages and bill payments by customers. Most people settled their bills in excess of Rs. 200 with Rs. 500 and Rs. 1,000 notes. The shortage of Rs. 100 notes and uncertainty over their availability continues to plague the restaurant business in Mumbai," he added.

A few restaurants in Mumbai struggled to find ways and means to retain clients while grappling with the persistent problem of currency shortage. Some offered limited credit facilities to their regular customers- especially those dependent upon restaurants for their sta-

ple meals. The currency crises caused by flash demonetization has also affected foreign fran-



chised Quick Service Restaurants (QSRs) that operate in the metropolis. They have stopped accepting demonetized Rs. 500 and Rs. 1,000 notes and have put notices at their entrances to alert customers.

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