

Luggage Handling System at World's Largest Pilgrimage Center

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Abstract : The main focus of this paper is to highlight the challenges faced by the world's largest pilgrimage center in providing free-of-cost luggage handling services to visiting pilgrims. The service was managed by a third-party agency selected based on a competitive bidding process. The third-party agency is responsible for providing timely, reliable, and secure services to the pilgrims. The methodology includes field visits and interaction with pilgrims, service providers, and other stakeholders of the system. Based on a detailed analysis of the information/data gathered, various innovations implemented and implications for policy making and sustainable service delivery were suggested.

Keywords : luggage handling, sustainable, service delivery, third party logistics, innovation

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