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## Research Article

### EXPLORING CRITICAL WAY-OUT: A CASE STUDY ON AVAILING VISA & MANAGING COMPLEXITIES TRAVELLING ABROAD

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#### ABSTRACT

Travelling by air is routine phenomenon for many but still it is by chance phenomenon for much of the people in different part of the world. Those who make foray to travel by air, have to face many problem specifically those who travel to US right from procuring the visa, dealing with personnel at visa consulate, emigration security check, flight booking formalities and precautionary measures for smooth channelization of schedules and other related unforeseen incidences. This empirical paper is a kind of *descriptive case study*, aiming at, satisfying the queries that oftenly emanate in the mind of first time air traveller. It also focuses on stress yielding critical problems confronted by travellers during the journey and possible way out grab by them to rectify those unforeseen incidences. This case can be a ready reckoner for those individual who ventures to travel by air first time to abroad, to tackle dilemmatic and unforeseen contingencies and stress occurred thereby so as to finish the journey safely.

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#### INTRODUCTION

CETYS University, Baja California, Mexico and North Maharashtra University, Jalgaon, India had organized joint international conference during the period from 27<sup>th</sup> and 28<sup>th</sup> May 2016 on the topic of “Cross Cultural, Political and Economic Dimension of Global Business: North American and Asian Perspective”. For this conference, Dr. Anil Dongre, professor from North Maharashtra University was invited for delivering the keynote address in his capacity as convener of the conference and also for presenting a paper in a technical session along with his colleague Dr. R. R. Kazi whose paper had been accepted for presentation.

As such, both the participants had got two options for to travelling to CETYS University, Ensinada campus, Baja California, Mexico. First one was to get direct visa of Mexico and second was to opt for visa of USA and on arrival passport stamping on US- Mexico border. In terms of travel convenience and cost, the first option was inconvenient as the travelling time was more than forty two hours and was not economical (Mumbai-Amsterdam-Mexico City-Mexicali and then by road to Ensinada). The second option was better and cost effective as the travelling time was mere twenty six hours (Mumbai-Newark-San Diego-by road to Ensinada). In view of these facts, they decided to explore the second convenient and

economical option. However, the first and foremost hurdle to travel by this route is to procure the US Visa in short span of time, that was considered to be toughest task because it required to fulfill stringent US Visa norms in comparison to other countries Visa procurement norms.

##### *The Case Problem*

For getting visa, both the travellers had two options, either to get it through Mumbai Consulate Office which is quite nearer to hometown Jalgaon and or was to get it from Hyderabad Consulate Office. Since they had got very less time to get visa and in case of Mumbai Consulate, it was informed that it is one of the most over-burdened office. Therefore, in consequence and in consideration of time constraint both the travellers applied online for the visa to Hyderabad Visa consulate on 03.05.2016 through the travel booking agent (Connect India Pvt. Ltd.) residing in state sub capital at Nagpur, Maharashtra and got the interview scheduled on 19 & 20.05.2016. Accordingly, both reached to Hyderabad before the scheduled date. The first day was reserved for document verification, thumb impression and retina scan and the second day was meant for direct interview with US consulate official. On the first day all these formalities including taking of photograph was completed. After verification of documents and completion of all the formalities, both of them felt relaxed and returned to

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the lodge. However, at late night corresponding partner received a SMS stating that due to technical failure at the consulate office they should bring copies of their photographs on next day. This was quite unexpected. They immediately left the lodge to find the studio around the vicinity of the lodge at 11.00 pm. They wandered here and there but of no use. All the studios were shut. Fortunately, on one of the signboard of studio the mobile number of the owner was written they tried to contact him but it was switched off. By that time it turned to be midnight. Both were under tremendous pressure and obviously looking frustrated. In front of that studio, there was a spacious office, the shutter of which was open. Both of them reached over there and found that it was a huge laboratory for processing the films received by the photo studios. The owner of that lab was busy in making positive images of the roll which was urgently required to be provided to the customer early in the morning. They narrated the problem being faced by them for providing photographs at the consulate. He showed his inability to do anything as he didn't have appropriate camera to take photograph. Still, noting the sense of frustration on their faces, he agreed to take photographs through mobile camera and processed the positives after making lot of efforts. For both of them he appeared to be an angel who helped them to pass through the sudden circumstances. They made up their minds to pay whatever cost he will charge. But to their surprise, the owner denied to accept a singly pie from them. This midnight positive shock made them so happy that they forgot all the pains they bore to get the photographs. Next day they reached the consulate with photographs and documents but the consulate authorities didn't ask for photograph. As such it proved to be futile exercise.

With reliance on booking agent, without checking the status of consulate working days both the travellers were anticipating that the visa will be issued within next two days after the interview held. But, that good faith turned into a big blooper for them. On the day of interview both the applicants came to know that, the immediate day after the interview with US Visa consulate is Saturday and Sunday, obviously no working hours for next two days. Both the participant felt into dilemma and came across critical situation as of if they will not receive the visa on 23.05.2016 they will not be able to fly on 24.05.2016 as per the pre decided scheduled and booked flight of British Airways. Confronting with such acute state of whether they will receive the US visa or not before the scheduled departure both the applicants decided to search out the possible critical way out to get out of this dilemma.

### **Steps taken to address the problem**

As such they have two options for speeding up the visa delivery, first one to meet the visa consulate official and request them for fast delivery of visa and second one was to use external sources under the purview of US visa embassy in India and Indian concerned authority as well. While initiating the first route the travellers came across the fact that, US visa consulate in India do not have one to one help desk instead they dealt the customer complaint only telephonically through customer support facility number provided on online support system and through email. Accordingly, though both the travellers strived hard to meet the consulate officials. But they were denied the straight meeting access with concerned

authority and apparently obligated to forward email to US visa customer support center (Apply for A US Visa in India 2016) (Appendix-I).

### **Appendix-I**

#### **Letter to US Visa Customer Care Support System**

From: "anil prithviraj dongre"<ap\_dongre@rediffmail.com> | Add to Address book [This is spam]  
To: <support-india@ustraveldocs.com>  
Subject: **By delivery of VISA passport**  
Date: Thu, 19 May 2016 17:41:03 IST

Dear sir/Madam,  
We Prof. Dr Anil Dongre - Passport no.-H8165753 and Dr. Kazi R. R. - passport no. H578659, are going to appears for interview for Visa at Hyderabad tomorrow.  
In this connection we wish to state that, as our conference date is scheduled on 27 & 28 may at Ensinada, Baja California, CETYS university, Mexico travelling transit journey from San Diego, since we booked our ticket and our scheduled journey is as follows - Jalgaon (Maharashtra) to Mumbai - 23/05/2016, From Mumbai to San Diego by British Airways (Airline PNR - 58NJMZ). Considering the constraints of time and huge distance from Hyderabad to our home vis-a- vis distance from our home to Mumbai airport, highly inconvenient to get passport by authorised courier within scheduled time of departure.  
Being Convener of the conference, we request the authority to deliver the passport in person to both of us after interview and obliged.  
In anticipation of your sympathetic consideration.  
Prof. Anil P. Dongre  
Director, School of Thought  
Head UG  
School of Management Studies  
North Maharashtra University

Source: Rediffmail Accounts (www.rediffmail.com)

Subsequently when both failed to grab assistance from US embassy, travellers unquestionably decided to resort external sources for speedy delivery of visa and approached the office of Ministry of External Affairs, government of India which dealt with the matter pertaining to US embassy through email (Appendix-II).

### **Appendix-II**

#### **Letter to Ministry of External Affairs Government of India**

From: "anil prithviraj dongre"<ap\_dongre@rediffmail.com>  
Sent: Mon, 23 May 2016 13:24:21  
To: <eam@mea.gov.in>  
Cc: <diream@mea.gov.in>, <osdeam@mea.gov.in>, <useam@mea.gov.in>  
Subject: Expediting the VISA Passport delivery from Hyderabad US Consulate

Honorable Madam,

We Dr. Anil Pruthviraj Dongre and Dr. R. R. Kazi, employees of North Maharashtra University, Jagaon Maharashtra, wish to state that our paper has been selected for presentation at CETYS University Mexico scheduled on 27 May 2016. Also I Dr. Anil Dongre is the convener of the conference and will deliver the keynote address during conference.

Accordingly we applied for US Visa (Traveling from San Diego US to CYTES) and Appeared for interview at Hyderabad US consulate on 20/05/2016 and our visa got approved as per the information received at consulate.

Now we are facing the problem of getting the visa before our scheduled departure which on 25/05/2016 at 1:55 AM from Mumbai, as there was consecutive holiday for two days (sat, Sunday).

Honorable Madam, if our visa passport expedite and processed today that is on 23/05/2016 we may receive it on Tuesday 24/05/2016 and will able to continue our scheduled departure. This will not miss the rare academic opportunity came to us, otherwise it will be huge academic loss for us.

Further to note that, we have been already launch our case (case#: case-2016-05-19-007478163) but they didn't responded to it.

Honorable Madam hereby humbly request that if our case referred to US Hyderabad consulate today our visa process and timely delivery will get expedite. We are considering this as last resort as there is no other way to consult the US consulate for common man.

Our passport details as follows

- 1) Dr. Anil Dongre - H8165753
- 2) Dr. R. R. Kazi- H5786591
- 3) Web reference: <http://www.cetysconference.com>

In anticipation of sympathetic consideration

Prof. Anil P. Dongre  
 Director, School of Thought  
 Head UG  
 School of Management Studies  
 North Maharashtra University Jalgaon (M.S.) India

Source: Rediffmail Accounts ([www.rediffmail.com](http://www.rediffmail.com))

In response, travellers received emails rejoinder from US customer support system and from Ministry External Affairs concerned. Per se US customer support system informed that they had generated a case and will resolve the problem within one to two business days (Appendix-III) but unfortunately at the end they replied the traveller that, they will follow their routine procedure and will inform the traveller through SMS about visa status (Appendix-IV).

**Appendix –III**

**Reply from US Visa Customer Care Support System**

<b>From:</b> No Reply <no-reply@ustraveldocs.com>   Add to Address book   <b>This is spam</b>	
<b>To:</b> "ap_dongre@rediffmail.com" ap_dongre@rediffmail.com	
<b>Subject:</b> Your E-Mail has been received and your Case #(Case-2016- 05-19-007478163) Has Been Closed	
<b>Date:</b> Thu, 19 May 2016 17:41:13 IST	
We have received your email and will respond accordingly within 1 to 2 business days.	
Date/Time Case Opened	5/19/2016 8:11 AM
Description:	Dear sir/Madam, We Prof. Dr Anil Dongre - Passport no.-H8165753 for Visa at Hyderabad tomorrow. In this connection we wish to state that, as our CETYS university, Mexico travelling transit journey follows - Jalgaon (Maharashtra) to Mumbai - 23/58NJMZ). Considering the constraints of time and to Mumbai airport, it highly inconvenient to get passport. Being Convener of the conference, we request the expedited. In anticipation of your sympathetic consideration. Dr. Anil P Dongre
Origin:	Email
Case Reason:	By delivery of VISA passport
Case Status:	New

Source: Rediffmail Accounts ([www.rediffmail.com](http://www.rediffmail.com))

**Appendix –IV**

**Action on Customer Query from US Visa Customer Care Support System**

<b>From:</b> "support@ustraveldocs.com" <support@ustraveldocs.com>   Add to Address book   <b>This is spam</b>	
<b>To:</b> "ap_dongre@rediffmail.com"	
<b>Subject:</b> Your ustraveldocs.com inquiry Case-2016- 05-19-007478163 Has Been Closed	
<b>Date:</b> Tue, 24 May 2016 16:38:06 IST	
Your case has been updated, please log back into your account to view the details.	
Origin:	Email
Case Reason:	Hold case/221 G & Refusals/214B
Public Response:	
Dear Applicant, As soon as your visa is ready, you will get a message or SMS. Only after your	

receive a message or SMS, please visit the Hyderabad VAC on any working day (Monday through Friday between 10.00 AM to 4 PM) to collect your passport. There is no appointment required.

VAC office address: 1-A-384/385 Ground Floor, Gowra Grand, S. P. Road, Begumpet, Hyderabad, 500003.

Please note if your passport is not collected within 14 calendar days from the VAC it will be sent back to the respective Embassy or Consulate. For any further queries you can call our call centre numbers:

From India: 040-4625-8222 (or) 0120-4844644; From US: 1-703-520-2239

If a representative is collecting the passport on your behalf - even in case of family members - the representative must present:

- Their own original government-issued photo ID.
- A photocopy of your government-issued photo ID
- A letter of authority, signed by you, authorizing your representative to collect your passport.

We hope this information is useful to you.

Sincerely,  
 Consular Analysis and Liaison Unit, U.S. Consulate General, Hyderabad, India

Please be advised that you should only receive information from the U.S. Consulate or U.S. Embassy about your case. Additionally, the fees that you paid at the time you applied for your visa are the only fees that you should be paying. If any other organization, consultancy, or person contacts you regarding your visa, or requests any additional fees, please inform the Consulate at [HYDInform@state.gov](mailto:HYDInform@state.gov)

**Privacy Act Statement**

Under section 222(f) of the Immigration and Nationality Act (INA), the records pertaining to the issuance or refusal of visas are considered to be confidential and, with limited exception, may be used only for the formulation, amendment, administration, or enforcement of the immigration, nationality, and other laws of the U.S. Thus, information about any particular non-immigrant visa applicant's case cannot be divulged to third parties.

Source: Rediffmail Accounts ([www.rediffmail.com](http://www.rediffmail.com))

The external affairs ministry took the cognizance of traveller entreaty and forwarded it to US embassy, stating that they have requested to expedite the process (Appendix-V).

**Appendix –V**

**Response from Ministry of External Affairs Government of India**

<b>From:</b> <ususc1@mea.gov.in>	
<b>Sent:</b> Mon, 23 May 2016 16:05:41	
<b>To:</b> ap_dongre@rediffmail.com	
<b>Cc:</b> <dsams@mea.gov.in>	
<b>Subject:</b> Expediting the VISA Passport delivery from Hyderabad US Consulate	
Dear Prof Dongre,	
1. Reference your email regarding request for expedited appointment.	
2. We have sent a request to the US embassy for expedited appointment. US embassy has noted the request and has assured us that they will try to help.	
3. However, keeping in view of the fact that currently the flow of visa requests in the US embassy is very high, you may consider trying the link <a href="http://www.ustraveldocs.com/in">www.ustraveldocs.com/in</a> . You may be able to schedule an appointment an early date according to your convenience of time and date. The applicant can explain all the reasons in detail for requesting an emergency appointment. Sometimes, a slot may not be available at one point of time, but could open up later, depending upon appointment cancellations etc. So the applicants need to check the availability frequently online.	
4. In case any information is received from the US embassy, we will forward it to you.	
Regards XYZ Under Secretary (Americas) Ministry of External Affairs	

Source: Rediffmail Accounts ([www.rediffmail.com](http://www.rediffmail.com))

Regardless of all exertions, the travellers had not received the visa from US consulate before scheduled departure and they unwillingly induced to cancel the booked flight (Appendix-VI) on 24.05.2016. Meanwhile both the travellers were into constant checking of mail and online visa delivery status support system. On 25.05.2016 they abruptly stuck with the message that, 'visa is ready for dispatched from embassy' in online delivery status support system and this status remain as it is for next forty eight hours.

#### Appendix - VI

##### Connect India Tours N Travel

102 Satyam Apprt Plot No 55 Gokul Peth Canal Road, Nagpur, Phone: 9423104421

Thank you for booking with CONNECT INDIA TOURS N TRAVEL. This is your E-ticket.

CONNECT INDIA TOURS N TRAVEL wishes you a pleasant journey and hopes to serve you again in the future.

Issuing agent:	INDIA
Issuing agent:	0X7D/ATT
Booked on :	11 May 2016 06:26 PM
Contact Mobile:	9372262293
CONNECT INDIA TOURS N TRAVEL reference number :	FMN1OTPZITA
GDS Reservation Code :	9H2V3C
Airline PNR number :	58NJMZ

You're E-Ticket as on 11 May 2016 06:42 PM

To fly easy, please present the E-Ticket with valid photo identification at the airport and check-in counter. The check-in counters are open 3 hours prior to departure and close strictly 2 hours prior to departure.

Itinerary				
From--->To	Flight	Travel Date	Departure	Arrival
Mumbai (BOM) ---> Terminal: Arrival Terminal, Heathrow (LHR)	BA-138	25 May 16	01:55 AM	07:00 AM
Heathrow (LHR) ---> Terminal: Arrival Terminal, Dallas Ft Worth Intl (DFW)	BA-1504	25 May 16	09:30 AM	01:45 PM
Dallas Ft Worth Intl (DFW) ---> Terminal: Arrival Terminal, Lindbergh Intl Arpt (SAN)	BA-1645	25 May 16	03:15 PM	04:23 PM
Lindbergh Intl Arpt (SAN) ---> Terminal: Arrival Terminal, Los Angeles Intl Arpt (LAX)	BA-1706	30 May 16	07:00 PM	07:59 PM
Los Angeles Intl Arpt (LAX) ---> Terminal: Arrival Terminal, Heathrow (LHR)	BA-268	30 May 16	09:35 PM	04:00 PM
Heathrow (LHR) ---> Terminal: Arrival Terminal, Mumbai (BOM)	BA-199	31 May 16	09:25 PM	11:10 AM
Passenger	Charge Description	Amount		
DONGRE / ANILPRUTHVIRAJ MR [Adult]	Base Fare	98,150.00 INR		
KAZI / RAFIKODDINRIYAJODDIN MR [Adult]	Fuel Surcharge	0.00 INR		
	Fees And Taxes	97,538.00 INR		
	Total	195,688.00INR		

Source: Rediffmail Accounts (www.rediffmail.com)

Consequently both the travellers were not sure about the location of the passports, as that were in transit due to inadequate customer support mechanism. The only way out remain was to diagnose the possibility about its location with courier service (Blue Dart Express Ltd.), the name of which mentioned in DS-160 forms (DS-160 Information 2016) while furnishing online nonimmigrant visa application. Thus they contacted the customer care service of blue dart courier service, while conversation with support person, in reply the support

person asked for air way bill number (AWB) - kind of bill of landing that serves as a (1) receipt of goods by an airline (carrier) and (2) as a contract of carriage between the shipper and the carrier (Dictionary n.d.). The travellers were not aware about this terms, thus they further consulted to US online support system and procured AWB number and intimated it to the customer care support person of blue dart courier. Finally and unexpectedly they came to know that, the passport with visa stamped had been reached to pick up point of blue dart courier office and ready for the delivery.

With the glimmer of hope and the scope of time both the travellers decided to continue the course of action for attending the conference and again they booked the flight of United American Airline (Appendix-VII) from the same booking agent who processes the traveller's visa application.

#### Appendix-VII

##### Connect India tours n travel

102 Satyam Apprt Plot No 55 Gokul Peth Canal Road Nagpur

Thank you for booking with CONNECT INDIA TOURS N TRAVEL. This is your E-ticket.

CONNECT INDIA TOURS N TRAVEL wishes you a pleasant journey and hopes to serve you again in the future.

Issuing agent:	INDIA
Issuing agent:	0X7D/ATT
Booked on :	24 May 2016 06:34 PM
Contact Mobile:	9156972226
CONNECT INDIA TOURS N TRAVEL reference number :	FMN1PI5A4H4
GDS Reservation Code :	8KG37G
Airline PNR number :	LG42CH
	0162212107092 0162212107093
	0162212107092 0162212107093
Ticket Number :	0162212107092 0162212107093
	0162212107092 0162212107093

#### Your E-Ticket as on 25 May 2016 03:34 PM

To fly easy, please present the E-Ticket with valid photo identification at the airport and check-in counter. The check-in counters are open 3 hours prior to departure and close strictly 2 hours prior to departure.

Itinerary				
From--->To	Flight	Travel Date	Departure	Arrival
Terminal:2, Mumbai (BOM) ---> Terminal:C, Newark Liberty Intl Arpt (EWR)	UA-49	26 May 16	11:20 PM	05:20 AM
Terminal: C, Newark Liberty Intl Arpt (EWR) ---> Terminal:2, Lindbergh Intl Arpt (SAN)	UA-1593	27 May 16	07:55 AM	11:07 AM
Terminal:2, Lindbergh Intl Arpt (SAN) ---> Terminal: C, Newark Liberty Intl Arpt (EWR)	UA-1610	30 May 16	10:11 PM	06:29 AM
Terminal:C, Newark Liberty Intl Arpt (EWR) ---> Terminal:2, Mumbai (BOM)	UA-48	31 May 16	08:25 PM	08:50 PM
Passenger	Charge Description	Amount		
KAZI / RAFIKODDIN RIYAJODDIN MR [Adult]	Base Fare	105,600.00 INR		
DONGRE / ANIL PRUTHVIRAJ MR [Adult]	Fuel Surcharge	0.00 INR		
	Govt. Srvc Tax	9,646.00 INR		
	Fees And Taxes	91,113.60 INR		
	Total	206,359.60INR		

Source: Rediffmail Accounts (www.rediffmail.com)

In this process travelling agent also used all the possibilities at his command to obtain travellers visa. He was in constant touch with Hyderabad as well as Nagpur branches of courier services. Since the collection point of visa was Nagpur which was about 400 kilometres from Jalgaon, travellers requested the booking agent to collect the visa from the courier service but they denied handing over it to booking agent. However considering the inability of travellers to collect the visa personally as they were residing 450 kilometres from collection

point, the manager of Courier Company suggested to send the request mail along the identity proof and after doing so he delivered the visa to booking agent and in turn he sent it through a tourist bus to Jalgaon (Annexure-VIII).

#### Appendix-VIII

##### Request Reply to Couriers Service Office (Blue Dart Limited)

**From:** "anil prithviraj dongre"<ap\_dongre@rediffmail.com> | Add to Address book **This is spam**

**To:**

"rdeshbhratar"<rdeshbhratar@bluedart.com>,"abhijeetg"<abhijeetg@bluedart.com>

**Subject:** Request to Hand over the Passport

**Date:** Wed, 25 May 2016 14:35:25 IST

Respected sir

We Dr. Anil P. Dongre passport no H8165753 and Dr. R. R. Kazi Passport No. H5786591 had chosen BLUE DART NAGPUR as our pick up point. As we are the residence of Jalgaon, it is impossible for us to collect our passport in person (flight is on 26 May). Hereby we authorised **Mr. Shailesh Arya** of CONNECT INDIA TRAVEL NAGPUR, who actually booked our ticket for travelling to US. Request you to kindly handover our passport to him.

Prof. Anil P. Dongre

Director, School of Thought

Head UG

School of Management Studies

North Maharashtra University

Jalgaon (M.S.)India

**Source:** Rediffmail Accounts (www.rediffmail.com)

By that time the day of departure to Mumbai had arrived. The distance from Jalgaon to Mumbai is about 400 kilometres. Prof. Dongre decided to use his own vehicle to reach to Mumbai Airport. After a continuous hectic schedule, with the possibilities of losing the chance to travel, the misfortune turned to be pleasure as they reached before the schedule departure flight at Mumbai and landed at Newark.

But the joy of alighting safely was of a short while for the travellers because, completing the emigration formalities, looking at the beard of Dr. Kazi the official asked whether you are a Punjabi. Kazi answered: No I am a Maharashtrian. He then asked: A Paki? Kazi told: No Sir, I am an Indian. He then asked: A jihadi? Dr. Kazi told: No Sir, I am Muslim Having faith in Sufi Islam. After satisfying the immigration authorities they showed them the way to exit. Accordingly, both of them went to the entrance point of the Newark airport to mount on the connecting flight to San Diego. Here also Dr. Kazi had to face some untoward situation. The case was that, while completing the check-up at US Consulate Office, Hyderabad, only the accessories, mobile, belt, shoes, etc. were required to be kept in tray. The currency notes and tickets etc. were kept in his own pocket. Thinking that the same norms would be here, Dr. Kazi kept the air ticket and foreign currency in his pocket. However, when the person at security point, who was an African, found the ticket in his pocket, he sent him back to retake the body scan. He directed him to place the ticket and currency in the tray and thoroughly checked him from head to nail. After completion of all those formalities, both of them boarded on the flight for San Diego. After getting visa on arrival at the check post at Mexico –US border they reached to destination Ensinada, Baja California on 27/05/2016 at 2.00 PM. After reaching to Mexico they thought that their ordeal has been over but it was not so. The first and foremost thing was the cultural shocks related with language and food habits. The foods being served appeared to be nutritious and marvellous, they were indeed so. But for both the Indians who were

habitual of eating salty and spicy dishes, it was a somewhat difficult task to eat the dishes without salt, chilly and spices. Prof. Dongre overcame that shock on the very first day but Dr. Kazi couldn't overcome that shock throughout the journey.

#### Return Journey Dilemma and Tackling the Complexities

The congeries of hitches not ended for the travellers during their return journey. Their return journey was scheduled on 30/05/2016 by American airlines at 10.11 PM from San Diego. Keeping in mind duration of time lag of ten hours, they started their journey quite early i.e. by morning at 11.00 AM from Ensinada Baja California by car to San Diego which is hardly three hours journey. Being a preferred weekend tourist destination Ensinada remains with full of Americans tourist and 30/05/2016 was the federal holiday for them hence thousands of American tourists were on their back journey to US by road. However, the unfortunate part of journey on the same day was that, one of the most wanted criminal against whom several cases were registered in the US was arrested on the San Ysidro border (international crossing check post between Mexico & USA) (Appendix-XI).

#### Appendix –IX

##### New Paper Article in the San Diego Union-Tribune

###### The San Diego Union-Tribune FBI wanted list suspect caught in San Ysidro

Man wanted in girlfriend's slaying apprehended crossing into the U.S. from Tijuana

By Veronica Rocha

| 2:31 p.m. **May 30, 2016** | Updated, 3:30 P. M.

A man on the FBI's most-wanted list for allegedly killing his pregnant girlfriend during a card game earlier this year was arrested Sunday at the Mexican border, the FBI said.

Philip Patrick Policarpio was caught by U.S. Customs and Border Protection agents at the San Ysidro point of entry as he crossed into the U.S. from Tijuana.

Policarpio had been on the run since April when his girlfriend was discovered dead, according to the FBI. The 39 year old was charged with first-degree murder on April 22 in Los Angeles, and authorities issued local, state and federal warrants for his arrest.

According to authorities, Policarpio and his live-in girlfriend, Lauren Elaine Olguin, attended an April 12 gathering at a friend's home in the 500 block of North Virgil Avenue in East Hollywood.

He stormed into a room where Olguin, 32, was playing cards and became angry, officials said.

Policarpio started beating her on the head with his fists, according to a U.S. District Court criminal complaint. He then pulled out a handgun and shot Olguin once in the forehead, authorities said, killing her. She was pregnant.

Witnesses told investigators that Policarpio dropped the gun, then retrieved it again and fled. Based on cellphone records, authorities think he was selling narcotics after the shooting and may have fled to Las Vegas, according to the complaint.

At the time of Olguin's death, Policarpio was on parole for multiple counts of attempted murder stemming from a 2000 case in Burbank.

In that case, he fired multiple rounds at an occupied vehicle. A woman was shot in the head and survived. A man was struck by gunfire in the shoulder and also survived.

Authorities were offering a reward of up to \$100,000 for information leading to his arrest and conviction.

Veronica Rocha is a reporter for the California News Group, publisher of the Union-Tribune and the Los Angeles Times.

**Source:** News from, the San Diego Union-Tribune, LLC | 600 B Street #1201, San Diego, CA 92101

As a result of this, the cross border authorities imposed a kind of red alert. Therefore, tight security and checking by US security personnel was undertaken, which caused inordinate

delay in immigration checking to enter into US i. e. in San Diego. Consequently chaotic situation occurred and thousands of vehicles piled up on the road in between Ensinada and San Ysidro border. Thus both the travellers were stuck in traffic by more than eleven hours and crossed the borders at 10.35 PM and thus missed the scheduled flight. When they informed about this situation to their Mexican counterparts, they told that it was the longest traffic jam since the independence of their country (Appendix-X).

#### Appendix-X

##### Response to Travellers from Mexican counterparts

**From:** Francisco Velez <francisco.velez@cetys.mx> | Add to Address book | **This is spam**  
**To:** ap\_dongre@rediffmail.com, rashque@gmail.com  
**Subject:** Crossing Tijuana-San Diego  
**Date:** Tue, 31 May 2016 19:38:51 IST  
**Cc:** Scott Venezia <scott.venezia@cetys.mx>, Diana Ojeda Salazar diana.ojeda@cetys.mx

Dear Dr. Dongre:

Here's the note on the criminal that was caught in the border crossing at around mid-day on Monday (the name of the crossing is San Ysidro). In addition to the fact that it was a holiday for the U.S. (so many people were returning), probably this issue generated a temporary closure of some lanes, or an increased screening (slowing the pace of the cars).

<http://www.sandiegouniontribune.com/news/2016/may/30/wanted-criminal-apprehended-mexico-border/>

While we are aware that the Tijuana crossing sometimes can last for up to 3 happened to you is an extremely unusual situation...unthinkable I would say.

We are very concerned but also glad to know you are on your way.

Regards,

Francisco

Dr. Francisco Vélez Torres

Director del Colegio de Administración y Negocios

Sistema CETYS Universidad

Source: Rediffmail Accounts (www.rediffmail.com)

In this stressful and horrifying situation, when both the travellers reached on Lindbergh International Airport in San Diego, because of last flight of the day there was literally no concerned person available on American Airlines counter to help out the travellers. After pondering silently both the travellers decided to grab best options available to resolve the issue and immediately met some of the persons of airport authority, they instructed the travellers to meet the personnel in luggage collection point of respective airline (American Airlines) in absence of personnel of the airlines at departure terminal. They explained the circumstances to the personnel in luggage collection point of American Airlines; in reply they provided the telephone number of the helpline for American airlines (booking agent) and suggested to contact them from the public telephone booth available in the airport premises.

One of the travellers Dr. Kazi when called the booking agent late night at 11.30 PM, the person on the helpline, whose name was Mr. Markis attended the call and he described the situation initially, the booking agent replied in a very formal way. He had shown his inability to reschedule the flight of both the passengers. But keeping him calm with emotional attitude Dr. Kazi got more time space of conversation with Mr. Markis and tried to convince him that they, the stranded foreigners, who are thousands of kilometres away from their country with limited resource to repurchase the tickets (Cost around 1500 US \$) are helpless from every point of view. He asked to

kindly consider the case sympathetically and provide necessary help. Even though the American employees happen to be more specific and to the point in conversation as also meticulously avoid unrelated talks; fortunately after knowing the genuineness of their case the Mr. Markis was turned to be an exception to this rule. He appeared to be a very gentle and humanistic person. The most important point of observation in this change of outlook and mindset is the fact that, Mr. Markis was a great fan of Bollywood films. The informal talk was begun when Mr. Markis asked Dr. Kazi as to whether he has seen the movie 'Three Idiots'? Dr. Kazi was taken aback to listen such words from an American. For the sake of clarity and confirmation he asked to repeat the question. When it is confirmed that, Mr. Markis was the great admirer of the film 'Three Idiots', Dr. Kazi told him that he was indirectly associated with that film and narrated the case that the yellow magic scooter shown in the last part of the movie is from Jalgaon his native place. He briefed him the story of Jahangir Painter (Designer of yellow magic scooter) who is an illiterate guy with creative mind, whose name was recommended by Dr. Kazi to the National Innovation Foundation and whose innovation of that scooter was selected for Presidential Award in the category of innovation by downtrodden people.

Mr. Markis was also the big fan of Indian film superstar Amir Khan & lover of A. R. Redman's music. Incidentally, Dr. Kazi has also got tremendous interest in the films and music. Therefore, the cords of choice of both the fans matched with each other and a kind of melody and harmony was sensed during the interaction. However, when Prof. Dongre felt that, Dr. Kazi is indulging in some irrelevant talks he cautioned him symbolically to keep quite with the fear that the person on the other side may get irritated foiling the chance to get the assistance. But Dr. Kazi and Mr. Markis were engrossed in the discussion about Bollywood films for few minutes.

As a matter of fact, Mr. Markis was not wasting his time while discussing but he was simultaneously working on his computer to know the exact positions of various flights. As such, a very smart and conclusive conversation on areas of interests of both the incumbents was held. With satisfactory conversations again Dr. Kazi requested him for evaluating the possibilities to reschedule the flight. Mr. Markis asked Dr. Kazi to wait for few minutes for system update and after five or six odd minutes he rescheduled the journey in next flight of American airline at morning 6.00 AM using same airline PNR number.

Even though Mr. Markis telephonically confirmed the rescheduling of flights; Prof. Dongre tried to check his email account. To his great surprise, he got the revised ticket. So without paying any penalty charges or fresh flight booking (Cost around 1500 US \$) both the travellers boarded in next flight to Newark. As such Markis proved to be second midnight angel for us.

As soon as they arrived at Newark they were in the mood of celebration and thanks-giving. Dr. Kazi asked one of the staff members of the United Airlines, as to how I can give my feedback as the satisfied traveller of your airlines? He directed him to go the website of the airlines and give feedback over there. Looking at the old age of that staff member, Dr. Kazi

asked as to what is the age of retirement in your company he told that as long as you can justify with your job.

While interacting with the said staff member, Dr. Kazi asked Prof. Dongre whether they have to complete immigration formality over here. In anticipation of immigration check Dr. Dongre put his hand in the pocket of his blazer and was shocked to know that he had lost his passport in the airbus. Losing the passport in other country becomes a very serious issue. Therefore, without wasting a moment, both of them ran to point of reception where airbus was parked in airport. They asked the respective official about the passport. Fortunately, officer told that one of the flight attendant had found that passport. After getting the lost passport, they felt a special kind of satisfaction about the services provided by the united airlines. At last they boarded on the flight for Mumbai and landed safely

### Lessons Learned

The peculiarity of this case is that, the journey undertaken was intercontinental in nature. Apart from this, even though the frequent flying has become common phenomenon, the variety of operations and incidents which took place in the single journey could rarely happen. From that point of view, lessons learned by the incumbents are of worth consideration for the regular as well as prospective flyers. Therefore, certain guidelines must be needed to understand by frequent and first time flyers to abroad.

Procuring visa from the US embassy is one of the toughest tasks to be accomplished. In view of the same, the applicant need to be very prompt, careful while filling DS-160 form and they need to furnish only authentic information. If applicant while filling the DS-160 form selected specific location of preference and subsequently found that, there is pre time slot in another visa application centre (VAC), then he or she can change the location for verification but applicant need to make necessary changes in DS-160 form - this must be particularly for those applicant who fill up the form from booking agency and not aware about technical requirement during the interview. It may not be gap but in U. S. consulate office precisely in India there is no manual help desk hence only way-out for queries arises while procuring visa is online customer care support system. Consequently applicant must require to conversant with types of visa they are applying for, air way bill number, requisite documents and documents pertaining to purpose of travelling, passport details Applicant must careful about pick up point and must choose convenient pick up location nearby to vicinity to residency because embassy does not deliver the passport at your home address.

Before beginning of scheduled departure traveller needs to procure information about the helpline [booking agent] of concerned airline as the person available at the helpline is the only entity who can help out the passengers in case of rescheduling the flight in contingent situation. If someone is going to visit a country for the first time then one should try to book a flight which reaches over there during working hours. The female travellers should consider it to be mandatory to avoid untoward incident. If passengers can't find official of concerned airlines in international airport in odd time then passengers can seek the information about the flights and other details of that airline from luggage counter available in airport. Still one should note that those staff members may also not be available round the clock. If the last scheduled flight has arrived and if the entire luggage has been released, their duty might be over.

The other point of observation is that, one should take care of all the documents and luggage at frequent intervals. So far as the question regarding passing through the security and immigration departments is concerned, one should be totally cooperative. One should not be anxious or panic while passing through these formalities. The concerned officials are bound to perform their duties in the light of directions issued by the higher authorities in compliance with various norms of policies of the respective country. Therefore, nothing should be taken as otherwise; everything should be taken in a positive way.

While travelling abroad, one should always be mentally prepared to face any kind of eventuality. While doing so, passengers must have faith in the system as well as people. The human being is one and the same irrespective of caste and creed. The continental climatic effects have their own impact on the colours of our skins. The anthropological evidences also support the unity of source of human being. Most of the people of the world are cooperative in nature. When adversity falls on anybody, somebody comes forward to help or suggest the way out.

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