



TVS HYDER GROUP
Since 2000

TVS TRAVELS & CARGO



COMPANY PROFILE

Who are we?

TVS Hyder Group Co. State of Kuwait, a commercial diversified business conglomerate established in 2000 in the State of Kuwait by a promising Indian business man Dr. SM.HYTHAR ALI- who is one of the Forbes listed top 100 Indian businessmen in middle east, since 2014. The group is predominantly diversified into Supply Chain, cargo & travel, and hotel industry, in the Arabian Gulf region.



TRAVEL INDUSTRY

TVS Int'l Travels & Tours is one of the leading Travel agency in Kuwait, providing comprehensive services for groups and individuals from and to the countries Qatar, Bahrain, Dubai, India, Nepal and Srilanka

TVS Int'l Travels & Tours was first established in the year 2009 by Dr.S.M.HYTHAR ALI - The Chairman with associate of more than 230 employees with 39 offices throughout the globe. We provide worldwide market coverage for our clients. Being one of the leading and trustworthy company, we have been able to provide most economical, faster transit time and a reliable services that are presently available in the industry with the qualified professionals more than Eight years of experience in the Travel industry.

Holding places, people and customs through professional guides and other key vendors.

Our specialized departments offer a diversity of services. Every department works independently to provide the best service to our customers, targeting their friendship and a long lasting relationship.

All services and departments are located at our office in Kuwait, starting with the Management and Administrative Department, Operational Department, Reservation Department, Product Development, Sales & Marketing, Inbound, Outbound & Ticketing Departments, giving us a competitive advantage by being all under one roof.



How can we benefit you?

Our services are based on 3 major points:

Experience:

An excellent reputation for personal services, quality and value through extensive research and a comprehensive database backed up by Eight years of experience in the travel industry.

Our agents travel to the places they sell on a regular basis. They inspect the newest properties along with older properties that have undergone renovation.

We feel this is an extremely important aspect of being an above average travel consultant. It is what enables us to suggest properties that match our client's needs, and personalities.

Service:

Professional customer oriented consultation providing hassle free travel. Email capabilities for convenience and prompt booking and information. Creative but persistent approach to search for the most appropriate travel arrangements and identifying the best possible value. Our travel consultants are friendly, professional, and experienced in accommodating both the seasoned traveler and those new to the world of travel.

We pride ourselves in customer satisfaction. A large percentage of our bookings are from repeat clientele while much of our new business is from word of mouth recommendations.

Value:

With our "Know How", and as a sales agent for almost all major international airlines in Kuwait, we do not only offer competitive prices to our customer, but we are also able to pass on very competitive prices and a maximum opportunity for choices and flexibility.

These three points are represented in our logo, the first sunbeam on the left is the deepest representing Experience as we believe it is our base, the second sunbeam in the center represents Service, as we believe it is the center and the core of our business, the highest sunbeam in the right is Value, those three beams are on top of our circle which represents the company.



What can we do?

Our services include EVERYTHING related, such as:

- ▶ International Airline Reservations & Ticketing
- ▶ Worldwide Tour Packages
- ▶ Worldwide Hotel reservations
- ▶ Worldwide Educational Tour & India Medical Tour
- ▶ Conferences
- ▶ Camping services.
- ▶ Meet & Assist services.
- ▶ Limousine & VIP treatment specialists



How can we prove that we are qualified?

We have proved our excellent services and products locally and worldwide through holding on client satisfaction policy. Below you may find a list of some of our most valuable clients who we have been serving through the year since 2011 we are in the 2nd place Travel market in Kuwait

- ▶ Kuwait Airways
- ▶ Air India Express /Air India
- ▶ Gulf Airways
- ▶ Oman Airways
- ▶ Jet Airways
- ▶ SriLankan Airways
- ▶ Pakistan Airways
- ▶ Emirates Airways
- ▶ Jazeera Airways
- ▶ Fly Dubai
- ▶ Qatar Airways
- ▶ Fly Egypt

And many other satisfied clients

With us, you can be 100% sure that your request is being held in highly dedicated and professional hands. We are proud to inform you that we are top agents in Kuwait with fast and attentive customer service.

There is no waiting with TVS Tours, whether it is for a ticket, or an airport transfer or a hotel booking... etc., be sure that you are having the best combination between price and service. All of our staff is delighted to serve you 24/7, including holidays.



CARGO INDUSTRY



OUR MISSION

One of the leaders of the Kuwaiti Cargo industry is TVS Cargo Co., a division of TVS HYDER GROUP Co. a long established Cargo company founded in 2000 by Dr. SM .HYTHAR ALI

"We are committed to deliver smarter, faster and innovative supply chain solutions for customers in the dynamic global business of intercontinental Cargo, providing comprehensive services for groups and individuals from and to the countries Qatar, Bahrain, Dubai, India, Nepal and Srilanka

As a Cargo solutions provider TVS HYDER GROUP CO. is committed to:

- Delivering customized solutions

- Investing in technology and people

- Ensuring smooth operations for customers while complying with statutory and regulatory requirements

- Providing end to end solutions through an efficient global network.



OUR VALUES

We believe the success and future of our business will be fashioned within the broader framework of our customer needs and the fulfillment of the same.

We visualize our business through the customer's evolving requirements, transforming our performance at every opportunity.

Our TVS Cargo is tailor made for maximizing customer DELITE and success.

We recognize the strengths of each employee, and provide opportunities for individual career growth and development as we grow.

Our forte has always been dynamism and constant innovation in the face of evolving economic realities and customer requirements. It's our readiness to transform in peace with market fluctuations that has earned us our position of leadership in the local market.

We adhere to the highest levels of integrity, transparency and ethical conduct in all our endeavors.



THE TEAM

The team of dedicated individuals focus themselves towards Excellence in Performance with uncompromised commitment to client satisfaction. The combined expertise of our team ensures that clients experience prompt service with the highest levels of safety and professionalism. We take pride in our efficiency, flexibility and pro-active responsiveness.

We believe in focusing on long term customer relationships, motivated by mutual respect and commitment. Our enthusiastic workforce is well trained to handle changing customer requirements and volatile industry fluctuations with equal keenness. Together we will work to strengthen our association for mutual growth and success.



QUALITY STATEMENT

Our Quality Objective

It is the policy of TVS Cargo to strive for and to achieve TOTAL QUALITY through EXCELLENCE in PERFORMANCE.

We at TVS Cargo believe our standards of quality are set and defined by our customers. The success of our customer is the most important factor for our long term success.

Performance is Quality in Action - Values, Execution and Constant Improvement. This means each of us will individually and in teams, anticipate and surpass the expectations of customers to attain customer delight.

Principles of Total Quality

- ▶ Meet the requirements
- ▶ Produce error free task
- ▶ Manage by prevention
- ▶ Measure by cost of Quality

OUR ASSETS

Our people

Our success depends on impeccable customer service and it is our human asset which makes this happen. Our employees are our greatest asset and investment.

Our Culture

At TVS Cargo we strive to exceed the expectations of our customers. Our work environment is characterized by success, dynamism and commitment. We are a process driven organization focusing on continual improvement and innovation.

Our customers

TVS Cargo stands for customized cargo and personalized service. We value every customer and their requirements equally. We have earned the trust of our customers by being friendly, fair and transparent.

OUR SERVICES

TVS HYDER GROUP Co. offers tailor made solutions in the field of Cargo. Our ably guided and experienced team offers clients a comprehensive portfolio of services that includes air and ocean freight shipping, and integrated supply chain solutions, Door to Door Cargo services - personalized cargo requirement of the Indian Sub-continent expatriates especially to India and of course the imperative after-sales service and support. Our freight service offering includes:

- ▶ Door to Door all over India
- ▶ Door to Door Nepal
- ▶ Door to Port World wide
- ▶ Port to Port World wide
- ▶ Courier service world wide

The following contacts are awaiting your call and are willing to serve you. Try calling them and experience the difference between us and the others.





About FLYTVS

Established in 2017 in Kuwait, flytvs.com has grown from a small Dutch start-up to one of the largest travel e-commerce companies in the Middle East.

Part of The TVS HYDER GROUP, by Dr.S.M.Hythar Ali. The group is predominantly diversified into Supply Chain, cargo & travel, and hotel industry, in the Arabian Gulf region.

With a mission to empower people to experience the world, flytvs.com invests in digital technology that helps take the friction out of travel. At flytvs.com, we strive for excellence and our focus is always to provide the best user experience. We understand the power of simplicity and pain in complexity; which is why we as a team constantly work on improvising the user journey. We are committed to make online travel a better experience for our consumers from the Middle East.

Our aim is to give you the best travel services that the Middle East has to offer. The websites and our customer support cater in both Arabic plus English.

The constant flow of visitors to our site plus unrelenting advances in information technology motivate us to improve our portal constantly so you always get to experience the best service available. However, since we know that static webpages can never substitute for the warmth of personal service, we provide highly-qualified professionals who will proudly exemplify our renowned and guaranteed personalized services, offered to you around the clock. All of our agents are 100% bilingual, highly trained and prepared and ready to offer a response to any question or concern you may have immediately or within a maximum of 24 hours on special requests. All of this is possible thanks to the latest innovations we use, such as our 100% secure chat line, email and telephone systems.

The payment systems are also localized to offer the best possible experience.



Contacts:

Mrs. FathimaSheriff

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Email: rashidkhan@tvshydergroup.com

Mr. M.D.Arif

Operational Manager-Kuwait
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Mr. AlMasuth

Manager (Travels-Tours)-India
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Mr. Vinay Kizhake Mangat

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Manager (Travels)-UAE
Email: uae.visa@tvshydergroup.com
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Mr. Shaik Mohaideen

Manager (Travels & Cargo) - Qatar
Email: qatar1@tvshydergroup.com
Phone: +974 66708108

DR.S.M.HYTHARALI

Chairman
Email: hyder@tvshydergroup.com





KUWAIT

TRAVELS & TOURS

HEAD OFFICE - MALIYA
FAHAD AL SALEEM STREET
TEL:22497259

MIRQAB BRANCH
AL TAQI BUILDING
NEAR ROUND ABOUT MASJID
Tel:22475929

KHAITAN
STREET NO:59
NEAR OLD PAKISTANI SCHOOL
Tel:24755030

FAHAHEEL
GRAND HYPER MARKET BUILDING
Tel:23934059

FARWANIYA
OPPOSITE GULF MART
Tel:98760473

MAHABOULA
STREET NO:114
NEAR MARIAM MASJID
Tel:99692487

CARGO

HEAD OFFICE - MIRQAB
AL TAQI TOWER
TEL:22410299

MALIYA
FAHAD AL SALIM STREET
Tel:22455359

FAHAHEEL
OPP GRAND HYPER MARKET
Tel:23925209

MAHABOULA
STREET NO:114
NEAR MARIAM MASJID
Tel:99692491

BAHRAIN

HEAD OFFICE - GUDAIBIYA
199A, ROAD -333, AREA-321,
TEL:17003499



QATAR

TRAVELS & TOURS

HEAD OFFICE - DOHA
AL WATAN BUILDING OLD ALGHANIM
TEL:44318081

CARGO

SANAYA BRANCH
INDUSTRIAL AREA ALTAHIYA ROAD
Tel:44501481

ALKHOR BRANCH
KABAYAN SUPERMARKET BUILDING
Tel:44726518

MUAITHER BRANCH
UM NADADUM ST NEAR AL MEERA BUILDING
Tel:44318832



UAE

TRAVELS & TOURS

AYAL NASAR
Near Pakistani Grocery
Bohri Masjid Backside
Deira, Dubai-UAE.
Tel: 04 269 4552

HOR AL ANZ
Near United Hyper Market
Masjid Hor Al Anz Backside
Dubai - UAE.
Tel: 050 501 7815

CARGO

DUBAI - UAE
Al Shafiya Building
Near NMC Hospital
Opp - Abu Hail Metro Station
Tel: 04 269 1909

SHARJAH - UAE
Gate Building, A Block
Next Panama Hotel
Opp - City Hotel
Tel: 06 522 5155



INDIA

TRAVELS & TOURS

THANJAVUR BRANCH
Rajarajan Commercial Complex
South Rampart - Thanjavur
Tel: 04362 - 277147

HEAD OFFICE
7/21, 1st Floor, St. Patric Complex,
GST Road, Pallavaram, Chennai - 43
Tel: 044 68888886

TIRUPATHI BRANCH
Bank Colony, Sarswathi Nagar Plot No: 3,
Thiruchanoor, Tirupathi
Tel: 040 65866966



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◆ **TRAVELS** ◆ **CARGO**

| KUWAIT | QATAR | SAUDI ARABIA | UAE | INDIA | SRI LANKA | MALAYSIA | NEPAL