



नागर विमानन मंत्रालय  
MINISTRY OF  
CIVIL AVIATION

# ANNUAL REPORT 2021-22





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आजादी का  
अमृत महोत्सव

कुशीनगर अंतरराष्ट्रीय हवाई अड्डा का उद्घाटन

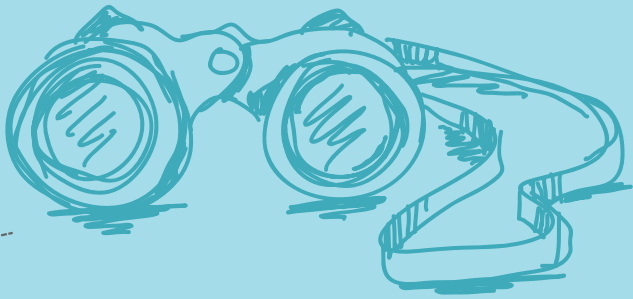
श्री अशोक मोदी

पर्यटनमंत्री

कमलों

कुशीनगर अंतरराष्ट्रीय हवाई अड्डा





# Vision

“Enable the people to have access to safe, secure, sustainable and affordable air connectivity services with World-Class Civil Aviation Infrastructure.”



# Mission

- To create World-Class Civil Aviation Infrastructure facilities.
- To establish effective regulatory framework, including for safety, in harmony with international standards.
- To connect presently un-served areas of the country.
- To develop skilled human resource according to the needs of the sector.
- To deploy advanced technologies for the optimal growth of the sector.
- To ensure maximum satisfaction of users / optimize consumer satisfaction.

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## 1. HIGHLIGHTS

### 1.1 REGIONAL CONNECTIVITY SCHEME:

The National Civil Aviation Policy (NCAP), 2016 envisages Regional Air Connectivity under Regional Connectivity Scheme (RCS). Ministry of Civil Aviation (MoCA) launched Regional Connectivity Scheme (RCS) –Ude Desh ka Aam Nagrik (UDAN) on 21.10.2016. RCS-UDAN is a flagship programme of MoCA.

The primary objective of RCS-UDAN is to facilitate / stimulate regional air connectivity and by making it affordable to masses through measures like (1) Concessions by Central Government, State Governments / Union Territories (UTs) and Airport Operators to reduce the cost of airline operations on regional routes / other support measures and (2) Viability Gap Funding (VGF) to meet the gap, if any, between the cost of airline operations and expected revenues on such routes.

After completion of the four rounds of bidding; 154 (unserved & underserved) airports including 14 water-aerodromes and 36 Helipads/Heliports have been identified under UDAN for operation of RCS flights by 2023-24.

New City Pairs connected under UDAN: The routes are widely spread geographically, providing connectivity across the length and breadth of the country, ensuring balanced regional growth.

Tourism Routes: Till date, 48 routes have been awarded and the operations

of 31 routes have led to a steady growth in the arrival of foreign tourists and forex earnings thereof.

Number of RCS Seats: More than 1 Crore RCS seats annually will be provided based on 4 rounds of UDAN completed till date.

#### RCS-UDAN 4.0

In 4<sup>th</sup> round of bidding, 92 RCS routes have been awarded connecting 5 new destinations with Heliports (Geleki & Misa), Water Aerodromes (Kavaratti & Minicoy) & underserved airport (Agatti). 40 RCS Routes have commenced and 6 RCS airport and 2 water aerodromes has been operationalized.

#### RCS-UDAN 4.1

In the special round of bidding, 168 RCS routes have been awarded connecting 6 new airports Vijaya Pura, Shivamogga, Rewa, Tura, Rangeilunda, Fursatganj and 3 Heliports Sohra, Dawki & Williamnagar in Meghalaya. 14 RCS Routes have commenced

Under RCS, 3 lakhs passengers flew during FY 2017-18, 12 lakhs passengers flew during FY 2018-19, 31 lakhs passengers benefited during FY 2019-20, 15 lakhs passengers benefited during FY 2020-21 & 23 lakhs passengers benefited during FY 2021-22 till date

Total passenger flown till date 83 lakhs (Approx)

### 1.2 Promotion of Helicopter Operations

Ministry of Civil Aviation has released 'Policy for promotion of

**Helicopter Operations'** on 8th October, 2021 to encourage helicopter operations creating demand and growth. This policy has been framed to address the difficulties being faced by helicopter operators. The policy also aims to make helicopter operations viable by trying to provide facilitation and Ease of Doing Business. This policy will open new opportunities for masses to visit inaccessible locations / tourist places by helicopter.

### 1.2.1 Heli-Sewa portal

Launched on 8<sup>th</sup> October, 2021 to provide seamless single-window digital access to the operator to share information and request permission for helipad operation. This portal will also be used by the District Administration to communicate assent/denial. The portal will create a central repository of helipad information with relevant accuracy and data quality which will be available to operators and pilots to aid in flight planning and adding to ease of operation. Due to the data quality of helipads stored in the portal, extensive information about helipads will be easily accessible within the framework of National Disaster Management Plan. Districts, as part of the State Disaster Management Plan will populate the helipad directory in the portal through a standardized interface ensuring quality and depth of information on helipads. In addition, the public will be able to access information on operators and helicopters through this portal promoting transparency in governance. The portal will also record data related to helicopter traffic and passenger loads to helipads which can be analyzed for understanding

trends and growth. This will facilitate helicopter operators for smooth helicopter operations by coordinating with the multiple departments in the District Administration.

### 1.2.2 Heli-Disha

Ministry has also released **Heli-Disha**, a booklet for administrative guidance material on civil helicopter operations. Heli-Disha is a brief and concise guidance material document prepared for dissemination at the district administration level. The document simplifies and deconstructs the regulatory aspects so that the district administration can proactively improve upon the ease of facilitation for helicopter operations with control measures and practices in conformity to Civil Air Regulations. Heli-Disha acts as a guidance material without replacing the Civil Aviation Requirement and explains the requirements of landing sites, thus providing clarity about its usage for uncomplicated permissions and operations of helicopters. Dissemination and adoption of the booklet will lead to faster processing of permission.

A Helicopter Accelerated Cell has also been created in the Ministry to facilitate the helicopter industry.

## 1.3 DIGI YATRA

Considering the growth projections, its direct impact on the passenger journey, the cost of Infrastructure and the impact on the speed and efficiency of passenger processing, Ministry of Civil Aviation has taken up a key initiative to re-imagine domestic air travel in India by looking

beyond the conventional “build a bigger Airport to manage more Passengers” to look for Innovation and technology for better and cost-effective solutions.

One of the key initiatives taken by this Ministry for innovation and technology is “Digi Yatra” which intends to give a seamless, hassle-free and paperless journey experience to every domestic air traveller in India. Using cutting edge Identity Management and “Face recognition” technologies, it aims to simplify the passenger processes at various check points in the airport right from the terminal entry gate, check-in/ bag drop, security check and boarding gates.

With Digi Yatra, passengers will no longer need to show their tickets/ boarding passes and their physical Identity cards at many of the check points at the airport. This will lead to reduced waiting time in queues, faster processing times and simpler processes.

Digi Yatra implementation has the following two components:

- A mobile App based Digi Yatra Central Ecosystem (DYCE) for registration to the Digi Yatra program. The mobile app is being developed by “Digi Yatra Foundation” which is a JV of airports operators (AAI, DIAL, BIAL, HIAL, Cochin International Airport Ltd (CIAL)).
- Digi Yatra Biometric Boarding System (DYBBS) at the airport to be implemented by respective Airport operators.

#### 1.4 BIOMETRIC ACCESS CONTROL SYSTEM PROVIDING MULTI-LAYERED SECURITY AT AIRPORTS

The Centralize Access Control system based on Biometric AEP has been implemented across India under jurisdiction of 20 BCAS Regional offices and 88,573 Biometric based AEPs have been issued in the year 2021.

### 1.5 PASSENGER GROWTH

#### Domestic Routes:

During the year 2021 (January-November), Scheduled domestic airlines operated a total number of 6.44 lakh scheduled flights carrying a total of 71.6 million scheduled passengers as against 4.78 lakh scheduled flights carrying total of 55.6 million scheduled passengers during the previous year 2020 (January-November). The number of domestic passengers carried by scheduled domestic Indian Carriers has witnessed a growth of 28.9 percent in the year 2021 as compared to the previous year **2020 (up to 30th November)**.

### 1.6 AIR BUBBLES

Temporary arrangements aimed at restarting commercial passenger have also been formalized with foreign countries. As on 08.01.2022, we have Air Bubble arrangements with **35 countries** viz. Afghanistan, Australia, Bahrain, Bangladesh, Bhutan, Canada, Ethiopia, Finland, France, Germany, Iraq, Japan, Kazakhstan, Kenya, Kuwait, Maldives, Mauritius, Nepal, Netherlands, Nigeria, Oman, Qatar, Rwanda, Russia, Saudi Arabia, Seychelles, Singapore, Sri Lanka, Switzerland, Tanzania, UAE, UK, Ukraine, USA and Uzbekistan. These air bubbles provide direct/indirect connectivity to more than 100 countries.

### 1.7 Pilot training institutes and FTOs

1. AAI has issued award letters on 31 May 2021 and 29 October 2021 for nine FTOs to be established at five airports at Belagavi (Karnataka), Jalgaon (Maharashtra), Kalaburagi (Karnataka), Khajuraho (Madhya Pradesh) and Lilabari (Assam). Soft launch of two FTOs at Kalaburagi was done on 15 August 2021 under the liberalised policy.
2. Directorate General of Civil Aviation (DGCA) has introduced new Online On Demand Examination (OLODE) for the AME and flight crew (FC) candidates with effect from November 2021. These license examinations provide an opportunity to the candidates to choose date and time to appear in the examination as per his/her choice on the available slots of the examinations.
3. DGCA has modified its regulations to empower Flying Instructors with the right to authorise flight operations at FTOs. This will help increase the flying hours and aircraft utilisation at each FTO and lead to faster completion of the CPL requirements.
4. India's largest flying academy - Indira Gandhi Rashtriya Uran Akademi (IGRUA) at Amethi (Uttar Pradesh) - has been permitted to carry out pilot training in Gondia (Maharashtra) and Kalaburagi (Karnataka) to enhance its flying hours and aircraft utilisation, which get severely affected during winter months due to visibility issues.
5. India issued 863 CPLs by 31 December 2021, an all-time high. This is despite severe disruptions in Apr-Jun 2021 due

to the Covid second wave, Cyclone Yaas, Cyclone Tauktae, early onset of monsoons and a rising cost of imported aviation fuel.

6. The number of CPL holders produced by Indian FTOs as on 31 December 2021 is 505 which is an all-time high.

### 1.8 IGRUA

1. IGRUA has hit an all-time high of 19,019 hours of flying in 2021 with 18 aircraft. The previous high was 18,776 in FY 2013-14 with 24 aircraft.
2. As part of the Azadi ka Amrit Mahotsav in March 2021, IGRUA has started flying training on all days of the week. This has boosted its operational hours significantly.

### 1.9 AirSewa

1. AirSewa 3.0 web platform has been made live on 02 Oct 2021. The new features of AirSewa 3.0 are as below:
  - a. Grievance escalation by users or on Service Level Agreement (SLA) expiry
  - b. Grievance transfer among stakeholders
  - c. Enhanced roles and permissions for nodal officers
  - d. Enhanced flight information and tracking of flights
  - e. Public forum for discussions
  - f. Mobile app for nodal officers
2. The AirSewa QR code has been displayed through standees, Flight Information Display System (FIDS) etc at strategic locations at over 80 airports to promote the AirSewa Portal.



3. AirSewa QR code has been printed on the boarding cards and tickets of the airlines.
4. Pending grievances on AirSewa portal has been reduced from 1,354 on 20 Jul 2021 to 37 on 31 Dec 2021 (97% reduction).

#### 1.10 Unmanned Aircraft System (Drone)-

In order to make India a global hub for the research and development, testing, manufacturing and operation of drones, the Central Government has notified the Drone Rules 2021 on 25 Aug 2021.

1. To promote domestic manufacturing of drones, Government has notified the Production Linked Incentive (PLI) scheme for drones and drone components on 30 Sep 2021.
2. DigitalSky Platform is being updated which will regulate the entire gamut of activities pertaining to drone operations. The airspace map for drones has been released on digital sky platform on 24 Sep 2021 which will help the drone pilots to plot their proposed flight plan and easily identify the zone within which it falls so as to assess whether or not they need to make an application for prior approval. DigitalSky Platform will be the single window online platform to ensure smooth functionality of the applications.
3. The DSP enables inter alia the following: -
  - a) Type Certification of drones.
  - b) Registration of Unique Identification Number (UIN)
  - c) Transfer or deregistration of UAS
  - d) Operation of UAS

- e) UAS Traffic Management (UTM)
  - f) Issue of Remote Pilot License
  - g) Authorisation of Remote Pilot Training Organisation (RPTO)
  - h) Fees, Insurance, Offences, Penalties, Appeals; etc.
4. As on 31 Dec 2021, 22 models have been provisionally approved and 558 Unique Identification Numbers (UIN) have been issued. The number of Drone Acknowledgment Numbers (DAN) issued through DigitalSky Platform till 30 Nov 2021 is 29,459. Nine drone schools have been approved. In order to enable complex operations of drones, increase the overall safety in the UTM airspace and provide situational awareness to stakeholders, Unmanned Aircraft System (UAS) Traffic Management (UTM) Policy framework, 2021 has been released on 24 Oct 2021.

#### 1.11 INDIA AIR CARGO

##### New Air Cargo Facility:

AAICLAS a subsidiary of Airports Authority of India, MoCA has commissioned Domestic Air Cargo facilities at Rajahmundry, Tirupati and Hubballi airports.

International Courier Terminal with ECCS facility at Kolkata Airport has been commissioned.

##### Expansion:

A new Cold Storage facility at Bhopal airport in the month of July'2021 has been commissioned and newly constructed warehouses at Chennai Airport have been added in April 2021.

**Vaccination Movement:**

AAICLAS has established “Operational Control Centre (OCC)” at AAICLAS Headquarters, New Delhi and maintained close coordination amongst all Airlines, Air Cargo Terminal operators, Airport Operators, State Government Officials, Health Authorities, Serum Institute, ICMR Concerned Forwarding Agents, CISF & MoCA, etc.

AAICLAS has facilitated for movement of vaccine doses about 75 Cr. (approx.) through AAI managed 35 airports over the country during the period from Jan’2021 to Nov’2021.

During the second wave of COVID-19 pandemic this year, Delhi Airport has successfully handled 200 COVID-19 relief flights which brought in aid from over 36 countries. Between April 27, 2021 and May 25, 2021,

**Tonnage Handled:**

AAICLAS has been part of positive growth in handling of International Air Cargo by Indian Airports to the tune of 45.6 % and for the positive growth of 44.7% in handling of Domestic Air Cargo by Indian Airports during the FY 2021-22 (Apr;2021 to Nov;2021) comparing the corresponding period of 08 months in the year 2020.

**1.12 AIRCRAFT LEASING & FINANCING**

A. GIFT City, India’s first operational smart city and International Financial Services (IFSC) in India, offers wide spectrum of opportunities across various business segments such as Banking, Capital Markets, Fund Management, Aircraft

Leasing, Insurance, etc. The centre is fast emerging as a preferred gateway for outbound and inbound capital flow into India with leading global and domestic banks setting up establishments in IFSC.

- B. Approved by Government of India as a Centre IFSC at GIFT City, the IFSC reinforces India’s strategic position as a global hub for financial services.
- C. To promote Aircraft leasing and financing from IFSC, the Government of India has provided competitive regime for Aircraft leasing entities in IFSC :
  - i. 100% tax holiday for a period of 10 consecutive years out of a block of first 15 years,
  - ii. Tax holiday extended for capital gains on transfer of aircraft during the tax holiday (Finance Act, 2021)
  - iii. Interest and royalty payment made by Aircraft leasing entities to non-residents not taxable. (Finance Act, 2021)
  - iv. Department of Revenue issued a notification amending condition 102 of the Customs Notification No.50/2017, to remove the anomaly that existed with respect to payment of IGST by lessee in India under the said notification. Post this notification, Indian importer / lessee will continue to get nil IGST import duty if the GST on lease services is paid by the IFSCA based lessor under forward charge mechanism.
  - v. Directorate General of Foreign Trade under its Import Policy allowed IFSC based aircraft leasing entities to import aircraft without need to obtain import license from DGFT.

- vi. The Government of Gujarat has provided waiver of stamp duty in relation to Aircraft leasing and financing in IFSC.
- D. To provide a conducive regulatory structure and to enable the aircraft operating lease business in IFSC in India, on February 19, 2021, IFSCA issued a 'Framework for Aircraft Operating Leases'. Under this framework, seven leasing entities have registered with IFSCA (additionally, 3 entities are provided in-principle approval) and some of these entities have already executed lease transactions under this framework.

### **1.13 MAKING INDIA A HUB OF AIRCRAFT MAINTENANCE, REPAIR AND OVERHAUL (MRO)**

Government has issued revised Maintenance, Repair & Overhaul (MRO) guidelines on 1st September, 2021 to create a conducive environment for the development of aircraft MRO services. The salient features of the guidelines are enumerated below:

- i. Concession fee, in any manifestation including royalty, shall not be leviable on new/ renewal of existing contracts.
- ii. Selection of agency and procedures for allotment of land/ space under rationalized land/ space rental for new MRO contracts and renewal of existing MRO contracts, shall be through e-tender by AAI.
- iii. The renewal of the existing land leases/ space license of MRO service providers/ Aircraft Maintenance Organizations (AMOs) shall be on the basis of bidding wherein Right of First Refusal (RoFR) shall be given to the existing lessee/ licensee to match the first rank bid in terms of the selection criteria provided its bid is within 15% of the most competitive bid received.
- iv. The quoted/ accepted lease fee shall be escalated @ 15% after every 3rd year.
- v. The maximum period of contract, new or renewal, for allotment of land/ space shall be 30 years from the date of handing over of site.

## 2. MINISTRY OF CIVIL AVIATION

### 2.1 ORGANIZATION

Ministry of Civil Aviation (MoCA) has following organizations under its administrative control:-

#### Attached Offices / Organizations

- Directorate General of Civil Aviation (DGCA)
- Bureau of Civil Aviation Security (BCAS)
- Commission of Railway Safety (CRS)
- Aircraft Accident Investigation Bureau (AAIB)

#### Autonomous Body

- Airports Economic Regulatory Authority (AERA)
- Indira Gandhi Rashtriya Uran Akademi (IGRUA)
- Rajiv Gandhi National Aviation University (RGNAU)

#### Public Sector Undertakings

- Airports Authority of India (AAI)
- Pawan Hans Limited (PHL)- Disinvestment is underway
- Air India Limited (AIL)-Disinvestment is underway

**2.1.1** The Ministry of Civil Aviation is responsible for formulation of national policies and programmes for the

development and regulation of the Civil Aviation sector in the country. It is responsible for the administration of the Aircraft Act, 1934, Aircraft Rules, 1937 and various other legislations pertaining to the aviation sector in the country.

**2.1.2** In addition to primary functions of framing of policies, the Ministry provides guidance to the organizations in the implementation of policy guidelines, monitors and evaluates their activities and also provides their interface with Parliament. It also supervises implementation by the organizations of special programmes of the Government, particularly those intended for weaker sections of society.

**2.1.3** Secretary, Ministry of Civil Aviation is assisted by five Joint Secretaries, one Sr. Economic Advisor, one Joint Secretary & Financial Advisor, one Chief Financial Controller, seven officers of the level of Director / Deputy Secretary / Financial Controller, one Deputy Director General and thirteen officers of the level of Under Secretaries / Assistant Financial Controller. Functions of the Ministry are distributed amongst seventeen sections.

**ORGANIZATIONAL STRUCTURE OF  
MINISTRY OF CIVIL AVIATION**



**Shri Jyotiraditya M. Scindia**  
**Minister of Civil Aviation**



**Shri Gen.(Dr.) V.K. Singh (Retd.)**  
**Minister of State (I/c) for Civil Aviation**



**Shri Rajiv Bansal**  
**Secretary, Civil Aviation**



**Shri Piyush Srivastava**  
Sr. Economic Advisor



**Shri Satyendra Kumar Mishra**  
Joint Secretary



**Shri Vimalendra Anand Patwardhan**  
Joint Secy. & Financial Advisor



**Shri Angshumali Rastogi**  
Joint Secretary



**Mrs Usha Padhee**  
Joint Secretary



**Mrs Chandan Mishra Dwivedi**  
Chief Financial Controller



**Mrs Rubina Ali**  
Joint Secretary



**Shri Amber Dubey**  
Joint Secretary

**Heads of Attached Offices:**

- Directorate General of Civil Aviation: Shri Arun Kumar, DG
- Bureau of Civil Aviation Security: Shri Nasir Kamal, DG
- Commission of Railway Safety : Shri Shailesh Kumar Pathak, CCRS
- Aircraft Accident Investigation Bureau: Shri Aurobindo Handa, DG

**Heads of Autonomous Bodies:**

- Airports Economic Regulatory Authority of India: Shri B.S. Bhullar, Chairperson
- Indira Gandhi Rashtriya Uran Akademi (IGRUA) : Shri Krishnendu Gupta, Director
- Rajiv Gandhi National Aviation University: Shri Amber Dubey, Vice-chancellor

**Heads of Public Sector Undertakings:**

- Airports Authority of India: Shri Sanjeev Kumar, Chairman
- Air India Limited: Shri Rajiv Bansal, CMD
- Pawan Hans Limited: Shri Sanjeev Razdan, CMD

**2.2 RECORD MANAGEMENT**

Record Retention Schedule of records relating to substantive functions of Ministry of Civil Aviation is available in the Ministry's website in compliance to the Right to Information Act., 2005.

**Implementation of e-HRMS**

An online system viz. e-HRMS has recently been introduced by DoP&T as a flagship programme for various

establishment work for recording and maintenance of Service records, leave, LTC, Advances & Reimbursement etc. Ministry of Civil Aviation is amongst the few Ministries where e-HRMS has been implemented.

**Organization and Method**

The Channel of Submission had been revised in July 2021 in accordance with DAR&PG's revised guidelines in the matter and the levels of disposal has been reduced to 4 levels in maximum cases. Revised channel of submission and work distribution among the sections, functions allocation to the Ministry & their distribution among the sections and organization chart are available on the website of this Ministry in compliance to the Right to Information Act 2005.

**2.3 BAN ON SINGLE USE PLASTIC**

Single Use Plastics has been banned from the premises of MoCA and its organizations.

**2.4 SWACHH BHARAT MISSION 2.0**

**Under the Swachh Bharat Mission 2.0**, special Swachhata Campaign has been carried out in the Ministry of Civil Aviation under the close supervision and guidance of the Hon'ble Minister of Civil Aviation. As a part of this programme, various activities such as Weeding out of files/records at large scale, Plantation, *Shramdaan* etc. have been undertaken in the Ministry from the month of October to December, 2021. During this period, all the Officers and Officials of the Ministry had participated actively in cleanliness drive from 5.00 to 8.00 P.M. on every

Friday in Office Premises. As a result, approximately 13 ton files/papers had been weeded out and sent to recycling unit and about 1562 sq.ft. space freed up.

## 2.5 PUBLIC GRIEVANCES REDRESSAL MACHINERY

The Centralized Public Grievances Redressal and Monitoring Systems (CPGRAMS), which is a web-based on-line public grievance handling system, was introduced and developed by the Department of Administrative Reforms & Public Grievances (DARPG). The system has been implemented in the Ministry for prompt and effective disposal of the grievances from 01.01.2008.

In the year 2021, a total of 16,496 public grievance cases were received on-line, out of which, 15,406 cases, i.e. 93.39 % approximately, have been disposed of through the CPGRAMS. A Joint Secretary level officer has been designated as the “Public Grievances Officer” in the Ministry. All organizations working under the administrative control of the Ministry too have full-fledged public grievance redressal machinery headed by respective designated “Nodal Officers”.

## 2.6 RIGHT TO INFORMATION ACT, 2005

Right to Information Act, 2005 had been introduced to provide the citizens secure access to information under control of public authority. This also promotes transparency and accountability in the working of every public authority, as well as timely disposal of citizen’s request.

To implement the Act, 13 CPIOs and 9 Appellate Authorities have been designated in this Ministry. With the increased awareness among the people about RTI Act, 2005, a large number of applications / appeals were received in this year through online/mail. A total of 1432 applications and 42 appeals were received during the year 2021. All efforts were made to dispose of these applications and appeals within the prescribed time.

## 2.7 VIGILANCE ACTIVITIES

The Vigilance Division of this Ministry is headed by a Chief Vigilance Officer (CVO) of the rank of Joint Secretary, appointed in consultation with the Central Vigilance Commission, who functions as the nodal point in the vigilance set up. The CVO is assisted by a Director/Dy. Secretary, an Under Secretary and the Vigilance Section. The Vigilance Section, inter-alia, monitors and coordinates vigilance activities of the main Ministry as well as of Public Sector Undertakings, Attached/subordinate offices and Autonomous Bodies under the administrative control of the Ministry.

There are full time CVO posts in all PSUs under this Ministry viz., Airports Authority of India, Air India Ltd. and Pawan Hans Ltd. who are appointed by ACC. While, main Ministry and DGCA have part-time CVO, who are appointed in consultation with the CVC.

Preventive vigilance is given priority attention with primary emphasis on identification of sensitive areas. The guidelines/instructions issued by the



Department of Personnel & Training and Central Vigilance Commission from time to time in this regard are followed.

The 'Agreed list-2021' and 'List of officers of doubtful integrity-2021' were prepared and shared with CBI.

### 2.7.1 Disciplinary Cases

For the calendar year 2021, Opening Balance (OB) of disciplinary case was 01, during the year 2021 one minor penalty proceeding was initiated and the same was concluded in the year 2021 by imposing a minor penalty on Charged Officer. Thus, as on 31.12.2021 there was only 01 disciplinary case pending in Vigilance Division of the Ministry.

### 2.7.2 Complaints

For the calendar year 2021, Opening Balance (OB) of complaints was 13, complaints received during the year were 40, complaints disposed were 41 and the closing balance was 12.

### 2.7.3 Observance of Vigilance Awareness Week-2021 :

- Vigilance Awareness Week was observed from 26th October to 01st November 2021 with the theme "**Independent India @ 75: Self Reliance with Integrity**" in the main Ministry as well as Attached/Subordinate offices and Autonomous Bodies under this Ministry.
- It commenced with the 'Integrity pledge' administered by Hon'ble Minister of State for Civil Aviation on 26.10.2021 at 11:00 am to the officers/officials of Ministry of Civil Aviation.

- Apart from above, a link for E-pledge (which was available on CVC website) was also provided on Ministry's website and all the officers and staff of the Ministry was encouraged to take E-pledge. Banners and posters were displayed at prominent locations/places in the office.
- To spread awareness amongst officials and realign them with the vigilance deeds, Vigilance Division of the Ministry organized several programs. The week-long programs included Essay writing, Quiz, Poster Making and Slogan Writing Competitions for officials of the Ministry.

### 2.7.4 Vigilance Seminar during Vigilance Awareness Week:

- During Vigilance Awareness Week, a Seminar on Vigilance Awareness was also organized at Indian Aviation Academy, Vasant Kunj, New Delhi on 29.10.2021. The Seminar was organized as a part of the series of events organized by the Ministry of Civil Aviation to celebrate 'Azadi Ka Amrit Mahotsava'. The purpose of the Seminar was to generate awareness about the ill-effects of corruption and strategize ways to eliminate corruption from public life.
- Hon'ble Minister of State for Civil Aviation attended the Seminar as Chief Guest. Officers from CVC, CBI also participated in the Seminar. That apart, the Seminar was attended by Secretary, Civil Aviation and senior officers from MoCA as well as officers from DGCA, BCAS, AAI, AI, PHL etc.
- During the Seminar, a book titled "*Compendium of Systematic Improvements*" was launched. The book

is a compilation of Case Studies based on thorough investigations by Vigilance Division of the Ministry & its associate organizations and suggests systematic improvements.

- A Panel Discussion by the Vigilance Officers of different organizations under the aegis of Ministry of Civil Aviation was organized during the Seminar. The Panelists discussed important topics like “Preventive Vigilance”, “Complaint Handling Mechanism”, “Procedural Lapses in Public Procurement Process”, “Intense Examination of Works/ Procurements”, “Punitive Vigilance”. The discussion was aimed, primarily, to strategize the ways to eliminate corruption from roots.

#### 2.7.5 Inspection of DT Section

As per CVC’s guidelines, CVO is expected to conduct periodic/surprise inspection as a measure of preventive vigilance. In pursuance of the same, an inspection of DT Section, MoCA was conducted on 29.09.2021. The inspection was related to “obtaining of security clearance from MHA for issuance of NOC to Scheduled/ Non-scheduled operators during the year-2021”. During inspection, it was observed that total six operators had applied for Security Clearance of MHA in the year 2021. The files related to all these 06 operators have been examined in details.

#### 2.7.6 Inspection of General Section

An inspection of General Section, MoCA was conducted on 30.12.2021. The inspection was related to “Procurement done outside GeM during the financial

year 2020-21”. During inspection, it was observed that total 109 Goods/Services were procured outside GeM during 2020-21. Out of these 109 items, some random items were chosen for detailed scrutiny.

#### 2.8 WELFARE OF SCHEDULED CASTES / SCHEDULED TRIBES / OTHER BACKWARD CLASSES

A dedicated Cell looks after the liaison work relating to reservation for Scheduled Castes (SC), Scheduled Tribes (ST) and Other Backward Classes (OBC) in posts and services in the Ministry and its subordinate organizations. Similar cells also exist in various organizations of the Ministry. Inspection of Reservation Rosters maintained by various organizations of the Ministry is conducted periodically to ensure proper implementation of Government orders in respect of reserved categories. Orders / instructions issued by the Government with regard to reservation for SCs, STs and OBCs from time to time, are brought to the notice of all the organizations for implementation. All periodical returns on the subject are regularly furnished to the Department of Personnel & Training (DoPT) and to the Ministry of Social, Justice and Empowerment. Representations/complaints/grievance petitions received from Scheduled Castes, Scheduled Tribes and Other Backward Classes’ employees/their Associations are examined and remedial action taken wherever required.

#### 2.9 WELFARE OF SENIOR CITIZENS

In accordance with the guidelines issued by Ministry of Social, Justice and

Empowerment, and as envisaged in the 'National Policy on Older Persons', instructions have been issued to all concerned Organizations to ensure prompt, fair and humane treatment with senior citizens. Instructions have been issued from time to time for the following:-

- Remove all physical barriers to facilitate easy entry, movement and exit at all airports and in airlines;
- Change the design of the frisking booths in the security hold area so that the elderly are not required to climb and descend while undergoing security checks;
- Pay special attention for providing help / assistance to them particularly after alighting from vehicles at the airports and un-till the person reaches the check-in counters;
- Pay special attention to the elderly and those needing assistance at the booking offices of airlines;
- Give preference in reservation and earmarking of seats in the airlines;
- Give widows special consideration in the matter of settlement of benefits accruing /compassionate appointments on the demise of the spouse; and
- Fix responsibility for any delay caused in the settlement of pension, provident fund, gratuity and other retirement benefits.

## 2.10 PROTECTION OF ENVIRONMENT

Keeping in view the guidelines of the Ministry of Environment and Forests,

all the Organizations under this Ministry have been given instructions to make all possible efforts to protect the environment.

## 2.11 OFFICIAL LANGUAGE POLICY OF UNION

Ministry of Civil Aviation is committed to the effective implementation of the Official Language Policy of the Union, and due to these efforts, the use of Official Language in the Ministry, is increasing successively. The summary of the efforts and the achievements of the year 2021-22, is given below:-

### 2.11.1 Implementation of the Official Language Policy

The Senior Economic Advisor at Additional Secretary level is the Officer In charge of the Official Language Division of the Ministry. The ministry has Official Language Division of the sanctioned posts of, one Director, one Dy. Director, two Assistant Directors, Two Sr. Translation Officers, Two Jr. Translation Officers, two Assistant Section Officers, two Senior Secretariat Assistants, one Lower Division clerk and one Steno.

Official Language Division duly monitors the implementation of the Official Language Policy of the Union, in the Ministry and its Attached offices/ Autonomous Bodies/PSU's.

The Division is discharging its responsibility of translation of varied material received from various Sections of the Ministry, from English to Hindi such as General Orders, Rules, Standard

Forms, Notifications, Resolutions, Cabinet Notes (except the annexures relating to other Ministries/ Deptts.), D.O. letters to be issued by Hon'ble Minister and senior officers, Administrative and other Reports and Press Releases etc. referred to in section 3(3) of the Official Language Act, 1963, in addition to Parliamentary and Budgetary matters.

### **2.11.2 HINDI SALAHAKAR SAMITI**

Hindi Salahakar Samiti of this Ministry has been reconstituted on 25th January, 2021. Hon'ble Minister Of State for Civil Aviation, is its chairperson. It has 15 non official members. (4 nominated members (MPs), from M/o Parliamentary Affairs, two (MP's), from Parliamentary Committee on Official Language, 3 Hindi scholars from Department of Official Language, one representative from Kendriya Sachivalya Hindi Parishad, One representative from the Hindi Institute, involved in propagation of Hindi and 4 members are nominated by the Ministry). Besides, Heads of all attached offices of the Ministry, and JS and above Level officers of the Ministry are official members of the Samiti. The meeting of the Samiti was organized on 25th August, 2021.

### **2.11.3 Official Language Implementation Committee**

In the Ministry, Official Language Implementation Committee has been Constituted under the chairmanship of Secretary, Civil Aviation. All the Heads of the attached offices, of MOCA, and officers of the level of Deputy Secretary and above of the MOCA are its members. The meeting of the

committee is organized in every quarter. Implementation of the Official Language Policy of the Union is reviewed in the meeting with respect to the Ministry and its Attached Offices/Autonomous Bodies/PSU's and various measures are suggested to increase the progressive use of Hindi.

### **2.11.4 Quarterly Progress Report (QPR) and Annual Assessment Report**

A Quarterly Progress Report is compiled after collecting the data from various sections to assess the work done by the personnel in Hindi in their official work and sent to the Department of Official Language on regular basis. Likewise, an Annual Assessment Report relating to the progressive use of Hindi is also sent to the Department of Official Language. Besides this, Quarterly progress Reports from all the Attached offices/Autonomous Bodies/PSU's of the ministry are received and reviewed.

### **2.11.5 Cash Awards and Incentive Schemes**

An incentive scheme of the Department of Official Language, Government of India to do official work, originally in Hindi is in vogue in the Ministry. Besides this, a special incentive scheme is also being implemented in the Ministry. Cash Awards are given for noting and drafting in Hindi, under both the above schemes.

### **2.11.6 Azadi ka Amrit Mahotsav and Organization of Hindi Day (14 September) and Hindi Fortnight.**

Like every year, Hindi fortnight was organized in the ministry from 14 September -30 September, 2021 and 04 competitions were organized in which

personnel, participated wholeheartedly. This being the 75th year of India's independence, the competitions organized during the fortnight, had a flavor of Azadi ka Amrit Mahotsav. Successful participants were given the awards by Secretary Civil Aviation in the prize distribution ceremony, organized on 23 December, 2021,

Besides this, Rajbhasha Gaurav Puraskar for excellent performance in Hindi throughout the year and Shields for publication of Grih Patrika, were given to Attached offices of the Ministry, by Secretary, Civil Aviation.

On the occasion of Azadi ka Amrit Mahotsav, the official Language Division



Secretary, Civil Aviation Sh. Rajiv Bansal, along with Senior Economic Advisor, Sr. Officers of the ministry, Heads of the Attached offices and prize winning participants.

of the Ministry is paying homage to the anonymous freedom fighters and Hindi litterateurs on the twitter account of the MOCA.

### 2.11.7 Hindi Workshops

Four Hindi Workshops were organized during the year to remove the hesitation of the personnel in doing their official work in Hindi.

### 2.11.8 Official Language Inspection

During the year, the inspection team of Official Language Division of the Ministry, inspected various sections of

the Ministry and its attached Offices/ Autonomous Bodies/PSU's.

### 2.11.9 Inspection by Parliamentary Committee on Official Language

The 2<sup>nd</sup> Sub Committee of Parliamentary Committee on Official Language inspected various offices of AAI at Bhubaneshwar, Bengaluru, Leh, Sri Nagar, Jammu, Goa, Diu, Tirupati, Gangtok, Bagdogra, Guwahati, Kolkata, Nagpur, Pune and of Air India Office at Leh and Hyderabad and of Pawan Hans offices at Mumbai and of DGCA office at Mumbai.

### 2.11.10 Other activities

During the year, in every quarter, Essay competitions were organized on great Hindi litterateurs.

### 2.11.11 Rajbhasha Kirti Puraskar

Ministry of Civil Aviation was conferred with Rajbhasha Kirti Puraskar (First prize) by the Department of Official

Language, Ministry of Home Affairs for excellent implementation of the Official Language Policy in the Ministry. This award was presented to Sh. Pradeep Singh Kharola, the then Secretary, Civil Aviation, by Hon'ble Home Minister Shri Amit Shah, on the August occasion of Hindi Diwas on 14 September, 2021 at Vigyan Bhawan.



Sh. Pradeep Singh Kharola, the then Secretary, Civil Aviation, receiving Rajbhasha Kirti Puraskar from Hon'ble Home Minister Shri Amit Shah, on the August occasion of Hindi Diwas.



The then Secretary, Civil Aviation, Sh. Pradeep Singh Kharola, congratulating Joint Secretary and Officers of official Language Division on Award of Rajbhasha Kirti Puraskar.



Dehradun Airport



Jharsuguda Airport

### 3. DIRECTORATE GENERAL OF CIVIL AVIATION

#### 3.1 INTRODUCTION

The Directorate General of Civil Aviation is the principal regulatory body in the field of civil aviation which has been accorded with statutory status by Aircraft Amendment Act, 2020. The Directorate General of Civil Aviation co-ordinates with International Civil Aviation Organization and is responsible for safety regulation of air transport services to/from /within India, formulation and enforcement of civil air regulations, air safety and airworthiness standards in coherence to the Standard and Recommended Practices as formulated by ICAO from time to time.

#### 3.2 ORGANISATION

The Directorate General of Civil Aviation has its Headquarters in New Delhi. This Organisation is headed by the Director General of Civil Aviation, who is assisted by Joint Director(s) General and Deputy Director(s) General. The Director General has the various Directorates under him for assisting in dealing with different functions.

#### 3.3 FUNCTIONS

The main function of the Directorate General of Civil Aviation is to regulate all civil aviation matters. Some of the salient functions are as under;

- Regulation of air transport services to/from/ within India in accordance with the provisions of the Aircraft Rules, 1937, including bilateral and multilateral agreements with foreign countries and the policy pronouncements of the government;

- Registration of civil aircraft;
- Laying down airworthiness requirements for civil aircraft registered in India and grant of Certificate of Airworthiness to such aircraft;
- Licensing of pilots, aircraft maintenance engineers and monitoring of flight crew standards;
- Licensing of aerodromes and air carriers;
- Rendering advice to the Government on matters pertaining to civil aviation;
- Processing amendments to Aircraft Act, 1934 and the Aircraft Rules 1937, and other Acts and rules thereunder relating to aviation, for their implementation in India, the provisions of the Chicago Convention and Annexes thereto, and other International Conventions relating to aviation;
- Co-ordination of the work relating to International Civil Aviation Organisation and replies to State Letters after consulting stakeholders, wherever necessary including consultation with other agencies;
- Investigation of air accidents and incidents and rendering technical assistance to the Courts/ Committees of Inquiry;
- Regulation and Supervision of training activities of Flying/ Gliding Clubs;
- Type certification of aircraft.

#### 3.4 INTERNATIONAL RELATIONS

##### 3.4.1 Air Services Agreements

As international scheduled passenger air transport services are under suspension



since 23 March 2020, Government of India has entered into temporary bilateral air travel arrangements, commonly known as 'Transport Bubble' agreements, with other countries to ease out movement of passenger traffic in the prevailing Covid-19 situation around the world. Transport Bubble' agreements have been signed with 35 countries namely Afghanistan, Australia, Bahrain, Bangladesh, Bhutan, Canada, Ethiopian, Finland, France, Germany, Iraq, Japan, Kazakhstan, Kenya, Kuwait, Maldives, Mauritius, Nepal, Netherlands, Nigeria, Oman, Qatar, Russia, Rwanda, Saudi Arabia, Seychelles, Singapore, Sri Lanka, Switzerland, Tanzania, Ukraine, UAE, UK, USA and Uzbekistan to uplift passengers both ways to/from India. More similar arrangements are likely to fructify to ease passenger movement from different countries."

### 3.4.2 LEGISLATION

To keep the statutory provisions abreast with the international standards and the latest developments in the sphere of civil aviation, Aircraft (Amendment) Act 2020 has been enacted and in light of amendments to the Aircraft (Amendment) Act, 2020, provisions relating to imposition of financial penalties and compounding of offences have been inserted in the Aircraft Rules, 1937. New rules namely the Drone Rules, 2021 have been promulgated to regulate the drone sector.

## 3.5 AIR TRANSPORT

### 3.5.1 Scheduled Operators

As on 31<sup>st</sup> December 2021, in addition to Air India Ltd., Alliance Air and Air India

Charters Ltd., there were eleven (11) private scheduled/scheduled commuter operators viz. SpiceJet Ltd., Go Airlines (India) Pvt. Ltd., InterGlobe Aviation Ltd. (Indigo), Air Asia Pvt. Ltd., Tata SIA Airlines Ltd. (Vistara), Turbo Megha Airways Pvt Ltd (True Jet), Ghodawat Enterprises Pvt. Ltd. (Star Air), Heritage Aviation Pvt. Ltd., Aviation Connectivity and Infrastructure Developers Pvt. Ltd. (AIR TAXI), Big Charter Pvt. Ltd. (Fly Big), Pawan Hans Ltd. operating on the domestic sector providing a wide choice of flights and connectivity to various parts of India. In addition there is one cargo airlines viz. Blue Dart Aviation Ltd. operating scheduled cargo services in the country. Further, SpiceJet Ltd. was also operating Cargo Operations with five(5) B737 Freighter aircraft.

### 3.5.2 Passengers Carried by Scheduled Operators (As per available data as on 05.01.2022)

#### Domestic Routes:

During the year 2021 (January-November), Scheduled domestic airlines operated a total number of 6.44 lakh scheduled flights carrying a total of 71.6 million scheduled passengers as against 4.78 lakh scheduled flights carrying total of 55.6 million scheduled passengers during the previous year 2020 (January-November). The number of domestic passengers carried by scheduled domestic Indian Carriers has witnessed a growth of 28.9 percent in the year 2021 as compared to the previous year 2020 (up to 30th November).

**International Routes:**

During the period from January to September, 2021 a total of 9.8 million passengers were carried on international routes by Scheduled Indian/foreign carriers as against 14.9 million in the corresponding period in 2020, thereby witnessing a growth of -34.2 %. Out of the 9.8 million passengers, 5.1 million passengers were carried by Scheduled Indian carriers while 4.7 million passengers were carried by scheduled foreign carriers during the period January to September, 2021.

**3.5.3 Non-Scheduled Operator’s Permit**

During the period from January 2021 to December 2021, three new NSOP was granted and as on 31<sup>st</sup> December

2021, a total number of 94 companies are holding Non-Scheduled Operator’s Permit, as against 102 companies as on 31.12.2020

**3.5.4 Tourist Charters**

Inclusive Tour Package(ITP) Charter flights to and from India could not operate during the period from January to November, 2021 in view of visa/travel restrictions due to COVID-19 pandemic. ITP charter flights to Goa have resumed and a total 11 flights operated during December 2021 bringing 2108 tourists into India.

**3.6 AIRWORTHINESS**

**3.6.1 Directorate of Airworthiness at HQ has undertaken the various activities as listed out in the table below:**

S.N	Activity	Number
1.	<b>Registration of Aircraft</b> Total No. of aircraft registered in year 2021	115
2.	<b>AME License issued / converted</b> Total no. of AME License issued in year 2021 Total no. of AME License endorsed in year 2021 AME License converted in accordance with CAR 66 in year 2021	487 657 09
3.	<b>Organisation Approval(Year 2021)</b>	
	a) Maintenance Organization i. Domestic ii. Foreign b) Type Training Organization i. Domestic ii. Foreign c) Aircraft Maintenance Institutes ( Basic) -147 d) Maintenance Organizations under CAR-M Sub-Part-F e) Continuing Airworthiness Management Organizations (Sub-part-G) f) Fuel lubricants and Special Petroleum products Organisation g) Total no of CAR-21 Production Organization	13 22 03 06 02 Nil 08 01 Nil
4.	Public Grievances redressed in year 2021	97

### 3.7. TRAINING AND LICENSING OF AIRCREW

The functions of the Directorate of Training and Licensing involves initial issue/ conversion of CPL/ATPL/CHPL/ PPL/FATA.

Licenses and work related to renewal/ endorsement of Flight Crew Licenses. The requisite information for the period from 01 Jan 2021 to 31st Dec 2021 is as mentioned in tabular column below:-

S. No.	Name of License	Total No. of Licenses Issued
1.	Commercial Pilot License (Aeroplane/Helicopter)	863
2.	Air Transport Pilot License (Aeroplane/Helicopter)	485
3.	Private Pilot License (Aeroplane/Helicopter)	11
4.	Instrument Rating (Aeroplane/Helicopter)	889
5.	Flight Radio Telephony Operator [FRTOL & FRTOL(R)]	1827
6.	Flight Aircrew Temporary Authorization (FATA) [Initial + Extension]	21+167
7.	Flight Instructor Rating (FIR)	16
8.	Asstt. Flight Instructor Rating (AFIR)	56

Total number of Endorsements/Renewals for the period from 01 Jan 2021 to 31<sup>st</sup> Dec 2021:

1.	Extension of Aircraft Rating (Endorsements)	1434
2.	Renewal of Licenses and Ratings	10855

### 3.8. FLIGHT STANDARDS

Following are major reforms undertaken /achieved during the year 2021 by Flight Standards Directorate:

- To deal with the situation arises on account of COVID 19 pandemic, Extension for the recurrent trainings and checks lapsed or lapsing in respect of Pilots, Cabin crew, Flight Dispatcher, Instructors (Simulator/ Ground), Load & Trim personnel and FSTD in certain areas was granted, subject to, Operators achieving a level of compliance.
- Distance Learning offers an increase in the training delivery options for both Operators and ATOs. Therefore distance learning training programme was continued due to Covid situations so as to provide guidance for online training including evaluation of flight crew, flight dispatcher, ground instructor, line training captains, aircraft instructors and cabin crew.
- Carried out Surveillance inspections i.r.o. Cockpit, Ramp, DE monitoring for insuring continued compliance of safety.
- Publication of Civil Aviation Requirements under Section-7, Series-B, Part-XX.
- Publication of Civil Aviation Requirements under Section-7, Series-J, Part- IV.

- Revision to Civil Aviation Requirements under Section-7, Series-I, Part-I to include synthetic flight examiners.
- Issued Operational Circular 01 of 2021 on new global reporting format for runway surface conditions & issuance of snowtam the new global reporting format for runway surface conditions & issuance of snowtam.
- Issued Operational Circular 02 of 2021 for common aircraft type rating and differential training.

### 3.9 AERODROME STANDARDS

The Directorate of Aerodrome Standards deals with inspection and licensing/ authorization of aerodrome/heliport and monitoring of the aircraft operations at aerodromes vis-à-vis the facilities provided at the aerodrome and heliports approved/licensed by this Directorate. During the year 2021, the activities undertaken by the Directorate are as following:

#### Initial Issue of License (Public use):-

- Adani Ahmedabad International airport
- Keshod airport
- Birsi Airport, Gondia
- Adani Lucknow International airport
- Sindhudurg Airport
- Adani Mangaluru International airport
- Kushinagar airport
- Kurnool airport,

**Renewal :-** Durgapur airport, Jaipur Airport, Lengpui Airport, Ranchi airport, Coimbatore airport, Rajkot airport,

Imphal airport, Tirupati airport, Kadapa airport, HAL Ozar Nasik, Naini-Saini Pithoragarh, Calicut airport, MIHAN Nagpur, Tuticorin airport, Barapani airport, Rourkela airport, lengpui airport, Salem airport, Jamshedpur airport, Lilabari airport, Agartala airport, Hubballi airport, Keshod airport, Rohini airport, Shirdi airport, Dibrugarh airport, Kishangarh airport, Lengpui airport, Kalaburagi airport, Kandla airport, Bhavnagar airport, Dehardun airport, Belagavi airport, Rajahmundry airport, Varanasi airport, Pantnagar airport, Surat airport, Jalgaon airport, Kangra airport, Vijayawada airport, Puducherry airport, SVPIA airport, Gaya airport, Kolhapur airport, Porbandar airport, Shimla airport, Kullu- Manali airport, Shirdi airport, Amritsar airport, Agatti airport, Naini-Saini airport, Baldota Koppal airport, Ludhiana airport, Dibrugarh airport, Cochin International airport

**Renewal/Extension/Operational authorization Private use :-** Beas Aerodrome, Ravva heliport, JSPL Raigarh airport, Birlagram airport, Kalyan Helipad Thrissur, Suvali Heliport

**Surveillance Inspection:-** Calicut airport, Jabalpur airport, Jharsuguda airport, bangalore airport, tiruchirappalli airport, Bhopal airport, Bilaspur airport, Hubli airport, Lilabari airport, Raipur airport, Vadadora airport, indore airport, Salem airport, Kalaburagi airport, Jindal Vijayanagar airport, Kandla airport, Rajahmundry airport, Varanasi airport, Amritsar airport, Belagavi airport, Bhavnagar airport, Kannur airport,

Puducherry airport, Rajkot airport, Surat airport, Rourkela airport, Kishangarh airport, Agartala airport, Jamshedpur airport, Lucknow airport, Bhubneshwar airport, Ozar Nasik airport, Gaya airport, Jalgaon airport, Kangra airport, Kolhapur airport, Mangalore airport, Pantnagar airport, Vijayawada airport, Naini-Saini Pithoragarh airport, Mundra airport, Pakyong airport, Porbandar airport, Durgapur airport, Agatti airport, Cochin airport, Juhu airport, Ludhiana airport, Madurai airport, Shimla airport, Tezu airport, Hisar airport, Jaipur airport, IGI airport, Kullu Bhuntar airport, cooch behar airport, Dibrugarh airport, MIHAN Nagpur airport, RGI Shamshabad airport, Trivandrum airport, Tuticorin airport, Udaipur airport, Dehradun airport, Ahmedabad airport, Aurangabad Airport, Chennai airport, Dimapur airport, Lengpui airport, Patna airport,

**Guideline for planning of limited possible surveillance activities in view of COVID-19 from Aerodrome Standard Directorate**

**Approvals/Others:**

- Approval of replacement of existing localizer and glide path of ILS Rwy 30 with new system and relocation of LPDME at Raja Bhoj Airport, Bhopal, (Concept/Design & Execution Level).
- Approval for closure of Rwy 05/23 for special repairs of Rwy & Taxiways along with shoulders and at SVPI airport Ahmedabad.
- Approval of re-designation of Rwy 11/29 and taxiway association with GA apron at IGI airport.
- Approval of remarking of apron to facilitate parking of Q400 Bombardier at Bilaspur airport, (Concept/Design & Execution Level).
- Approval for construction of storm water drain on northern side of runway inside operational area at Dimapur airport, (Concept/Design & Execution Level).
- Approval of construction of Link Taxiway for connecting new apron to runway 09-27 request for NOTAM at CS Lucknow airport.
- Approval of closure of Rwy 14/32 for special repairs/pre-monsoon preventive maintenance works at CSMI airport, Mumbai.
- Approval of pending work for improvement and upgradation of RESA of Rwy 27 at CSMI airport, Mumbai.
- Approval of Twy D-G junction works, Apron 1 closure and re commissioning of temporary stand 20 at IGI airport.
- Approval of re-designation of taxiway in phased (4 & 5) manner at IGI airport, New Delhi Execution and Commissioning level).
- Approval of provision of New Threshold lighting system for Rwy 20 and End Light for Rwy 02 with interleaving Circuit for SALS for Rwy 20 along with other associated works at LGBI airport, Guwahati (Concept/Design & Execution Level).
- Approval of grading and levelling of runway strip on both sides of runway at Tuticorin airport (Commissioning level).
- Approval of installation of simple

approach lighting system on Rwy 09 at Trichy airport. (Concept/Design & Execution Level).

- Approval of re-commissioning of portions of Runway 09R-27L between Twy A1 to A3 and between A8 to A10 along with Twy A1, A2, A3, A8, A9 & A 10 for Aircraft taxing purpose at GHAL Shamshabad airport.
- Approval of commissioning of the extended portion of taxilane J1 connecting to taxiway C at GHAL Shamshabad airport.
- Approval of widening of perimeter road at corners for movement of CFT at Rajkot Airport, (Concept/Design & Execution Level).
- Approval of shifting of PAPI lights for Runway 05 at Kishangarh airport.
- Approval of Safety assessment report of IAH-Hisar airport.
- Approval of provision of interleaving circuits for PAPIs and separate circuit for Runway Guard Lights at Mangaluru International airport (Concept/Design & Execution Level).
- Approval of extension of apron and construction of parallel taxi track (Phase-II) at Surat airport, (Concept/Design & Execution Level).
- Approval of remaining part of taxiway R connecting to runway 12-30 & N Taxiway (balance portion) connecting runway 07-25 (Commissioning level ) at Chennai airport.
- Approval of resurfacing of runway at Agatti airport (Concept/Design &

Execution Level).

- Approval of commissioning of reconstructed portion of Twy N at the junction of Twy @7 at CSMI airport, Mumbai.
- Approval provision of Runway Guard Lights on Twy A, BE & F at Maharana Pratap Airport Udaipur airport. (Concept/Design & Execution Level).
- Approval of installation of DCWIS (MET Equipment) at Jalgaon airport (Concept/Design & Execution Level).
- Approval of commissioning of (i) reconstructed fire pit and (ii) emergency access road at Dehradun airport.
- Approval of construction of RESA for Runway 27 at Varanasi airport (Concept/Design & Execution Level).
- Approval of portion of taxiway R west side and link taxi connecting runway 07 F2A at Chennai airport (commissioning level).
- Approval of relocation of Security watch tower no. 3 4 6 & 9 in operational area and construction of operational boundary wall near cargo building and approach path all around fire pit at LBSI Varanasi airport.
- Approval for commissioning of reconstructed portion of TWY 'N' at the junction of TWY 'W7' at CSMI airport, Mumbai.
- Approval for provision of runway guard lights on TWY's A, B, E & F at Maharana Pratap Airport, Udaipur (Concept/Design & Execution Level).

- Approval for installation of DCWIS (MET Equipment) at Jalgaon airport (Concept/Design & Execution Level).
- Approval of commissioning of (i) reconstructed fire pit and (ii) Emergency access road at Dehradun airport.
- Approval of construction of RESA for runway 27 at Varanasi airport (Concept/Design & Execution Level).
- Approval for portion of taxiway R (West side) & link taxi connecting runway 07 F2A (designated as Taxiway S) at Chennai airport (Commissioning level).
- Approval for construction of shoulders for existing taxiway 'A' & 'L' at Mysuru airport (Concept/Design & Execution Level).
- Approval for Relocation of security watch tower no 3,4,6 & 9 in operational area and construction of operational boundry wall near cargo building and approach path all around fire pit at LBSI Varanasi airport (Concept/Design & Execution Level).
- Approval for recarpeting of runway 04 displaced threshold portion (212 mtrs.) at Vadodara airport (Concept/Design & Execution Level).
- Approval for provision of WDI at both end of runway (provision of additional wind direction indicator for both ends of runway at Hubballi airport (Commissioning level).
- Approval for operations of code-E, B777-300ER aircraft at Lucknow airport.
- Approval for induction of temporary code E parking stands with super imposed marking pattern on existing apron at Vijayawada airport.
- Approval for resurfacing of runway at Agatti airport (Concept/Design & Execution Level).
- Approval for temporary displacement of threshold by 455m for Rwy 14 at DBAI airport, Nagpur (Execution level).
- Approval for relocation of LLZ & glide path: electrical works at LGBI airport, Guwahati. (Concept/Design & Execution Level).
- Approval for expansion of existing isolation bay for parking of A330-200 type of aircraft at CCSI airport, Lucknow.
- Approval for installation of CWIS instrument and Transmissometer for Rwy 05 and 23 at Kandla airport (Concept/Design & Execution Level).
- Approval for installation of CWIS (MET Park) for RWY 27 at Porbandar airport (Concept/Design & Execution Level).
- Approval for installation of CWIS (MET Park) for RWY 22 at Surat airport (Concept/Design & Execution Level).
- Approval for the construction of shoulders for existing taxiway 'A' and Grading of shoulder area & provision of taxiway edge lights on Taxiway 'L' at Mysore airport (Concept/Design & Execution Level).
- Approval for construction & development of aircraft Hanger and apron on DBOM basis at Surat airport (Concept/Design & Execution Level).
- Approval for recarpeting of perimeter

and service roads in operational area at Bhavnagar airport (Concept/Design & Execution Level).

- Approval for construction of localizer platform over pile foundation at M/s Belagavi airport (Concept/Design & Execution Level).
- Approval for extension of apron at Salem airport (Concept/Design & Execution Level).
- Approval for modification of existing threshold cum end light inset fitting at runway 06 beginning in Mangaluru airport (Concept/Design & Execution Level).
- Approval for laying of counterpoise at GP site at Rajkot airport (Concept/Design & Execution Level).
- Approval for laying of ATF pipeline from IOCL terminal to IOCL AFS at CCSI airport, Lucknow (Concept/Design & Execution Level).
- Approval for automated weather observation system (AWOS) digital current weather indication system (MET Park) at Vadodara airport (Concept/Design & Execution Level).
- Approval for the provision of CAT-I approach lighting for runway 26 at Vijayawada airport (Concept/Design & Execution Level).
- Approval for repairs to runway, turn pad, taxiway, fire pit approach road up to perimeter road at Belagavi airport (Concept/Design & Execution Level).
- Approval for provision of interleaving circuits at PAPIs and separate circuit for RWY guard lights at Mangaluru airport (Concept/Design & Execution Level).
- Approval for construction of RCC duct route (phase-1) for segregation of Aeronautical Ground Light (AGL) for RWY 14/32 at CSMI airport, Mumbai.
- Approval for closure of runway & taxiways to carry out major rehabilitation of runway 05/23 from 10<sup>th</sup> Nov 2021 to 31<sup>st</sup> May 2022 at SVPIA airport, Ahmedabad (Concept/Design & Execution Level).
- Approval for emergency access road at the end of runway 22 at Agatti airport (Commissioning level).
- Approval for PBB, AVDGS and fixed rotunda on Bay no 7 at Raja Bhoj Airport (Commissioning level).
- Approval for installation of DCWIS (MET Park) at Kolhapur airport (Concept/Design & Execution Level).
- Approval for Trans-installation of Localizer/Glide path at Trichy airport (Concept/Design & Execution Level).
- Approval for temporary hanger construction for repair of Indigo Aircraft registration VT-IYX at Hubballi airport (Concept/Design & Execution Level).
- Approval for reconstruction of portion of taxilane L and portion of TWYs L1, L, L3 and L4 at CSMI airport, Mumbai.
- Approval for runway extension project at Jindal vijayanagar aerodrome (Concept/Design & Execution Level).
- Approval for provisioning of perimeter lighting at Belagavi airport (Concept/Design & Execution Level).



- Approval for upgradation of Rourkela airport (Concept/Design & Execution Level).
- Approval for Stabilization of runway strip at Surat airport (Concept/Design & Execution Level).
- Approval for commissioning of recarpeted terminal apron at DBAI airport, Nagpur.
- Approval for recarpeting of runway 09-27 including provision of CAT-IIIB (Phase II) lighting system at CCS Lucknow airport (Commissioning level).
- Approval for construction of new ATC Tower cum fire station and fire approach road at barapani shillong airport (Concept/Design & Execution Level).
- Approval of AVDGS on non PBB Bays at Varanasi airport (Commissioning level).
- Approval for installation of CWIS instrument and Transmissometer (MET Park) for RWY 25 at Bhavnagar airport (Concept/Design & Execution Level).
- Approval for provision of inset type fittings for runway/edge light at the intersection of runway and taxiway at Bhavnagar airport (Concept/Design & Execution Level).
- Approval for 87, 88 & 89 of code C aircraft parking stands at kempegowda International Airport Bengaluru, Bangalore (Commissioning level).
- Approval for runway guard lights at Maharana pratap airport, Udaipur (Commissioning level).
- Approval for laying of 20 km 48 crore armored OFC and 10 km JFC cable around airport and laying of FTTH OFC cable from old airport to Nodal centre (IAF) for enhancing communication capabilities of air force installation at Vadodara airport (Concept/Design & Execution Level).
- Approval for shifting of PAPI and provision of SAPL for RWY 06 at Swami Vivekananda Airport, Raipur (Concept/Design & Execution Level).
- Approval for installation of current weather instrument system (CWIS) at B.M. Airport, Ranchi. (Concept/Design & Execution Level).
- Approval for commissioning of temporary displacement of threshold by 455m for RWY 14 at DBAI airport, Nagpur.
- Approval for construction of fillets for taxiways, bituminous carpeting of taxiways and associated electrical works at Calicut airport. (Commissioning level)
- Approval for rectification of runway pavement under emergency repair and restoration in phased manner on portion of secondary runway (09/27R) between taxiway B3 to B6 at GHIAL Shamshabad Airport.
- Approval for construction of hanger and its associated apron for establishment of flying Training Organization by M/s Skynex Aero. Pvt. Ltd. At jalgaon airport (Concept/Design & Execution Level).
- Approval for new fire pit at Trivandrum airport (Commissioning level).
- Approval for installation of DWIS mast (wind sensor) for runway 10 at Calicut airport (Commissioning level).

- Approval for design, supply, installation, testing and commissioning of 2 MWp ground mounted on grid solar photo voltaic power plant at MBB airport Agartala (Concept/Design & Execution Level).
- Approval for shifting of runway edge light under the work provision of GLF for miscellaneous DGCA including SAPL, PAPI and other work at Dibrugarh airport (Concept/Design & Execution Level).
- Approval of resuming CAT-II/III operations and commissioning of CAT-III operations on TWY B, D, E and stand 01 to 10.
- Approval for recarpetting of runway, widening of turn pad Rwy 27 and widening of fillet/shoulders of TWY A, B, & D at LBSI Varanasi airport (Commissioning level).
- Approval for construction of turn pad in the beginning of RWY 27 at Madurai airport (Commissioning level).
- Approval for Re-commissioning of Taxiway Bravo 5 (Between Secondary runway 09L-27R & TWY E) Post pavement resurfacing work at RGI airport Shamshabad.
- Approval for construction of turn pad and fillets for link taxi track for B777-300ER type of aircraft at LBSI airport at Varanasi airport (Concept/Design & Execution Level).
- Approval for construction of hanger and its associated apron for establishment of flying training organization at Kalaburagi airport (Concept/Design & Execution Level).
- Approval for construction of new taxiway and apron at SAIL- Rourkela airport (Concept/Design & Execution Level).
- Approval for construction and development of aircraft Hanger and apron for FTO at Lilabari airport (Concept/Design & Execution Level).
- Approval for DGCA for construction of Noida international airport at Jewar, Uttar Pradesh.
- Approval for old apron with re-aligned aircraft parking positions 1,2,3,4 Taxi holding positions and renaming of taxiways at Hubballi airport (Commissioning level).
- Approval for provision of (02) temporary stands on concrete paved area and used by training flight of FTO, M/s Skynex Aero Pvt. Ltd. At Jalgaon airport.
- Approval for construction of Hanger, Apron and Link taxi track for FTO at Khajuraho airport (Concept/Design & Execution Level).
- Approval for installation of Aviation weather observation systems (AWOS) at Frangible Lattice Mast for Rwy 09 at Cochin international airport (Concept/Design & Execution Level).
- Approval for modification of storm water drain at Chennai airport (Concept/Design & Execution Level).
- Approval for installation of DCWIS (Met Installation) at Mysuru airport (Concept/Design & Execution Level).
- Approval for commissioning of expansion of Apron for 02 numbers of code 4C type of aircrafts at LBSI airport, Varanasi.

- Approval for construction of hanger, link taxiway and its associated apron for establishment of flying training organization at Belagavi airport (Concept/Design & Execution Level).
- Approval for construction of emergency access roads from both the crash gates to runway 22 and 04 side at shillong airport (Concept/Design & Execution Level).
- Approval for extension of runway, RESA, Taxiway, Apron, Isolation Bay including associated electrical works at Tuticorin airport (Concept/Design & Execution Level).
- Approval for modification of storm water drain at Chennai airport (Concept/Design & Execution Level).
- Approval for resurfaced & strengthened existing runway, taxiway and apron at Kolhapur airport (Commissioning level).
- Approval for (i) Grading work on critical area of localizer (LLZ), (ii) Construction of frangible GP & LLZ hut and (ii) Construction of RESA RWY 08 side at Maharana Pratap Airport, Udaipur (Concept/Design & Execution Level).
- Approval for re-commissioning of RWY 09/27 along with commissioning & re-designation of associated taxiways at IGI airport, New Delhi.
- Approval for providing simple Approach lighting system on runway 09 at Trichy airport (Commissioning level).
- Approval for construction of ATC Tower cum technical Block cum fire at Kolhapur airport (Concept/Design & Execution Level).
- Approval for extension of turning pads and fillets for link taxiway for B777-300ER type of aircraft at Aurangabad airport (Concept/Design & Execution Level).
- Approval for construction of link taxi track for FTOs on Northern side of runway 09 at Jalgaon airport (Concept/Design & Execution Level).
- Approval of construction of taxiway connecting new apron to the runway at IAH-Hisar airport (Concept/Design & Execution Level).
- Approval for construction of new apron and taxiway at Agartala airport (Commissioning level).

### 3.10 AIR SAFETY

The Directorate of Air Safety has been entrusted with the responsibility of ensuring Safety by conducting Surveillances/Regulatory Safety Audits & incident Investigations Carried Out and the activities undertaken by the Directorate are as following:

#### 3.10.1 Investigations Carried Out (Till Nov. 2021)

- DGCA has instituted inquires under Rule 13(1) of Aircraft Rules 2017 in case of 16 incidents.
- Regional Air Safety Office associated and guided the investigation of incidents by the Permanent Investigation Board of Airlines for Investigation of incident occurring to aircrafts operated by them.
- 25 Airprox incidents have been investigated.

- 1495 Wildlife Strike have been reported which have been entered in the database.
- Safety recommendations emanating from investigations of various aircraft accident and incidents have been followed up for implementation with the concerned agencies so as to prevent recurrence of similar accidents/incidents.

### 3.10.2 Surveillances/Regulatory Safety Audits Conducted

- DGCA makes Annual Surveillance Program which is available on DGCA website. For the year 2020, 22 Audits (Regulatory Audits/Safety Audits) and 455 Surveillance Inspections of Schedule Airlines & Various Non-Schedule & Private Operators were carried out. These inspections have pointed out various discrepancies which have been taken up with the operators for taking remedial measures.
- In addition to above, 20 special audits were also carried out.

### 3.10.3 Civil Aviation Requirements/ Circulars Issued:

- CAR Section 5, Series F Part V Issue I “Procedure for examination of the aviation personnel for consumption of Psychoactive Substances” issued on 27.09.2021.
- CAR Section 5, Series F Part III Issue III Revision 2 “Procedure for Medical examination of aircraft personnel for alcohol consumption” issued on 15.12.2021.
- AIC 16/2021 on “Voluntary Safety Reporting System” issued on 23.09.2021.

- Air Safety Circular 02/2021 on “Usage of Follow Me Jeep by flight crew during taxi on ground in low visibility condition” issued on 01.06.2021.
- Safety Bulletin No. 01/2021 on “Precautions while landing on defense airfield and during night” issued on 15.06.2021.

### 3.10.4 Highlights of State Safety Programme

- ICAO Standards and Recommended Practices (SARPs) contained in ICAO Annex 19 to the Convention requires States to establish and maintain a State Safety Programme (SSP) commensurate with the size and complexity of the State’s civil aviation system.
- In compliance with the State Safety Programme/Safety Management System related Standards and Recommended Practices (SARPs), DGCA initiated the process for adopting a risk based management of safety in the year 2010. The first edition of State Safety Programme (SSP) India was issued in the year 2010 with approval of Secretary, MoCA.
- To capture the changes in Civil Aviation System in India, primary aviation legislation, specific operating regulations, SARPs contained in ICAO Annex 19 Second Edition and Global Aviation Safety Plan (GASP), the State Safety Programme, Edition 2 has been developed.
- ICAO standards require that States to establish relevant authorities or agencies, as appropriate, supported by sufficient

and qualified personnel and provided with adequate financial resources for the management of safety. In India; MoCA, DGCA, AAIB, IMD, AAI have stated safety functions and objectives to fulfil their safety management responsibility.

- The State is required to establish a suitable coordination group with representation from the aviation authorities with responsibilities related to the implementation and maintenance of the SSP. This also includes Accident Investigation Authorities and military aviation authorities. In SSP, this coordination group is referred as SSP Steering Committee headed by Secretary, MoCA. DGCA is responsible for most of the SSP responsibilities, accordingly it is responsible for coordinating the activities and implementation of the SSP.
- The State Safety Programme, Edition 2 has been developed taking into consideration ICAO Annex 19 Ed. II, ICAO Doc 9859 Ed. IV, ICAO Global Aviation Safety Plan (GASP) 2020-22 and latest amendments to the Aircraft Act, 1934, the Aircraft Rules, 1937, the Aircraft (Investigation of Accidents and Incidents) Rules, 2017.
- SSP document identifies Acceptable Level of Safety Performance (ALoSP) in India. It mandates establishment of National Aviation Safety Plan containing safety priorities, safety performance indicators, targets and measurement of safety performance.
- The ALoSP represents state's expressed target of aviation safety performance that its aviation system should deliver and demonstrates. It takes into account the existing level of safety risk and the public expectations in setting realistic and measurable goals for safety risk management.
- The ALoSP established by DGCA has facilitated a top down Safety Performance Indicators (SPIs) and Safety Performance Targets (SPTs) setting for all applicable aviation service providers in India. This is a reference by which the service providers and DGCA assesses the ongoing safety performance, and initiate corrective actions as required.
- The purpose of SSP document is to communicate the SSP for Civil Aviation in India to all stakeholders. It focuses on roles and responsibilities of all stakeholders, as well as actions taken by the Directorate General of Civil Aviation (DGCA), as the responsible organization for Safety in Civil Aviation.
- National Aviation Safety Plan contains National safety goals, targets, operation safety risks expressed in terms of key safety priorities & Safety Performance Indicators (SPIs), other safety issues and safety action plans. The key safety priorities cover all the aviation sectors. The plan is regularly reviewed to ensure that current safety risks are captured.
- The performance of each of the State Safety Priorities is analysed and captured in Annual Safety Review and it is published as a part of safety promotion.
- National Aviation Safety Team: To take appropriate implementation action on Safety Enhancement Initiatives (SEIs)

developed by RASG-APAC/APRAST/SARAST and resolve national safety issues, National Aviation Safety Team (NAST) has been constituted in line with the COSCAP-SA Steering Committee decision. The NAST comprises of officials from DGCA and aviation industry.

- For effective resolution of safety issues, enforcement policy and procedures are documented in Enforcement Procedure Manual. DGCA's enforcement policy determines the way it uses its powers vested by relevant Rules to regulate the aviation industry.
- Safety oversight function is a fundamental

component of safety assurance in aviation in India. DGCA oversight covers all the required areas of civil aviation activities and caters to the extent and complexity of aviation activities in India. The safety oversight ensures that accepted safety practices and procedures that promotes safety in operation are maintained. The oversight activities include regular planned and unplanned audits and inspections, Surveillance of Foreign Aircraft (SOFA), Night Surveillance, Ramp Checks, Surveillance of foreign approved maintenance organizations; data collection, data exchange, data analysis and information management.

### 3.11 AIRCRAFT ENGINEERING DIRECTORATE

#### A. Aero Engineering Division:

##### I) Design Organizations Approval (DOA):

Design Organizations Approval (DOA) enables organizations to design and develop aeronautical products, Parts &

appliances in aviation sector. Following design organizations engaged in design & development and continued airworthiness of aircraft, parts & appliances have been approved in year 2021 under the provisions of CAR 21:

S. No.	Name of the Organization	Approval granted
1	M/s Taneja Aerospace Pvt. Ltd	DOA under CAR 21 Subpart JA for continued airworthiness support to P68 series aircraft <sup>3</sup>
2	M/s Aerospace Engineers Pvt. Ltd	DOA under CAR 21 Subpart JB for design development and manufacturing of aircraft hoses and seals

##### II) Type Certification of Aircraft

Type Certification is mainly consists of type design approval which will enable the organization to manufacture aircraft

in India. Following projects are currently under process for which applications are submitted by INDIAN design organizations:

S. No.	Aircraft	Organization	Progress
1	Hindustan 228-201 (19 Seat aircraft)	Transport Aircraft Research & Design Centre (TARDC), HAL Kanpur	i. Low Speed Taxi Trail completed ii. High Speed Taxi Trail completed iii. 1 <sup>st</sup> flight test of the aircraft has been carried out successfully.

2	Light Utility Helicopter (LUH)	Rotary Wing Research and Design Centre (RWRDC), HAL Bangalore	Initial phase i.e. finalization of Type Certification Basis has been completed.
3	SARAS MK-II (19 Seat aircraft)	CSIR-National Aerospace Laboratories, Bangalore	Initial phase i.e. finalization of Type Certification Basis has been completed.

**III) Aircraft Prototypes Manufactured:**

Prototype of Hindustan 228-201 aircraft designed and developed by M/s TARDC, HAL Kanpur has been manufactured for flight test/ ground test towards type certification.

**IV) Test Pilots Approved**

Approval to 12 nos. of Test Pilots have been granted for carrying out flight tests/ ground tests of Hindustan 228-201, ALH and Hansa 3 aircraft.

**V) Approval of Major modification on aircraft and Issuance of Airworthiness**

**Directive:**

29 Number of Major Modifications have been approved by DGCA on Advanced Light Helicopter (ALH-Dhruv), Hansa 3 and Dornier-228-201 upgraded (civil) aircraft. Also, one Airworthiness directive on ALH has been issued.

**VI) ITSOA:**

Under ITSO authorization any organization can manufacture component/ article which can be installed on civil aircraft. DGCA has issued Indian Technical Standard Order Authorization (ITSOA) to following organizations:

SI No.	Organization	Parts & Appliances
1	M/s Aerospace Engineers Pvt. Ltd, Salem	Two ITSOA for i. Aerospace Fuel, Engine Oil and Hydraulic Fluid Assemblies Hoses ii. Aircraft Seals
2	SLRDC, HAL Hyderabad	One ITSOA for Air data computer (ADC) with OAT Probe

**VII) Type Acceptance of Aeronautical Products/ Changes to their type design:**

a. Type design of aeronautical products i.e. aircraft, engines and propellers certified

by foreign Civil Aviation Authorities have been evaluated and followings have been granted type acceptance from design point of view for operation in India:

SI No	Aeronautical Product	No. of type acceptance
1	Aircraft	19
2	Engine	12
3	Propeller	02
4	Hot Air Balloons	20

b. Supplemental type certificate/ changes in type design certified by foreign Civil Aviation Authorities have been evaluated and for total 40 STCs type Acceptance have been granted from design view point for incorporation of modifications on the aircraft operational in India.

**VIII) e-Governance:**

Under the digital transformation of DGCA services to ease of the applicant, following AED services have been live on eGCA platform:

- Issuance of Supplemental Type Certificate (STC)
- Type acceptance of Type Certificate / Restricted Type Certificate / STC
- Type acceptance of Changes to Type Certificate /Restricted Type Certificate / STC
- Issuance of Airworthiness Directive
- Indian Technical Standard Order Authorization
- Acceptance of Design of Aircraft
- Design Organization Approval
- Approval of Modifications
- Routine Monitoring of CVR/FDR
- Approval of flight schedules
- Amendment to approved flight schedules
- Assessment of impact of financial stress on safety of operation.
- Air traffic data analysis

- On-time performance monitoring
- Approval of new international routes.

**B. Aviation Environmental Unit:**

- India’s Sate Action plan on reducing Carbon emission was prepared and published on ICAO website which includes measures undertaken by Indian airlines and airports that benefit both international and domestic aviation.
- International CO2 emissions data of all the scheduled airlines for the year 2019 was collected, verified and reported to ICAO within the specified time line in the year 2020.
- Ministry of Petroleum & Natural Gas has constituted a Bio-ATF committee to explore and take forward the production of SAF in the country, wherein DGCA provided was a member and provided its valuable inputs.1
- Represented India at various committees on ICAO groups on CAEP, CORSIA and LTAG, and provided inputs for the benefit of developing countries through virtual meetings and working papers.

**C. Aero Laboratory Division**

Following investigations have been carried out:



SI No	Activity	Number
1	Aircrafts failed parts were investigated in detail to determine the primary cause of failure and to avoid re-occurrences and accordingly reports were prepared.	09
2	CVR & FDR were monitored as per schedule	497
3	CVR & FDR related to accident & incident were investigated	02
4	Fuel Samples were examined	60
5	Fuel test carried out for VVIP Flight, Accident & Incident, Fuel Tank Commissioning and Quality control monitoring	More than 1000
6	Flammability tests & test reports were prepared	45

#### D. Air Transport Division

Following activities have been carried out:

SI No	Activity	Number
1	Domestic schedule Flight approved in Summer & Winter Schedule	7,22,368 Flights
2	Publishing of domestic Air Traffic Data	12
3	Handling of VIP references	75 (approx.)
4	Reply for Parliament Questions	70 (approx.)
5	Approval of amendment of flight schedules	More than 1200 Flights
6	RTI reply	600 (approx.)
7	Handling of Court Cases pertains to ATD-AED	30 (approx.)

### 3.12 AIR SPACE & AIR NAVIGATION SERVICES

The Directorate of Air Space & Air Navigation Services has been relentlessly engaged in pursuit to high degree of reliability of navigation facilities to ensure efficient and safe air operations which is being achieved through the mechanism of inspections audit and a robust reporting and notification system integrating the information from various Airport operators, Airports Authority of India, India Meteorological Department etc., to name a few. The activities undertaken for the period as on 16.12.2021 are detailed as following:

- Surveillance Inspection of ATM facilities

at Diu, Guwahati, Chennai, Begumpet, Shamshabad, Trivandrum, Pantnagar, Aurangabad, Pakyong, Bangalore, Jaipur and Vijayawada Airports.

- Surveillance Inspection of CNS facilities at Vijayawada, Udaipur, Varanasi, Imphal, Jammu, Prayagraj & ASOTC(CATC Prayagraj), Jabalpur, Kanpur, Lengpui, Raipur, Indore, Surat, Rajkot, Bhopal, Durgapur, Amritsar, Ahmedabad, Bangalore & GAGAN Bangalore, Lucknow, Jaipur, Delhi(Only CAT-3 inspection), Kolkata(Only CAT-3 inspection) and Chennai(Space based ADS-B only).
- Surveillance Inspection of MET facilities at Tuticorin, Raipur, Coimbatore,

- Tirupati, Trichy, Bhubaneshwar, Imphal, Vadodara, Bhopal, Lengpui, Ranchi, Dimapur, Chennai, Aurangabad and Mumbai.
- Surveillance Inspection of PANS-OPS services at Flight Procedure Design (FPD) section, AAI CHQ, Delhi.
- Surveillance Inspection of SAR facilities at RCC Kolkata and RCC Mumbai.
- Amendment in CAR Section 9 Series I Part- I - Aeronautical Information Services.
- **PANS-OPS:** List of Instrument Flight Procedures Approved during Year 2021
- Amendment in CAR Section 9 Series M Part- I - Meteorological Service For Air Navigation.
- Publication/ Issue of CAR Section 9 Series P Part- I - Design, validation and promulgation of Instrument flight procedure (IFP) in India.
- Amendment in CAR Section 9 Series X Part- I - Secondment of Inspectors for supplementing Safety Oversight functions in DGCA.

S. No.	Name of Procedure
01	Instrument Approach Chart-NDB RWY 26 Kota Airport
02	Instrument Approach Chart- RNP Y RWY 22 Vadodara Airport
03	Instrument Approach Chart- RNP Y RWY 04 Vadodara Airport
04	Instrument Approach Chart- ILS RWY 19 Khajuraho Airport
05	Instrument Approach Chart- RNP Y RWY 19 Khajuraho Airport
06	Instrument Approach Chart- RNP Y RWY 01 Khajuraho Airport
07	Instrument Approach Chart- RNP Y RWY 27R Kempegowda International Airport, Bengaluru
08	Instrument Approach Chart- RNP Y RWY 09L Kempegowda International Airport, Bengaluru
09	Instrument Approach Chart - RNP Y RWY 14 Thiruvananthapuram International Airport, Thiruvananthapuram (VOTV)
10	Instrument Approach Chart- ILS Z RWY 27 Varanasi Airport
11	Instrument Approach Chart- ILS Z RWY 26 Vijayawada Airport
12	Instrument Approach Chart- VOR RWY 26 Vijayawada
13	Instrument Approach Chart- VOR RWY 06 Jharsugura Airport
14	Instrument Approach Chart- ILS RWY 26 Hubli Airport
15	Instrument Approach Chart- RNP Y RWY 06 Mangalore Airport
16	Instrument Approach Chart- RNP Y RWY 24 Mangalore Airport
17	Instrument Approach Chart- VOR RWY 09 Shirdi Airport
18	Instrument Approach Chart- VOR RWY 27 Shirdi Airport
19	Instrument Approach Chart- RNP Y RWY 09 Shirdi Airport
20	Instrument Approach Chart- RNP Y RWY 27 Shirdi Airport
21	Instrument Approach Chart- RNP Y RWY 11/29 Kushinagar Airport

### 3.13 FLYING TRAINING

- (i) To meet the requirement of Commercial Pilot License holder in the country, there are 34 Nos. Flying Training Organizations in the country at present. Two new FTOs were approved in 2021.
- (ii) Surveillance/Inspection of 17 Nos. Flying Training Organizations have been carried out during the sought period 31/12/2021.
- (iii) Issue/Renewal of FIR/AFIR Oral Examination of 145 Nos. candidates conducted.
- (iv) For effective implementation of E-Governance. 411 Nos. of E-file have been opened.
- (v) 05 Nos of NOC has been issued to set up new FTOs.

### 3.14 ADMINISTRATION

#### Directorate of Administration

#### E I Section

Office	Group	Category					
		TOTAL IN Position	SC	ST	OBC	Gen	EWS
O/o DDG Chennai	B	02	0	0	02	0	0
	C	13	02	02	03	06	0
O/o DDG NR	B	02	0	0	0	02	0
	C	28	05	02	06	15	0
O/o DDG ER	B	03	01	0	0	02	0
	C	27	04	04	09	10	0
O/o DDG WR	B	02	0	0	0	2	0
	C	25	04	01	05	14	01
O/o DDG Bangalore	B	02	01	00	00	01	0
	C	07	01	0	04	02	0
<b>Total in position</b>		111	18	09	29	54	01
<b>Total Group B employees</b>		11	02	0	02	07	00
<b>Total Group C employees</b>		100	16	09	27	47	01

#### R Cell

- In view of the international audit of DGCA by FAA during the current year, concreate efforts were made to fill up the shortage of technical manpower in Directorate General of Civil Aviation (DGCA), and accordingly, the engagement process in respect of 47 Flight Operations Inspectors (FOIs)/Consultants (FOIs) in various categories was completed and they were engaged in DGCA.
- During the year 2021, 41 more Consultants were also engaged against vacant posts in various Directorate of DGCA. Out of these 41 Consultants, 35 Consultants were engaged against

the vacant posts of Airworthiness Directorate.

### Vigilance Section

- Disciplinary cases: There was no disciplinary case during the year wherein Vigilance Angle was involved. However, three (03) disciplinary cases related to Administrative Vigilance were under process during the year 2021-22, out of which one case has been disposed of. One new case of disciplinary proceedings has been initiated by the Administration Directorate and as such, 03 disciplinary cases are pending with Administration Directorate, DGCA as on 31.12.2021.
- Preventive Vigilance: A systemic improvement study/inspection of Directorate of Aerodrome Standards was conducted during the year 2021-22. A comprehensive report recommending systemic/procedural improvement in DoAS for better efficiency and transparency was sent to DoAS.
- Vigilance Awareness Week 2021: Vigilance Awareness Week 2021 was observed from 26th October, 2021 to 01st November, 2021 in DGCA Headquarters and its Regional Offices on the theme of “of “Independent India @75 : Self Reliance with Integrity; स्वतंत्र भारत @75 : सत्यनष्टि से आत्मनिर्भरता” with special focus on Public Interest Disclosure and Protection of Informer (PIDPI) Resolution. Various competitions like essay writing, poster making and declamation were organised during the week. Workshops on Gender Sensitization and Preventive Vigilance were also organised as a part

of Vigilance Awareness Week.

- IT based technological solutions: e-Governance of Civil Aviation (eGCA) Project has been fully implemented for automation of the processes and functions of DGCA. The project envisages an end-to-end solution including various software applications, connectivity with all the regional offices, a ‘portal’ for dissemination of information and for providing online and speedy service delivery to its stakeholders in a secure environment. eGCA provides a strong base for IT infrastructure, service delivery framework and would enhance the efficiency, ensure transparency and accountability of all DGCA functions.

### General Section

- Swatchh Bharat Abhiyan: DGCA contributed to Swatchh Bharat Abhiyan by way of Special Swatchhta Drive during November and December of 2021. In this process some of the old files, old/ broken furniture/ old newspapers which were lying outside because of space constraint, were spotted and disposed of. Besides this one room full of old aircraft accident parts was also cleaned up and the material was disposed of as these were no more required. Thus space of one room was created for future use.
- COVID-19: To fight covid-19, sanitizer dispenser, automatic soap dispenser, masks have been provided for officers/ staffs in DGCA ( HQ) and CEO ( R.K. Puram).

### P&C Section

- International Women’s Day was celebrated in DGCA on 08th March,

2021. A Bone Density test was conducted by Bond Technologies for all women employees of DGCA on 08.03.2021 in the Conference Hall of DGCA.

- DGCA observed Swachhata Pakhwada from 15th to 31st October, 2021 concurrently with a month long Special Campaign for disposal of pending references while ensuring cleanliness of Government offices, improving records management, review and weeding out of papers, discarding of redundant scrap material and obsolete items etc. The activities carried out during the Swachhata Pakhwada and Special Campaign are as follows:
  - Pledge taking ceremony
  - Weeding out files in all Directorates/ Sections/Regional/Sub-Regional Offices - 436 Files were reviewed and weeded out
  - Drawing/Poster Competition
  - Sensitizing housekeeping Staff/Guard/ Gardeners/Drivers about importance of Swachhata (cleanliness) and hygiene (community hygiene and personal hygiene) keeping in view the COVID-19 pandemic
  - Spreading awareness through Pamphlets/Flex sun boards for not using single use plastic/polythene and e-waste management initiatives in all the Directorates/Reception
  - Scrap disposal in all Directorates/ Sections/Regional/Sub-Regional offices - A revenue of Rs. 93500/- has been generated by disposing of scrap in DGCA(HQ)

- Shramdan in all Directorates/Sections/ Regional/Sub-Regional Offices
- Inspection of all Directorates/Divisions by Committee members
- Essay Competition
- 133 Public Grievances were disposed of during the special campaign.
- Constitution Day was celebrated in DGCA on 26th November, 2021 to promote constitutional values and the Fundamental Duties among citizens. All the officers/officials of DGCA Hqrs. as well as Regional Offices read the 'Preamble' of the Constitution of India on 26.11.2020 in their respective Offices/ Rooms. Dr. Anand Kumar, Dy. Director (R&I) delivered a webinar on the on the subject, "Preamble - A Key to describe objective of Indian Constitution" on the occasion of Constitution Day.
- India @ 75 - Azadi Ka Amrit Mahotsav: DGCA is celebrating Azadi ka Amrit Mahotsav during the period from 12th March, 2021 to 15th August, 2022 (75 weeks) to mark the 75th year of India's Independence. A number of activities are being undertaken by various Directorates of DGCA along with the stakeholders to celebrate the Mahotsav.

### 3.15 Directorate of Medical Services (Civil Aviation)

The Directorate of Medical Service is entrusted with the responsibility of being the advisor to the DGCA on all medical matters in terms of the initial and recurrent training of all categories of personnel involved in the medical examination and assessment mandated by the ICAO in Annex 1.

The Directorate is being manned by Medical Assessors representing DGMS (Air) who are either Aerospace Medicine Specialists or are trained in Aviation Medicine aspects and are on active service of Indian Air Force. The medical assessment for the medical examination conducted by Medical Examiner is issued by the Director/ Joint Director

Medical Services (Civil Aviation).

The Directorate has been instrumental for ensuring medical assessment to the flight crew in accordance with the provisions contained in Rule 39B and Rule 39C of the Aircraft Rules, 1937 and the statistical records of the activities for the year 2021 (up to 31 December 2021) are as following:

<b>e-GCA Project</b>
100% e-Approval of CA Form 34/34A through e-GCA Portal by DGCA Empanelled Class 1 & 2 Medical Examiners for the purpose of Class 2 Initial & Class 2 Renewal Medical Examination.

<b>Early Clearance of COVID/ Special/ Temporary Unfit Cases</b>
For Re-Flighting of the Pilots – e-Vetting of Special/ Temporary Unfit Cases started for the purpose of ‘Early Clearance of Special/ Temporary Unfit Cases’ For Re-Flighting of the Pilots during COVID Pandemic

<b>Empanelment/Re-empanelment of Civil Doctors</b>	
(a)	7 Air Force Hospital has been Empanelled by DGCA as sixth Indian Air Force Boarding Centre to facilitate Class 1 Initial Medical Examination and Special/ Specific Medical Examination w.r.t Civil Aircrew Medical Requirements.
(b)	Grant of DGCA Approval for initiating the process of ‘Empanelment/Re-empanelment of Class 1 Medical Examiners’ to increase the number of DGCA empanelled Class 1 Medical Examiners from 29 to 37.

<b>REVISION OF POLICIES</b>	
1.	Revision of CAR, Section 7 , Series C Part I, Issue II on ‘Medical Requirements and Examination for Flight Crew/ Air Traffic Controller Licences and Ratings’ dated 12 Oct 17 was done on 05 April 2021 with inclusion of ATCOs Requirements.
2.	Revision of Procedure and Training Manual of Medical Dte (DGCA) on 21 Oct 21 (2 <sup>nd</sup> Revision)
3.	Manual : Procedure for issuance of Class 3 Medical Assessments to ATCOs (on 10 Sep 21 – Issue 1)

<b>DGCA Hindi Rajbhasha Trophy</b>	
2021	Medical Directorate

SI No.	Public Notices, promulgated on DGCA Website in view of COVID 19 Pandemic	Dated
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1.	DGCA Medical Circular 01/2021 on 'Temporary Unfitness for Flying, following Post COVID 19 Vaccination' issued vide F.No - AV/22025/25A/ DMS/Med.	09 Mar 21
2.	DGCA Public Notice (w.e.f 01/07/21 till 31/10/21) on 'Conduct of Class 1 Civil Aircrew Medical Examination in view of COVID 19 Pandemic', issued vide Med Dte (DGCA) F.No AV/22025/37 /DMS/Med.	18 May 21
3.	DGCA Medical Circular 02/2021 on 'Over The Counter (OTC) Drugs & Self Medication', issued vide F.No - AV/22025/25A/DMS/Med.	08 Dec 21
4.	DGCA Public Notice issued vide AV/22025/37/DMS/Med on 'Conduct of Renewal Medical Examination at IAF Boarding Centre following Age Related Periodic Medical Examination, conducted from 01 Jul 21 to 31 Jul 21'.	15 Dec 21

SI No.	Nomenclature	Total (As on 21 Dec 21)
1.	Total No. of Civil Aircrew Medical Examination conducted	31525 (including 11,143 on eGCA)
2.	Total Fit Medical Assessment issued	31252
3.	Total Temporary Unfitness Medical Assessment issued in Class 1 & Class 2 Medical Examination	239
4.	Total Short Falls / Observations issued i.r.o Civil Aircrew Medical Examination	494 (including 31 on eGCA)
5.	Annual Surveillance Audit Done for DGCA Class 1 & 2 Medical Examiners (as per ASAP 2021)	16
6.	Total NOCs issued	9356 (including 1475 on eGCA)
7.	Total RTI disposed off	24
8.	False Declaration	03
9.	Total Permanent Unfit Cases & Appeal Cases	34
10.	CLASS 3 MEDICAL EXAMINATION (ATCOs) (w.e.f June 2021 to 21 Dec 21)	
	Appendix 'B' (Request for NOCs)	71
	Appendix 'C' (Request for Appointment)	28
	Total Fit Medical Assessment issued for ATCOs	866
	Temporary Unfit	05
	Invalid Medical	01

### 3.16 ATCO LICENSING DIVISION

In order to comply the concern raised by ICAO audit carried out in November, 2017; MoCA had decided that ATCOs in

India are to be licensed and the regulatory as well as safety oversight responsibility of ATCOs shall be exercised by DGCA.

Accordingly DGCA created an ATCO

licensing Division in the year 2018 to effectuate the safety oversight responsibility of ATCOs in India through licensing of ATCOs, ATS training establishments and subsequent surveillance activities.

Brief details of activities undertaken during the period are as follows:

- With the efforts of ATC Licensing Division, from 01<sup>st</sup> May 2021, all exemption given by Ministry of Civil Aviation were revoked for ATCOs and all provisions of Part-XII and Schedule-III of the Aircraft Rules, 1937 and applicable Civil Aviation Requirements under Section-9, Series-L were implemented in India.
- Started eGCA Services to facilitate end-to-end digital solutions for ATCOL, SATCOL and ATSTO.
- Issued more than 155 Air Traffic Controller's licenses in the year 2021.
- Issued more than 20 Student Air Traffic Controller's licenses in the year 2021.
- Carried out endorsement of ratings i.e. Aerodrome Control, Approach Control Procedural, Approach Control Surveillance, Area Control Procedural, Area Control Surveillance and oceanic control (total of appx. 540 endorsements) on ATCO Licenses issued by DGCA.
- Carried out surveillance inspection of Air Traffic Services Training Organization (ATSTO) at CATC-Prayagraj, NIATAM-Gondia and HTC-Hyderabad. Granted acceptance to nearly ten (10) Post holders.
- Granted approval to amended Training Procedure Manual (TPM), Quality Assurance Manual (QAM) and Examination Procedure Manual (EPM) in respect to 2 ATSTO (CATC, Allahabad and HTC Hyderabad).
- Carried out Physical Surveillance inspection of Sixteen (16) ATS Units which includes Mumbai, Kolkata, Delhi, Lucknow, Chennai, Mysore, Tirupati, Madurai, Ahmedabad, Patna, Nagpur, Bhopal, Mangalore, Gaggal, Gaya & Pantnagar Airport, and also carried out Online surveillance inspection of Eight (08) ATS Units which includes Amritsar, Shamshabad, Begumpet, Dehradun, Varanasi, Ranchi, Calicut & Khajuraho.
- Granted approval to appx. Thirty Five (35) Rating Training Manual (RTM) which includes all Airports having more than 30 aircraft movements per day. Approval for Generic RTM was also granted till the Specific RTM is in the process of approval for rest of the Airports.
- Granted approvals to Two (2) Aviation English Language Training Organisation & Testing Service Providers (AELTO/ TSPs) at HTC, Hyderabad and NIATAM, Gondia.
- After detailed enumeration, Procedures were laid down for delegation of Five (05) functions under rule 97 & 112 of the Aircraft Rules, 1937 (like Instructor and Examiner Approval, Procedure to conduct examination (written/skill), Authorization for establishment of new ATS units & Temporary duty). Under such procedures, these functions are delegated to AAI.
- Carried out Surveillance inspection on proficiency checks of ATCOs at



thirty five (35) Airports which includes IGI Delhi, Chennai, Kolkata, Indore, Coimbatore, Bhopal, Mangalore, Trichy, Bhubaneswar, Thiruvananthapuram, Shamshabad, Amritsar, Madurai, Lucknow, Varanasi, Rajkot, Vadodara, Jaipur, Guwahati, Tuticorin, Surat, Raipur, Bhavnagar, Dehradun, Bhuntar (Kullu), Gaggal, Kishangarh, Gaya, Durgapur, Jabalpur, Agartala, Pakyong, Barapani, Patna & Pantnagar airports.

### 3.17. Directorate of Training

DGCA is the regulator for all aspects of Safety in aviation sector. The responsibility of regulation of safety in the aviation industry spans across multitude of facets and thus entails the requirement of high technical expertise and professional standards.

In order to achieve the objective of effective implementation of the Aircraft Act, 1934 and rules thereunder, the requirement of training of officers/ personnel of DGCA cannot be overemphasized.

To achieve the objective of high professional excellence, knowledge and expertise/ skills, Directorate of Training has been established.

Salient trainings/ activities undertaken/ organized by the Training Directorate during the year 2021 are as follows:

1. Developed and published DGCA Annual Training programme 2021 -22 covering all the Directorates of DGCA.
2. Organised SMS trainings in collaboration with university of South Carolina from 30.03.2021 to 02.04.2021

3. Organised relevant courses for DGCA officers and industry in association with Chief Technical Adviser (CTA) COSCAP –South Asia.
4. Pilot roundtable discussion on monsoon season operation with Boeing 23.04.2021 to 24.04.2021
5. Induction Training for newly recruited Officers: Induction training for newly recruited officer of DGCA was conducted from 08.02.2021 to 19.02.2021 for capacity encasement and to bring skill and efficiency in discharging official functions. A total of 43 officers participated in the on line training .The training was organized through on line mode due to COVID- 19 pandemic

**Cadre Specific Training at ISTM Delhi :** A proposal for cadre specific training at ISTM Delhi was proposed and sent to finance division of DGCA , but due to paucity of funds it could not be conducted ,it has been planned to conduct the training in the year 2022.

### 3.18 Drone Directorate

- To regulate and promote Drone Industry, in the country Govt. of India has created Drone Directorate in DGCA (MoCA) vide order No. A 60011/1/2019 –EII SECTION -DGCA dated 13.10.2020.
- Vide notification dated 25th August, 2021, Liberalized drone rules 2021 for ease of doing business in place of UAS Rules 2021 were issued by DGCA & Ministry of Civil Aviation.
- For making India Drone Hub of world and for ease of doing business Drone Training Circular DTC 01/2021 drafted

on 10.12.2021 and placed on Digital sky platform for standardisation of trainings as per international standards and best practices.

- PMO SVAMITVA (Survey of India) 14 states -Approval of Standard Operating procedure (SOP) of M/s Survey of India (SOI)and AUS for surveying the land parcels in rural inhabited area for the 14 states” under PMO Central Sector Scheme “SVAMITVA” to use Remotely Piloted Aircraft Systems (RPAS)/Drone Technology
- M/s National Capital Region Transport Corporation (NCRTC), Delhi Meerut Rapid Metro project for mapping and implementation of Web based GIS platform for Delhi-Meerut RRTS corridor to use Drone Technology.
- PARDHAN MANTRI FASAL BIMA YOJNA for Agricultural Insurance and claim settlement.–PMFYB -MORE THAN 100 DISTRICTS
- Central Vista (CPWD & SOI) use of drone Technology in planning and mapping the project.
- Vaccine Delivery and Life saving drugs deliver projects were cleared using drone Technology in North eastern states Manipur, Nagland, Meghalaya and Andaman.
- Medicine from the Sky project, Life saving drugs delivery, vaccine delivery project using drone Technology cleared which was launched by HMCA and Govt of Telegana on 13.09.2021.
- India made a giant leap towards BVLOS-

Beyond Visual Line of Sight drone Operation to become a global leader in Vaccine / Medicine/essential drugs and other goods delivery by drone . On 16.06.2021 at Village Jawra District Etawah UP First experimental flight of BVLOS operations delivery by drones was inaugurated by Director General of Civil Aviation through Video Conference in the presence of representatives from MoCA, AAI, IAF and Industry.

- 26 Authorisation for Research and Development in the field of Drone industry has been given by DGCA to various companies and institutes.

### 3.19 Central Examination Organisation

In addition to the regular session, Central Examination Organisation, O/o DGCA, R K Puram, New Delhi has introduced **New “Online On Demand Examination (OLODE)” for the AME and FC** candidates. These license examinations provides an opportunity to the candidates to choose date and time to appear in the examination as per his/her choice on the available slots of the examinations. The limited seats will be available to the candidates on **First Come First Serve basis**.

New “On Line On Demand Examination (OLODE) For Flight Crew and Aircraft Maintenance Engineers” notified first time through Public Notice dated 22/10/2021 on Pariksha Portal and DGCA website .

Central Examination Organisation, O/o DGCA ,R K Puram, New Delhi has successfully conducted first time the New

On Line On Demand (OLODE) Session 01 of 2021 in the month of November 2021 at New Delhi center only.

Subsequently, Central Examination Organisation, O/o DGCA ,R K Puram,

New Delhi has successfully conducted second session of the On Line On Demand (OLODE) Session 02 of 2021 in the month of December 2021 at New Delhi,Mumbai,Chennai, Kolkata centers.



**X-BIS Machine Installed at Kushinagar Airport**

## 4. BUREAU OF CIVIL AVIATION SECURITY

### 4.1 INTRODUCTION

The Bureau of Civil Aviation Security (BCAS) is an attached office of the Ministry of Civil Aviation. The aim of BCAS is to safeguard civil aviation operations against acts of unlawful interference. The Bureau is responsible for laying down the standards for security in respect of civil flights operating to / from India and ensuring their compliance through regular inspections and security audits.

BCAS has its headquarters in New Delhi. It is headed by Director General, who is the “Appropriate Authority” to ensure development, maintenance, updating and implementation of National Civil Aviation Security Programme for India and fulfill all international obligations in this context. The Bureau is the regulatory authority for discharging all relevant national and international requirements in respect of coordinating, monitoring, inspecting and training the personnel in Aviation Security (AVSEC) matters, implementation of AVSEC quality control programme and up-gradation of technology for securing civil aviation.

Prior to 2016, the Bureau had eight number of Regional Offices at Ahmedabad, Amritsar, Chennai, Delhi, Guwahati, Hyderabad, Kolkata and Mumbai which were increased to nine after establishment of Regional Office at Imphal. In the year 2018 & 2019, eleven new Regional Offices have been established at Bengaluru, Bhopal, Bhubaneswar, Dehradun, Ranchi, Jaipur, Lucknow, Patna, Raipur,

Srinagar and Thiruvanthapuram. Each of the Regional Offices is under a Regional Director, BCAS responsible for regulating, monitoring and conducting regular security inspections and audits of the airports in their area of jurisdiction.

The Bureau has developed Contingency Plans to deal with emergencies arising out of hijacking and other acts of unlawful interference to Civil Aviation operations. Among other things, it provides for the establishment of Aerodrome Committee at each airport. Crisis Management Procedures are activated immediately on the occurrence of any emergency, like security threats to the civil aviation, terrorism, hijacking, unlawful seizure of aircraft etc. Keeping in view the operational requirements in the changing security scenario, the Contingency Plan has been suitably modified and issued to all concerned. In order to test the efficiency of Contingency Plan and operational preparedness of the concerned agencies, mock exercises are being conducted regularly at the airports.

### 4.2 INITIATIVES TAKEN TO IMPROVE SECURITY AT AIRPORTS

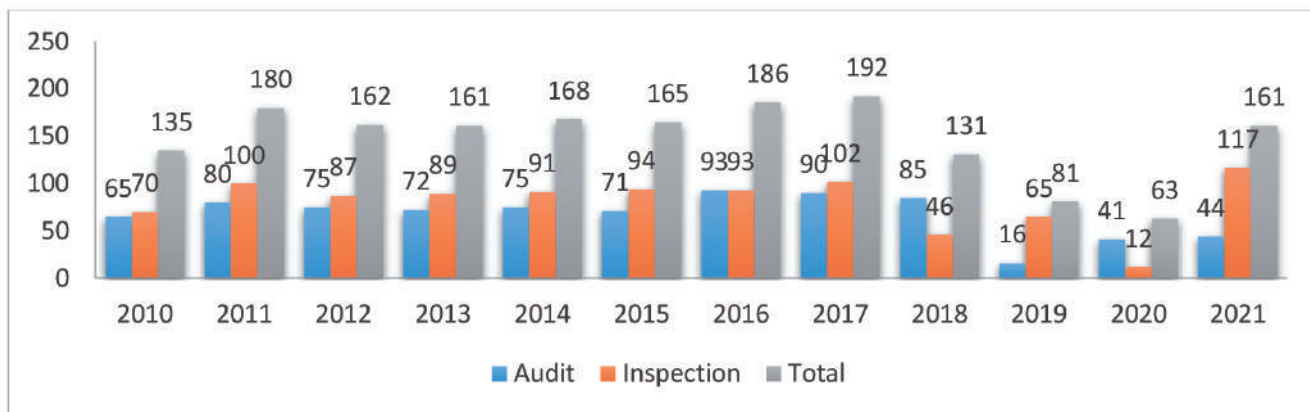
**4.2.1 Security vetting & clearance:** The Security Vetting proposals of various Airports pertaining to many development works were received in BCAS Hqr which were examined and proceeded as per BCAS Norms and Guidelines. A total of **207** numbers of vetting proposals were finalized which resulted into many new developments related to infrastructure that further led to growth in passenger

facilities as well as commercial activities. These include the cases of RCS airport also.

**4.2.2 Manpower:** The proposal for augmentation of security manpower as per re-survey of 26 Airports were received in this Hqr which were examined and finalized after due deliberations in the re-survey meeting with stakeholders and subsequently submitted to concerned departments.

This also led to enhanced level of Security and also aviation operations at those very airports. This includes the cases of RCS airports also.

**4.2.3 Security Audit/ Inspection:** Security audits and inspections of the airports were conducted across the country to examine the effectiveness of the security system at various airports. A total of 44 audits and 117 inspections were conducted in the year 2021.

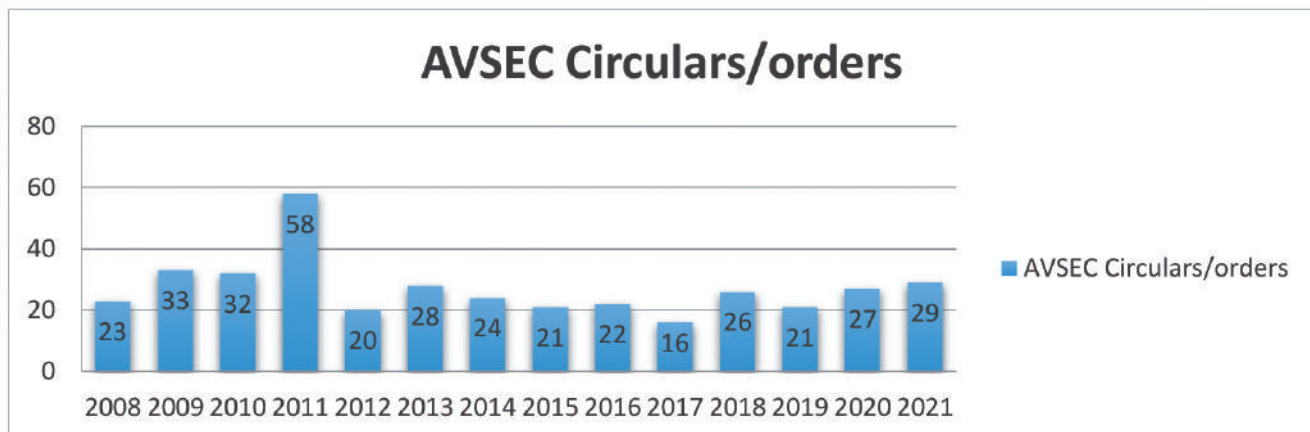


**4.2.4 Aerodrome Security Programmes:**

A total of 06 Aerodrome Security Programme proposals we received from various Airport Various Airport operators Which were examined as per BCAS Norms and Approved accordingly.

security. A total of 29 numbers of AVSEC Order/ Circulars and their addendum/ Corrigendum have been issued in the year 2021 in this regard. The regulations of BCAS are fully compliant with all the Standard and Recommended Practices of International Civil Aviation Organization including its latest amendments.

**4.2.5 Regulations** are enforced through AVSEC orders and AVSEC circulars pertaining to different aspects of aviation



**4.2.6 Security Programmes:** Details of approved Security programmes in the year 2021 are as under:-

Sl.No	Particulars	Approved
01	Aircraft operators Security Programme(Domestic) {Scheduled}	03
02	Aircraft operators Security Programme(Foreign) {Scheduled}	17
03	Security Programme of RA	13
04	Security Programme of GHA	68
05	Security Programme of Auxiliary Service Providers	544
06	Security Programme of Non Scheduled Operators	37
07	Security Programme of Private Operators	10
08	Security Programme of Catering	10
09	Security Programme of Concessionaire	334
10	Schedule Commuter Operator (SCO)	07
11	Flying Training Organization (FTO)	--
12	Fuel Farm Security Programme (FFSP)	44
13	Maintenance, Repair & Overhauling (MRO)	14

**4.2.7** During the Year 2021, Anti Hijack Mock exercises were conducted at 113 Airports and Bomb Threat Mock Drills meetings were held at 98 Airports. In addition to these, 6 draft Anti Hijacking Contingency Plans and 06 Bomb Threat Contingency plans were approved during the year 2021.

**4.2.8** An Standard Operating Procedure of Body Scanner for screening of persons including passengers at Indian airports to detect both metallic and non-metallic items concealed on the body under clothing is introduced vide AVSEC Circular No. 05/2019 dated 08/04/2019. One addendum to AvSec Circular 05/2019 was published on 16.11.2021 with the deferred requested time line till March 2022. At Hyper sensitive and sensitive Airports within one year from issue of addendum and others airports within two years from the issue of the addendum.

**4.2.9** In 2021, BCAS has ensured for installation and commissioning of Radiological Detection Equipment for securing the airports from radiological and nuclear threats/ emergencies. These equipment were installed at all 14 Airports (Phase-I). Standard Operating Procedure for Operationalization of Radiological Detection Equipment (RDE) at Indian Airports to prevent the Radiological Emergencies has been circulated vide AVSEC Circular No. 01/2020. BCAS requested to MOCA that issue appropriated directions to the concerned airport Operators for signing of AMC for overall equipment effectiveness of RDEs, being part of the security apparatus of airports.

**4.2.10** The Centralize Access Control system based on Biometric AEP has been implemented across India under jurisdiction of 20 BCAS Regional offices and 88,573 Biometric based AEPs have been issued in the year 2021.

**4.2.11** Basic requirements and Technical Specifications/ QRs for Counter- Drone technology/solutions for Surveillance, Detection and Neutralization of drones/ UAVS for Airports has been issued with time frame in the form of AVSEC Circular No. 02/2020. BCAS has issued a addendum of AC 02/2020 dated 09/02/2021. National Counter Rogue Drone policy and Guidelines is under deliberation at MHA level.

**4.2.12 SOP on Counter Terrorist Contingency Plan (CTCP)** at airports has been issued vide AVSEC Order No. 02/2020 for strengthening of airport security looking into present scenario of increasing aviation sector.

### 4.3 PASSENGER FACILITATION

- **Dispensing with stamping of hand baggage tags:** As of now, the stamping of hand baggage tags has been dispensed with at **61 airports**. This has enabled faster clearance of passengers. Removal of baggage stamping has been the result of constant review of passenger convenience and security requirements across major airports, Checking of boarding card of passenger and tag of his hand baggage for the presence of stamp were in practice to ensure that the passenger has been frisked and his baggage screened by the security personnel.
- In order to better serve passengers with disabilities and/or with reduced mobility and to improve screening experience of such passengers along with carried mobility aids and assistive devices, the Standard Operating Procedure (SOP)

has been laid down and uploaded at BCAS website for opinion of general people. This will improve the air travel screening process and to ensure that all persons, regardless of their personal needs and situations are treated with dignity, respect and courtesy.

- Security control of departing passengers holding E-ticket/web or kiosk check-in bar Coded Boarding pass (BCBP). The e-tickets include soft copy/ image of such tickets in smart phones; tablet PCs or laptops for gaining access into the terminal building through departure entry gates. The image of the e-ticket thus produced by the passenger on electronic device should be the same as issued by the aircraft operators. SMS or partial information pertaining to the ticket shall not entitle the pax to gain access to airport terminal building.
- **Action taken by BCAS, due to COVID-19:** - In order to counter measures to contain spread of COVID-19 by touch/contact, BCAS has circulated guidelines on the following topics:
  - o A detailed Standard Operating Procedure (SOP) has been issued for Passengers Screening.
  - o Procedure for Carryon baggage Screening has been stipulated.
  - o Due to the spread of Coronavirus infection, passengers are being advised to use Hand Sanitizer frequently. Therefore, it has been decided that passengers boarding an aircraft have been allowed to carry-in his/her hand baggage or on his/her person liquid Hand Sanitizer upto 350 ml. replacing BCAS previous permission upto 100ml.

#### 4.4 EASE OF DOING BUSINESS

- Online security clearance:** Security clearance of entities operating at airports has been migrated from physical form to online mode after development of online security clearance portal i.e. e-sahaj in order to bring greater transparency, accountability and reduce processing time. A total of **863 security clearances** of different categories like Concessionaire, Catering, Regulated Agents (RA), Ground Handling Agency (GHA), and Auxiliary Service Provider have been approved through e-sahaj portal from **01.01.2021 to 31.12.2021**. Approved list of e-sahaj application (security Clearance) for the year 2021

S.No.	Category	Total
1.	Concessionaire	204
2.	Catering establishment	8
3.	Auxiliary Service provider	617
4.	RA	7
5.	GHA	26
6.	Fuel Farm	1
7.	PSA	1
	Total	863

- Decentralization of approval process:**
  - For the smooth and hassle free facilitation of stakeholders involved in the civil aviation eco-system, to minimize regulatory compliances and adopting the concept of ease of doing business (EoDB), DG, BCAS has delegated the power to approve security programme of various entities, to Regional Director, BCAS. It is imperative to mention that following entities, which have a sizeable presence in different airports pan India, will be benefited amply due to

this step:

- Auxiliary Service Provider
- Remotely Piloted Aircraft System Operator
- Concessionaire/Business Establishment
- Authorized Agent/GSA/GSSA/FCA
- Power Hang Glider Operator
- Custom House Agent
- Freight forwarder
- The provision of granting provisional security clearance has also been made at Regional Office level in respect of Concessionaire/Business Establishment and Auxiliary Service Provider. These initiatives have enabled the entities to start business at airports in a short period of time and have also contributed in passenger facilitation.
- Pursuant to request of various stakeholders, DG, BCAS approved that the provisional security clearance may be accorded to subsidiaries/JVs in case BoD/Shareholders are the same as that of a previously security cleared company to operate in the SRA of Airport, under the scheme Ease-of-Doing business.
- Bilateral Agreement for technical Cooperation with countries where Indian Carriers operate: BCAS proposed to have bilateral agreements/MoU for technical cooperation with Nepal, Afghanistan, Sri Lanka, Bangladesh, Singapore, UAE and Germany for audit of security arrangements. Agreement/MoU with Sri Lanka and Bangladesh are in the final stage.
- In order to simplify policy for background checks/ security clearance and improve



efficiency as well as for enhancing **Ease- of- Doing Business** in respect of Statutory Bodies, PSUs and Companies owned by Central Government, it is clarified that if such an organization that falls in either of the three aforementioned categories, having 50% government shareholding and the Board of Directors are either ex-officio government servants or security cleared by MHA (while being appointed as Director), then there will be no requirement of security clearance from MHA as a pre-requisite for approval of their Security programme by BCAS.

- With regards to Minimizing Compliance Burden, the validity of AEPs has been extended from one year to three years replacing our previous validity of one year.
- Training module of e-BCAS project has been implemented with a purpose to switch over the manual training application process into online system. The training module of this project is available at MoCA dashboard portal for all stakeholders. This project is an initiative for online work of Quality Control Division, Operation Division, Training and Policy Divisions of BCAS. After completion of all modules of this project, applicants working in aviation sector will be able to know the status of their application requested to BCAS.

#### 4.5 MODERNISATION

- BCAS has engaged NIC to develop an e-governance plan for modernization and automation. All the staff members have been trained for basic operation. All documentation both in Hindi and English is being done on computer; leading

to the development and administration of Database and Electronic Data Processing.

- RF link from NIC Headquarters to Bureau is being utilized to enable quick and easy access to Internet and NIC-NET. E-mail facility has been extended to senior officers. Internet connectivity has been provided to enable access to international databases and various websites of Aviation Security Organizations.
- All officers of the BCAS have been provided with an official e-mail ID which is being utilized by them for all forms of correspondence. It has resulted in greater savings in terms of time and efforts. BCAS web-site has been made user friendly and bilingual for travelling passengers by including relevant information for them.
- Approval of Aerodrome Entry Permits has been automated.
- Biometric Attendance System as well as e-office system has been implemented completely at BCAS and its Regional Office. All the files/receipts are being processed electronically only.
- BCAS has on boarded GeM in the year 2016 and since then products/ services available there are being procured from GeM to enhance transparency, efficiency and speed in public procurement.
- **Implementation of E-Sahaj in All Regional Offices:** Implementation of “e-Sahaj” in all Regional Offices and its integration with BCAS Hqrs implemented and it would ensure efficiency, speed and time bound processing of the secu-

rity clearance of entities. The prescribed application Performa of security clearance in E-Sahaj portal of various entities has been revised by the BCAS, as the entities as well as BCAS were facing lot of difficulties while applying /processing the application due to non-celerity of the earlier format of application Performa. After inductions of revised Performa entities are find it very user friendly and easy guidance for filing their applications smoothly which minimize the processing time.

#### 4.6 RESTRUCTURING/STRENGTHENING OF BCAS

- All the 20 regional offices of BCAS established across India for strengthening Civil Aviation are operational. CASLO offices are also operational.
- As part of restructuring, 449 additional posts in various grades have been created. As on 31<sup>st</sup> December, 2021, a total of 352 posts have been filled against sanctioned strength of 593 in BCAS.

#### 4.7 R&D DATABASE FOR AVSEC

BCAS maintains details of Inspection Reports, follow-up action, feedback reports, Security Audit Reports, detailed documentation of Incident Investigations etc on the server through networked desk station. In due course of time, Bureau proposes to accumulate reliable database for EDP and R&D purpose.

#### 4.8 POLLUTION CONTROL

Pollution test for all vehicles is ensured and the Pollution under Control Certificate is pasted visibly on the windscreens of all BCAS vehicles. All office buildings of

BCAS ensure clean and green working environment through employees' own initiatives and contribution to the efforts towards a pollution free atmosphere. BCAS ensures that all new vehicles are "Bharat-IV/ VI" Certified. Bureau also provides a "Smoke – free Environment" to its employees.

#### 4.9 WOMEN'S WELFARE

Problems of the women employees, as and when reported, are promptly attended to and resolved, keeping in view specific requirements of Government Policy on the subject. A Complaints Committee has been set up at the Ministry to enquire into complaints of sexual harassment at workplace.

#### 4.10 TRAINING

- Bureau of Civil aviation is the Regulatory body for Aviation Security in India and BCAS has approved 29 Aviation Security Training institutes (ASTIs) of stakeholders/entities working in Aviation Sector in India. These ASTIs are conducting the different Aviation Security training/courses in their ASTIs as per the approval of DG, BCAS. They are also conducting one day Awareness training for non-security staff also.
- BCAS Training Division prepared the Annual Training Calendar 2021 for the Advance AvSec Courses, Testing and Certification of Screeners (Standalone as well as ILHBS) and AvSec Basic Course and accordingly the training calendars were uploaded in the BCAS Website and accordingly courses and test were conducted.

- BCAS in coordination with the NIELIT has conducted AvSec Basic Course online examination on the final day of the course in different cities of India specially in Delhi, Mumbai, Kolkata, Hyderabad, Chennai, Bengaluru and Cochin. However, on the special request of Regional Offices of BCAS or on requirement basis, the tests were also conducted in other cities of India i.e. Srinagar (J & K), Lucknow (UP), Patna (Bihar), Ranchi (Jharkhand) for APSU personnel where the facility for conduct of online test was available with NIELIT.
  - BCAS conducted Testing and Certification of Screeners (Standalone) at Regional Offices of BCAS at Delhi, Mumbai, Chennai, Hyderabad, Kolkata, Amritsar, Guwahati, Bengaluru, and Ahmadabad. Testing and Certification of Screeners (ILHBS) at Regional Offices of BCAS at Delhi, Mumbai, Hyderabad, Bengaluru, and Cochin.
  - In addition to the regular slot of Testing and Certification of Screeners (Standalone) were allotted with the approval of DG, BCAS to Inter Globe Aviation Limited, SpiceJet Ltd, Air India Ltd, Air Asia (I) Ltd, Go Air, Turbo Mehga Aviation Ltd, KSISF(Karnataka State Industrial Security Force), CISF, TATA SIA airlines Ltd, CELEBI, DCSC etc. Total 42 special slot for Testing and Certification of Screeners (Standalone) were approved and allotted to different entities as per their requirement.
  - Special slot of Testing and Certification of Screeners (ILHBS) were allotted with the approval of DG, BCAS to CIAL, BIAL, MIAL, GHIAL, DIAL and AAICLASS.
- Total 12 special slot for Testing and Certification of Screeners (ILHBS) were approved and allotted to different entities as per their requirement.
- AvSec Basic Course online examination is being conducted with the coordination of NIELIT and bilingual Question paper is prepared by BCAS and in addition bilingual question paper for Testing and Certification of Screeners (Standalone) is also prepared in view to of increase the official language Hindi by Aviation personnel.
  - Nomination for the Advance AvSec Courses being conducted in Aviation Security Training Institute (ASTC), IAA Campus, New Delhi are being received in e-BCAS (Training Module from all stakeholders and accordingly the eligibility criterias checked and after the approval of DG, BCAS the courses for eligible trainees is conducted.
  - Due to Covid 19 Pandemic Situation in India and as per Government of India guidelines AvSec Training was temporarily suspended wef 15th April to 31 July 2021 and training resumed from 1st August 2021. So due to COVID 19 pandemic situation and suspension of training for a short period in 2021 also, the extension for the validity of eligibility period of lapsed or lapsing validity in respect of all AvSec Trainings in respect of Pilots, Flight Engineers, Air/ Cabin crew, Ground Security handling staff, X Ray Screeners (Stand Alone as well as ILHBS), AvSec Instructors, AvSec Auditors and all other concerned courses were initially extended for a period of three months from 20 March

2020 up to 20 June 2020, the AvSec Circular 04/2020 was issued till 31st July 2020 and further extension was extended till 30<sup>th</sup> September 2021 and now the extension for the validity of training has been extended till 30 June 2022 for completion of back log of AvSec Training arises due to COVID 19 Pandemic Situation.

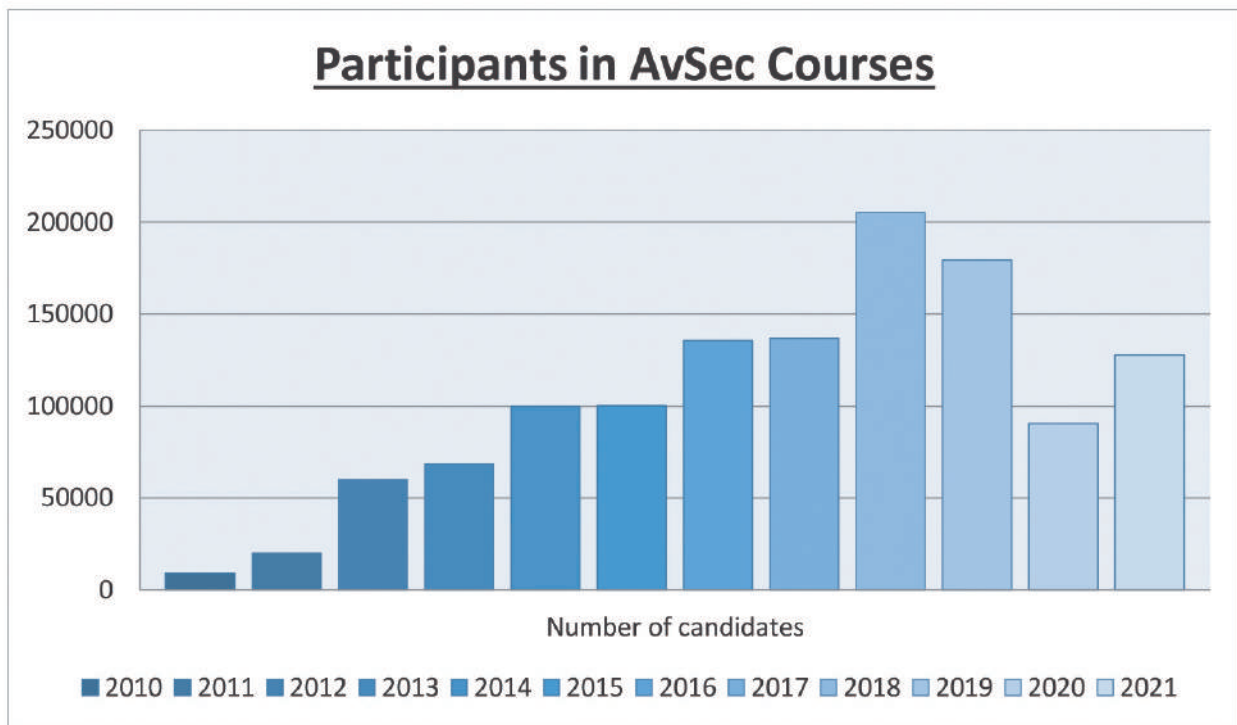
- Further we have conducted additional batches of AvSec Instructor Course, AvSec Instructor Refresher Course, AvSec Auditor Course and AvSec Auditor Refresher courses in ASTC, IAAcademy in addition to the regular courses scheduled as per BCAS approved Annual Training Calendar 2021.
- Details of Training Program organized by BCAS for Security personnel in Aviation Sector during the year 2021 as mentioned below: -
- The special batch of AvSec Basic Course for newly joined DDGs JDs, DDs, ADs, SASOs, ASOs on deputation in BCAS was conducted. The AvSec Instructor and AvSec Auditors course for BCAS officers were also conducted in ASTC, IAA Campus with the approval of DG, BCAS
- The Pre Certification course for Testing and Certification of Screeners (Standalone as well as ILHBS) for the Joint Directors, Deputy Directors and assistant Director was conducted in BCAS approved ASTI DIAL, Delhi and certification test was conducted in Regional Office, BCAS New Delhi during the year 2021.

Sl. No.	Name of AvSec Course	Duration of Course	No of batches	No of Candidates appeared	No of Candidates passed
1	One day Awareness Training for non-security staff	01	2471	91271	91271
2	Aviation Security Induction Course	05	147	2644	2644
3	Aviation Security Basic Course	13	126	3990	2580
4	Aviation Security Basic Refresher Course	03	364	8825	6122
5	Testing and Certification of Screeners (Stand Alone)	02	245	6337	4393
6	Testing and Certification of In-line Hold Baggage Screeners	02	25	716	367
7	Aviation Security CabinCrew Course	06	52	881	768
8	Aviation Security Cabin Crew Refresher Course	02	525	12786	12580
9	Aviation Security Instructor Course	07	8	103	38

10	Aviation Security Instructor Refresher Course	02	8	115	101
11	Aviation Security Auditor Course	07	5	58	23
12	Aviation Security Auditor Re-fresher Course	02	4	57	41
13	AvSec Crisis management Course	05	1	14	9
14	AvSec Supervisor Course	07	1	22	11
<b>Total</b>			<b>3982</b>	<b>127819</b>	<b>120948</b>

### Participants in AvSec Courses organized in the year 2021

AvSec Awareness Training- 01 day:	91,271
AAvSec Training (Different Courses) 02-12 Days:	36,548
<b>Grand Total:</b>	<b>1,27,819</b>



#### 4.11 IMPLEMENTATION OF OFFICIAL LANGUAGE

To ensure the effective implementation of Official Language Policy BCAS has decided to conduct the examination of AvSec Screener in bilingual so the uses of Hindi language increase in the aviation

sector as well as its Regional Offices located in India. To ensure the progressive use of Hindi, inspections were carried out at the Regional Offices and in addition to Workshops on Hindi were also organized in Headquarters and regional offices for the Officers and Staff.

#### 4.12 REPRESENTATION OF SC/ST and OBC

The Bureau adheres to the prescribed Government policies on the subject and as mandated by the Government, a Deputy Director level officer has been appointed as the Liaison Officer for SC/ST and OBC.

#### 4.13 STAFF GRIEVANCES CELL

In pursuance of Government instructions, a Staff Grievances Cell operates in this Bureau with the Director (Admn.) as

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Staff Grievances Officer, to deal with the grievances of officers/staff working in this Bureau. The grievances of BCAS staff, if any, are promptly attended to.

#### 4.14 PUBLIC GRIEVANCE REDRESSAL

- A total **63** grievances were disposed of during 2021 through CPGRAM, a web-enabled online system.
- A total of 138 grievances were disposed of during the year 2021 through AirSewa digital platform.

## 5. COMMISSION OF RAILWAY SAFETY

### 5.1 BRIEF HISTORY

During British Era, the construction & operation of railway was entrusted to private companies. Consulting engineers were appointed under the Govt. of India to exercise effective control over them. When the government undertook the construction of Railways, the consulting engineers were designated as Government Inspectors. In 1883, their position was statutorily recognized. The power of safety controlling authority remained with Railway Board & Inspectorate was placed under them.

In 1939, the Pacific Locomotive Committee, set up in connection with the Bihtadisaster, recommended that Railway Inspectorate should be separated from the Railway Board, on the principle that those responsible for the inspection of Railways should be independent of the Authority administering the Railways, as contemplated in Section 181(3) of the Government of India Act, 1935. This recommendation was approved by the Legislative Assembly in 1939, the Council of State in 1940 and accepted by the Government. Accordingly in May 1941, Railway Inspectorate was separated from the Railway Board. Post of Chief Government Inspector of Railways (**CGIR**), through whom Government Inspectors of Railways (**GIR**) would report to Government, was created. Inspectorate was placed under the Department of Communication and now it is under Ministry of Civil Aviation (**MoCA**).

On 01.11.1961, CGIR was redesignated as Commissioner of Railway Safety (CRS) and GIR as Additional Commissioners of Railway Safety (**ACRS**).

From June, 1979 designation of **CRS** was changed to Chief Commissioner of Railway Safety (**CCRS**) and **ACRS**, to **CRS**.

CRS are recruited from amongst officers of Indian Railways (**IR**) but they do not revert back to Railways and are absorbed in Commission of Railway Safety under Ministry of Civil Aviation.

### 5.2 ABOUT THE ORGANISATION

The office of Chief Commissioner of Railway Safety (CCRS) is headquartered at Lucknow and is a part of MoCA. He acts as Principal Technical Advisor to Central Government in all matters with which Commissioners are concerned.

There are 09 Commissioner of Railway Safety (CRS) & 01 Circle office of Commissioner of Metro Railway Safety (CMRS) located at different places across the country and looking after the works of different Zonal Railways. Their offices are called Circle Offices. Each circle office has 09 to 11 office staffs consisting of Sr. Private Secretary (1), Office Superintendent(1), UDC (2), LDC (2) and Multi Tasking Staff.

In each Circle, there is one post of Deputy Commissioner of Railway Safety (Dy.CRS) and they are from different disciplines of Indian Railways (IR). At present, Dy.CRS post in

- SC, SCC and SEC are from Civil Engineering
- CC is from Electrical Engineering and
- NC, EC, NF, WC and NEC are from Signal & Telecommunication (S&T) Engineering.
- In addition to above one post of Dy. CMRS is there to assist the CMRS.

There are two wings in the office of CCRS i.e. Railway Safety Wing and Technical Wing. In the Railway Safety wing, there is one Dy. CRS (General) to assist CCRS in day to day official working as well as for maintaining the interface with the Ministry of Railway (MoR) and MoCA. It has the post of Private Secretary(1), Section Officer (1), Assistants Section Officer (5), Personal Assistant (1), SSA (1), JSA (1) and Multi Tasking Staff.

In the Technical Wing, there are 4 Dy. CRS of various disciplines (Mechanical, S&T, Electrical Engineering and Transportation) to assist CCRS and CRS as and when required on technical matters. This wing works as think tank and maintaining the institutional memory / strength of the Commission of Railway Safety. To assist the Technical Wing, the requisite staff / officers are posted such as one Assistant Director (Official Language), Junior Hindi Translator (1), Technical Assistant (2) LDC (2), Stenographer (2), Staff Car Driver (1) and Multi Tasking Staffs (4).

Dy. CRSs are not statutory authorities. They come from Railways on deputation basis and go back after completion of their deputation period.

### 5.3 DUTIES & RESPONSIBILITIES

As detailed in Section 6, Chapter-III of The Railways Act 1989, the duties of Commissioner of Railway Safety (CRS) are as under:-,

- To inspect new railways with a view to determine whether they are fit to be opened for the public carriage of passengers, and to report thereon to the Central Government as required by or under this Act;
- To make such periodical or other inspections of any railway or of any rolling stock used thereon as the Central Government may direct;
- To make inquiry under this Act into the cause of any accident on a Railway; &
- To discharge such other duties as are conferred on him by or under this Act.

### 5.4 FUNCTIONS OF THE CHIEF COMMISSIONER OF RAILWAY SAFETY

CCRS advise Central Government in all matters relating to Railway Safety, recruitment of officers, postings and promotions, budget and expenditure etc. CCRS deals with:-

- (a) Reports of inspections of new lines, of existing line, gauge conversion works and electrification of railway line done by the Commissioners of rail by the Commissioners of Railway Safety are forwarded to Railway Board through CCRS office for obtaining the sanction of the Central Government.
- (b) The first three reports of statutory inquiries (both preliminary and final) into



accidents, conducted by newly appointed Commissioners are to be sent to CCRS for scrutiny before forwarding it to Railway Board.

- (c) Scrutiny of Railway's proposals, if any, regarding condonation of Infringements to IRS OD received from CRS's office and if found in order then the same is forwarded to Railway Board with suitable stipulations.
- (d) Scrutiny of Railway's proposals regarding introduction of new rolling stock or increase in the speed of existing rolling stock received from RDSO and if found in order then the same is forwarded to Railway Board with/ without suitable stipulations.
- (e) Similarly any condonation of infringement to IRSOD in case of Rolling stock is also sanctioned by Railway Board on recommendation of CCRS.
- (f) Examination of Railway Board's proposals for amendments to General Rules, Railway Rules for Opening, Schedule of Dimensions etc. in consultation with the Commissioners and convey the views of the Commission to Railway Board, whenever so referred; and
- (g) Preparation of the Annual Report on the activities of Commission of Railway Safety.
- (h) Any other work/duty assigned by Central Government with respect to Railway Safety.

## 5.5 FUNCTIONS OF THE COMMISSIONER OF RAILWAY SAFETY:-

### 5.5.1 Authorization for opening of new railway lines:

In terms of Railway Act, 1989, under

Section 6, Metro Railway Act, 2002 and the Rules for Opening, 2000, Indian Railways / Metro Railways approach the Commission along with the application seeking sanction of respective CRS for opening of new railway lines/metro railway lines, doubling of existing lines, gauge conversion works, electrification of Railway lines etc.

Rules for Opening stipulates that while making a reference to the commissioner for inspection, the concerned Railway shall furnish all the relevant documents to the commissioner one month before the date on which a railway line or a section of a railway line is proposed for opening by the railway.

On receipt of the application, the CRS scrutinizes the application and if everything is in order then a date of inspection is fixed and intimated to the Railway. On the schedule date the CRS conducts the inspection with his team of officers accompanied by Zonal Railway Headquarter and Divisional officers led by DRM of the respective Division.

After inspection, if CRS is satisfied with its fitness with respect to safety of the passengers, he issues authorization / sanction for opening of the subject work with certain stipulations and also forwards the inspection report of the same to the Central Government through CCRS.

If CRS is not satisfied with its fitness With respect to safety of the passengers; he issues the inspection report of the same to the Railway indicating the various deficiencies in the work to be attended to ensure safety of the passengers. It is the discretion of CRS to re- inspect the

section after attending all the deficiencies by the Railway before opening the subject section for public carriage of passengers or else authorizes the Central Government to open the subject section after attending the deficiencies.

### **5.5.2 Sanctions for execution of minor works:**

Structural works affecting the safety of trains on running lines, such as provision of additional bridges, rebuilding or re-girdering of existing bridges, remodeling of station yards, modification to signaling etc. are carried out by the Railways only after obtaining the sanction of the CRS.

In terms of above provisions, Zonal Railways submits the applications of difference works along with all enclosures like Joint Safety Certificate, Track Certificate, Bridge Certificate, OHE Certificate, RDSO Speed Certificate, Railway Board's first sanction, Condonation of Board for infringement to the Schedule of Dimensions etc. After receipt of such applications, CRS examines them as per the provision of various manuals and if found in order, gives the sanction for the same.

### **5.5.3 Introduction of new rolling stock and increase in the speed of existing rolling stock:**

Prior to 1<sup>st</sup> October 2018, as per the rule, the CRS after examining the proposal sent the report, with his recommendations to the CCRS. CCRS after examining the proposal, if found in order, forwarded the same with or without

stipulations, to the Ministry of Railways for sanction of running of new rolling stock or increasing the speed of existing rolling stock. Now, Ministry of Railways, vide Gazette notification no. 698 dated 01 October 2018, has amended the Railways Opening for Public Carriage of Passenger Rules, 2000 and revised this procedure. As per present procedure, (Rule 28) RDSO applies to CCRS for both;

- Sanctioning speed of new designs of rolling stock
- Increasing the speed of existing rolling stock

CCRS after examining the proposal, if found in order, recommend the same, with or without stipulations, to the Ministry of Railways for sanction of running of new rolling stock or increasing the speed of existing rolling stock.

### **5.5.4 Railway Board has issued the Schedule of Dimensions (revised 2004), Maximum, and Minimum & Recommended Dimensions to be observed on all 1676 mm Gauge on IR.**

These dimensions given in Schedule-1 of Indian Railway Schedule of Dimensions (IRSOD) (revised 2004) have been classified into two heads; for existing works and for new works. These Dimensions are to be observed on all 1676mm gauge on Indian Railway unless prior sanction has been obtained from the Railway Board through CRS/CCRS to execute the new work which would infringe the IRSOD.

Before 01<sup>st</sup> October 2018, the proposal for any infringement to the Schedule of Dimension used to be submitted to CRS. It was then scrutinized by CRS from safety point of view. After examining, CRS was required to send the proposal for condonation of infringement to CCRS. Again in CCRS office the proposal was examined and then forwarded to Railway board. Based on the recommendation of CCRS, Railway Board used to grant sanction for the condonation of infringement.

However, Ministry of Railways, vide Gazette notification no. 698 dated 01 October 2018, has amended the Railways Opening for Public Carriage of Passenger Rules, 2000 and revised this procedure as per Rule 22A. As per present procedure, proposal for any infringement to the Schedule of Dimension is submitted to CRS which is then scrutinized by CRS from safety point of view. After examining the proposal,

if CRS is satisfied that infringement is safe for train operation, he sanctions the condonation of infringement with or without stipulations. If the proposed infringement is beyond the limits defined in the Schedule-II of IRSOD then procedure prior to this amendment of Opening Rules i.e. 1 October 2018, as mentioned in preceding para, is followed.

**5.5.5** Any consignment which does not adhere to IRSOD, 2004 is treated as an over dimensioned consignment (ODC). For movement of ODC on Indian Railway, separate sanction of the competent authority is required. Railway submits the application for movement of ODC in the concerned zonal Railway.

**5.5.6** Inspection of running lines to keep themselves familiar with Railway working; and

**5.5.7** Investigation into Serious Railway Accidents and review of reports of other train accidents, inquired by Railways.

## 5.6 ACTIVITIES/ ACHIEVEMENTS

A gist of main activities performed during the years 2020-21 and 2021-22 is as under:-

MAIN ACTIVITIES	2020 -21 (data from 01.01.20 to 31.12.20)	2021-22 (data from 01.01.21 to 31.12.21)	%age change
Lines Inspection & authorization (in Km)			
Additional line! Doubling	878.32	939.11	6.9%
New Lines	198.25	157.02	-47.1%
Gauge Conversion	297.28	179.26	-9.5%
Electrification	2335.20	2168.53	-7.2%
No. Of Application of Minor Works sanctioned	4517	4162	8.5%
No. Of Rolling stock cases Sanctioned! forwarded **	21	21	00

### **5.7 PROGRESS IN USE OF HINDI**

The Commission is actively pursuing the task of maximizing the correspondence among the circle offices in Hindi. As a result of the sustained efforts of the CCRS office, the circle offices situated in the 'A', 'B' & 'C' region has achieved fantastic figures of 100%, 100%. & 88.5% respectively in Hindi correspondence during the year 2021-22. The Commission has published its Hindi Home Magazine 'Suruchi' on 14<sup>th</sup> September, 2021, Southern Circle was adjudged the best circle office and accordingly awarded the outstanding Rajbhasha shield. The second and third prize had gone to South Central Circle and Western Circle respectively..

### **5.8 CLEANLINESS & POLLUTION CONTROL**

All possible steps are being taken to control pollution in the offices of Commission of Railway Safety. The office premises are kept always neat and tidy. Smoking is strictly prohibited in the office premises. Some plants have been planted to make the environment clean & green. The vehicles used by the Officers and Staff are free from pollution.

### **5.9 WOMEN WELFARE INCLUDING GENDER BUDGETARY DATA**

The offices of the Commission of Railway Safety are generally located in Railway office Premises. The complexes and facilities provided there such as toilets, crèche, Tiffin room etc are availed by the female employees of the Commission also. The instructions on welfare of women employees, issued by Government of India from time to time are being implemented to the extent possible.

### **5.10 PUBLIC REDRESSAL GRIEVANCES MACHINERY**

CRS has usually no public dealings. However, Right to Information Act, 2005 has been fully implemented. Moreover, CRS is redressing the grievances on (CPGRAMS) portal received directly or transferred by other Ministry. CRS is also working on e-office platforms for early disposal of the grievances.

### **5.11 ISSUES RELATING TO DEVELOPMENTAL ACTIVITIES TAKEN UP IN THE NORTH EAST**

The CRS does not undertake execution of any work. Its role is inspectorial and investigatory.

**5.12 REPRESENTATION OF SCHEDULED CASTES, SCHEDULED TRIBES AND OTHER BACKWARD CLASS EMPLOYEES IN THE COMMISSION OF RAILWAY SAFETY AS ON 31.12.2021:**

Name of the Organisation	Total No. of employees	Total No. of SC employees	Percent age	Total No. of ST employees	Percent age	Total No. of OBC employees	Percent age
Commission of Railway Safety	120	17	14.16	5	4.16	14	11.67

**5.13 WELFARE OF SENIOR CITIZENS**

CRS is working as per Government of India instructions for welfare of Senior Citizens. Further, CRS has re-employed two retired officials on contractual basis.

**5.14 FACILITIES TO PERSONS WITH DISABILITIES**

CRS follows Government of India & Ministry of Civil Aviation's instructions for facilitating the persons with Disabilities.

**5.15 VIGILANCE ACTIVITIES**

CRS monitors & co-ordinates vigilance activities of the Circles under its administrative control.

**5.16 CITIZEN CHARTER**

CRS monitors & co-ordinates vigilance activities of the Circle under its administrative control.

## 6. AIRCRAFT ACCIDENT INVESTIGATION BUREAU

### 6.1 INTRODUCTION

In accordance with Standards and Recommended Practices (SARPs) issued by the International Civil Aviation Organization (ICAO) and to ensure independence of investigation function from the regulatory function; the Government of India decided to establish a Bureau independent of the DGCA India.

Keeping in mind the Indian scenario, the Aircraft (Investigation of Accidents and Incidents) Rules 2012 were formulated and notified on 5th July 2012 through a Gazette Notification. In accordance with these Rules and for the purposes of carrying out investigation into accidents, serious incidents and incidents; the Government of India set up a Bureau known as the Aircraft Accident Investigation Bureau (AAIB) in the Ministry of Civil Aviation on 30th July 2012.

### 6.2 ORGANISATION

In accordance with ICAO Annex 13, Rules notified in 2012 were amended in 2017 and AAIB was made an attached office of the Ministry of Civil Aviation. Now investigation work is being carried out as per amended Aircraft (Investigation of Accidents and Incidents) Rules 2017 as AAIB has got immediate and unrestricted access to all relevant evidence without seeking prior consent from judicial bodies or other Government authorities.

The Recruitment Rules are under progress for the organization to have sufficient number of officers familiar

with aircraft accident investigation procedures.

### 6.3 FUNCTIONS

AAIB is required to carry out India's obligation towards ICAO as per Annex 13 and shall discharge various functions including: -

- To obtain preliminary report under rule 9 from any person or persons authorised either under sub-rule (1) of rule 9 or under sub-rule (3) of rule 7;
- Classification of occurrence and setting up investigation and in case of formal investigation, assisting the Central Government, under these rules;
- To facilitate the investigation and administrative work of the investigation whenever necessary;
- Processing of the reports of investigation received by the Aircraft Accident Investigation Bureau, which includes:-
  - i. Acceptance of report by DG, AAIB and making it public by DG, AAIB in a manner it deems fit;
  - ii. Forwarding of the final report, made public by the Central Government under sub-rule (2) of rule 14 or by Aircraft Accident Investigation Bureau, to the States as required under Annex 13;
  - iii. Forwarding of the final report, made public by the Central Government or Aircraft Accident Investigation Bureau, to ICAO if the mass of the aircraft involved in accident or incident is more than 5,700 kg.

- To formulate safety recommendation on the basis of safety studies, including induction of new technology to enhance safety, conducted from time to time;
- To establish and maintain an accident and serious incident database for effective analysis of information on actual or potential safety deficiencies;
- To process obligations of the Central Government under Annex 13 to the Convention relating to International Civil Aviation signed at Chicago on the 7th day of December, 1944 as amended from time to time;
- To forward the recommendations made in investigation reports and safety studies to DG, CA and other regulatory authorities for their follow up and to obtain compliance of the same;
- To inform ICAO of the issuance of a Safety Recommendation of Global Concern (SRGC) and its responses in dated transmittal correspondence, even when the SRGC is not addressed to ICAO; and
- Any other functions, which the Central Government may ask the Aircraft Accident Investigation Bureau to perform from time to time under these rules.

#### **6.4 ACCIDENT / SERIOUS INCIDENT INVESTIGATIONS**

##### **1. Investigation Reports completed since 01st Jan 2021 till 31st Dec 2021**

- A total of 08 Accident Reports, 20 Serious Incident reports and 01 Incident Report have been accepted by DG, AAIB. Final Investigation Reports have been made

public and are available on AAIB website ([www.aaib.gov.in](http://www.aaib.gov.in)).

##### **2. Investigations ordered since 01st Jan 2021 till 31st Dec 2021**

- Investigation into a total of 09 accidents, 06 serious incidents have been ordered by DG, AAIB under Rule 11 of Aircraft (Investigation of Accidents and Incidents) Rules 2017. Investigation Orders are available on AAIB website ([www.aaib.gov.in](http://www.aaib.gov.in)).
- Out of the above occurrences which happened in 2021, Investigation Reports in respect of 01 Accident and 02 Serious Incidents have been accepted by DG, AAIB. Final Investigation Reports are available on AAIB website ([www.aaib.gov.in](http://www.aaib.gov.in)).

#### **6.5 MISCELLANEOUS**

- Safety Recommendations made by Committee of Inquiry / Investigator – In - Charge of all accepted reports were forwarded to DGCA for implementation.
- A Proposal for creation of 29 new posts to strengthen AAIB has been forwarded to MoF/DoE by MoCA for approval.
- 08 Consultants are being taken on contract to fill up the vacant posts in AAIB.
- Activities are being undertaken under “Azadi ka Amrit Mahotsav”.
- “Swachhta Pakhwada” was organized by the office of AAIB.
- “Hindi Pakhwada” was also organized by the office of AAIB.

## 7. INDIRA GANDHI RASHTRIYA URAN AKADEMI

### 7.1 INTRODUCTION

Indira Gandhi Rashtriya Uran Akademi (IGRUA) is the only National Flying Training institution in the country under the administrative control of the Ministry of Civil Aviation, Government of India. IGRUA was founded on 7<sup>th</sup> November, 1985 at Fursatganj in the District of Amethi near Raebareli, Uttar Pradesh to bring about a quantum improvement in the standards of flying and ground training of Commercial Pilots in the country.

During the past over three and a half decades of its existence, IGRUA has graduated the finest pilots in the country, thereby contributing immensely for the development of Indian Aviation industry.

### 7.2 ORGANISATIONAL SET UP

IGRUA is an Autonomous Body established under the Societies Registration Act 1860. IGRU Society is administered by a Governing Council under the Ex-officio Chairmanship of Secretary, Ministry of Civil Aviation.

The Akademi is headed by a Director and is assisted by Departmental/Sectional Heads. IGRUA is administratively controlled by Government of India through Ministry of Civil Aviation.

### 7.3 OBJECTIVES

The broad objective of IGRUA is to promote and develop the science of aeronautics and civil aviation in national interest and also to extend the same to foreign nationals. In the process,

the Akademi conducts airline oriented flying training courses to the level of contemporary international standards. Various courses and training programs offered are:

- a) Ab-Initio to CPL Course on fixed wing aircraft. Instrument rating and multi engine endorsement is part of this course.
- b) Three years Graduation Program for IGRUA CPL trainees in B.Sc. (Aviation) through Chhatrapati Shahuji Maharaj University, Kanpur.
- c) 5-Day DGCA-certified drone training course to become professional RPAS pilots on both Micro & Small-category drones in collaboration with M/s Drone Destination.
- d) 7 day "Train the Instructor" training course by IGRUA in collaboration with M/s Drone Destination to impart training to trainers of RPTOs approved by DGCA for imparting Drone Training.
- e) English Language Proficiency (ELP) Training & Testing for pilot aspirants
- f) CRM & Multi Crew Conversion Course on DA 42 aircraft.
- g) Conversion training for cadets undergoing training abroad for issue of Indian CPL.
- h) Impart flying training to Navy and Coast Guard.
- i) Refresher Course for Certified Flying Instructors and Pilot Instructors of Flying Training Institutes.



- j) Courses for Assistant Flight Instructor Rating (A) and Flight Instructor Rating (A).
- k) Skill Tests for renewal of License for Ex-students of IGRUA on requirement basis.
- l) Simulator training & checks and other facilities to outside aviation agencies for their Pilots' Selection & Interview.
- m) On Job Training on aircraft to students undergoing Diploma in Aeronautical and Aircraft Maintenance Engineering.

**IGRUA also propose to commence of following additional courses during the next calendar year:-**

- a) Courses for students aspiring to become Aircraft Maintenance Engineers (AME)
- b) Impart ground training to prepare students for clearing DGCA papers for PPL/CPL & ATPL.

#### 7.4 INFRASTRUCTURE

- **OVERVIEW** : The Akademi is equipped with state of art trainer aircraft, modern simulators in the form of FNPTs & CPTs with visual system, up-to-date audio-visual training aids, two libraries equipped with adequate study material, computerized examination cell for internal assessments and other facilities for effective ground training. It employs qualified flying and ground instructors, having long experience in the field of aviation and flying training. The aim at IGRUA is not only to impart flying training to make a pilot but also to mould him/her as an effective systems manager in aeronautics. The flying trainees of the

Akademi acquire the standards required for their transit with ease into the cockpits of the airlines.

The Akademi has incredible infrastructure that facilitates transition of a school pass level individual to a confident commercial pilot, fit to be absorbed by the airlines. It has four hostels (including two separate Girl's hostel) which can house 248 boys and 48 girls on a twin sharing basis. IGRUA campus also has residential accommodation for its staff. The operational area has a 6080 feet runway with a parallel taxi track, five links, dispersal area and three hangars. IGRUA has dedicated air space earmarked for it to enable uninterrupted flying training. The Airfield is equipped with night flying facilities including a PAPI. IGRUA has its own Nav and landing aids in terms of VOR/DME and ILS/DME. It has its own Fire Safety Services, Aviation Fuel Station and Air Traffic Control. This self contained all round set-up facilitates delivery of quality and quantum of pilot aspirants to meet increased demand of Indian Aviation industry.

- **AIRCRAFT FLEET** : The Akademi has a fleet of 18 aircraft at the end of calendar year 2021. The following are the types of aircraft utilized for flying training:
  - o Thirteen DA-40 aircraft. DA-40 aircraft is equipped with contemporary glass cockpit and is a single piston engine aircraft with variable pitch propeller, having fixed undercarriage.
  - o One Trinidad TB-20 aircraft. TB-20 aircraft is a piston single engine aircraft with variable pitch propeller, retractable

undercarriage and is equipped with modern Nav Aids.

- o Two Zlin Z242L aircraft. It is a piston single engine aircraft with fixed under carriage and is equipped with modern Navigational Aids.
- o Two DA 42 aircraft. The final stage of training is carried out in DA 42 aircraft. This is a twin-engine aircraft. The aircraft is equipped with glass cockpit, auto-pilot and retractable undercarriage.

The above aircraft are utilized for imparting flying training to facilitate the trainees to get Line Oriented Flying Training. The students at IGRUA are graduated with multi-engine endorsement and instrument rating on their Commercial Pilot Licence.

## 7.5 TRAINING PHASES

### (a) Ground Training

On arrival at the Akademi, the students undergo Ground Training in the following subjects:

- i. Air Navigation - 135 Hrs.
- ii. Radio Aids - 045 Hrs.
- iii. Technical General - 115 Hrs.
- iv. Air Meteorology - 085 Hrs.
- v. Air Regulations - 085 Hrs.

The Ground Training is aimed at making an aspiring pilot competent to attempt the ATPL after the mandatory CPL, and comprises 465 classroom lectures and consolidation classes in the hangar and Flight Operations Centre wherein the practical aspects of the theoretical classes are made known to them.

This sets the foundation for the Line Oriented Flying Training (LOFT) that follows, thus preparing them to adapt to the dynamic development in the aviation industry.

### Audio Visual Aids

The concept of the white board and query system continues to be used to advantage. In order to augment ground training, the Akademi uses audio visual imagery using over-head projection system with animation, where feasible, in order to enhance the comprehensive understanding of each subject. IGRUA has also developed full-fledged online ground classes, duly approved by the DGCA.

### (b) Pre-Flying Ground Training (PFGT)

PFGT is carried out by experienced Flying Instructors and Aircraft Maintenance Engineers. Group briefing on important exercises is carried out over and above thorough personal briefing and debriefing prior to and after each flight on the simulator and aircraft.

### (c) Simulator Training

Single engine training is carried out on two Diamond DA40 flight simulators having 180 degree field of view. The Akademi also has two single engine TB-20 flight simulators with visual system for initial flying training and instrument rating exercises.

For multiengine training a Diamond DA42 flight simulator with visual system having 180 degree field of view is available.

**(d) Simulator/Flying Training Syllabus****For Single Engine aircraft :**

- i) 20.00 hrs. Simulator training on FNTP.
- ii) 185.00 hrs flying on TB-20/DA-40/Zlin aircraft

**For Multi-Engine aircraft :**

The trainees are graduated with CPL, Instrument Rating along Multi engine rating endorsement on Diamond DA-42 type of aircraft. They fly 15:00 hrs on it. In addition they fly 15:00 hours on DA-42 Simulator.

**7.6 CREW RESOURCE MANAGEMENT (CRM) AND MULTI CREW CONVERSION COURSE (MCC)**

In addition to imparting Ground, Simulator & Flying training, trainees are put through a capsule course on CRM. They also go through a two week MCC after completion of their CPL syllabus. This additional training prepares them better for absorption in the airlines.

**7.7 MAIN ACHIEVEMENTS**

- a) **Expansion Activities** : In order to spread its wings, IGRUA ventured into various new training programs to actively progress its march towards self-sufficiency, such as:-
  - (i) Conducted English Language Proficiency course for 77 CPL Holders of IGRUA as well as from outside, out of which 56 were imparted both training & testing and 21 only testing.
  - (ii) Conducted Remotely Piloted Aircraft System (RPAS) course, commonly termed as “Drone Pilot Training” for

more than 125 trainees.

- (iii) Conducted “Train the Instructor” course for more than 50 “Drone Instructors” of all the FTOs approved by DGCA to impart training for drone flying.
- (iv) In lines with achievement in drone training, approved sites have been established in Manesar, Gurugram and Bengaluru in Karnataka. More sites are in the anvil at various states, such as Madhya Pradesh, Himachal Pradesh and Maharashtra.
- (v) Conducted flying training operation from Kalaburagi Airport in Karnataka as Satellite base for IGRUA during the period from 19.01.2021 to 28.02.2021 to increase production of CPL holders in order to meet the growing need of pilots demand for Indian Civil Aviation industry. More than 750 Hrs. of flying was carried out from Kalaburagi Airport, despite limited facilities using only 3 – 4 aircraft.
- (vi) To ensure continuation of training activities throughout the year for increasing production of IGRUA, the satellite base at Gondia, Maharashtra has been permanently made the second flying base by obtaining required DGCA approvals. All facilities for carrying out inspection and maintenance have been established.
- (vii) Successfully conducted CFI Refresher course for FTOs and AME Refresher Course for AMOs
- (viii) IGRUA has been conferred third prize for its Hindi annual magazine ‘Kshitij’.

**b) Important Events :**

- i) Azadi ka Amrit Mahotsav : IGRUA started seven day flying in a week, which was announced by the Secretary, Civil Aviation in March, 2021, while inaugurating the Azadi Ka Amrit Mahotsav Celebration in IGRUA. Demonstration of Aircraft & Simulators conducted for the students of nearby schools and Drawing & Painting Competition for school children and cadets were carried out during the year.
- ii) Swachh Bharat Abhiyaan : Cleanliness drive carried out throughout the year, giving special emphasis during Swachh Bharat Pakhwara.
- iii) Foundation Day : IGRUA celebrated its "Foundation day" on 07 Nov 21, which streamed live by thousands. Capt. Pushpinder Singh, Chief Operating Officer, Air India Express Limited & General Manager at Air India Limited Mrs. Harpreet A De Singh, CEO, Alliance Air, were amongst the Alumnae were guests of honour in the Foundation Day celebrations.

**7.8 TASK ACCOMPLISHMENTS :**

- a) **Higher flying output:** As a preparedness for a likely boom after the slump in aviation industry due to pandemic and to promote the *Atmanirbhar Bharat* initiative by the Central Government, IGRUA has made all plausible effort to increase the quantum of flying vis-à-vis number of graduates to cater for the requirements of aviation industry. During the period i.e. from 01.01.2021 to 31.12.2021, IGRUA has been able to pile up 19000:00 hours of flying as against 11641.05 hours during the

corresponding period of the previous year. A total number of 66 cadets have passed out during the concurrent period as against 43 during the previous year.

- b) **Improved Flight Safety:** Quantitative improvement in flying has more significance when it is done without jeopardizing the flight safety. The accident/incident rate has reduced by 83% in the last 10 years.
- c) **Fresh Enrolment for CPL Training :** The perception about the job of a pilot is undergoing an evolutionary change, especially in rural India. Earlier, only a trifling minority from urban India had the aspiration to become pilot. The ever increasing number of applications for induction in IGRUA is an indicator of changing aspirations of Indian youth. This year 894 applicants were shortlisted for entrance examination in IGRUA. A total number of 121 cadets have been inducted in the year 2021.
- d) **Effective Manpower Management:** Manpower at IGRUA has reduced from 300 to 251 over the last 10 years, i.e. a reduction of 4.9% per annum, whereas during the corresponding period there has been significant increase in overall activities in the organization and flying hours has almost doubled. No recruitment was made to replace retired/dead employees as an austerity measure to reduce the revenue expenditure. However, man power management has been made effectively either by deploying personnel on contract or through redeployment, automation, sharing of jobs, etc.

- e) **Lower Burden on Subsidy** : The Akademi has been making all efforts to reduce its expenditure by curbing the non-essential expenses, effective and optimum utilization of its resources in various sections like Mess & Hostel, Motor Transport, General Stores, Electrical, Civil Maintenance etc., reducing the essential statutory expenses by better negotiations.

Generation of additional revenue by training of cadets from Indian Coast Guards, Revenue from Drone Training, Refresher Course and ELP training & testing, increased flying resulting in increased intake of cadets etc. to attain self-sufficiency and reduce annual deficit.

## 7.9 SWACHH BHARAT & ENVIRONMENT PROTECTION

- a) **Municipal Solid Waste (MSW) Management:**

IGRUA has a well spelt out MSW Management system is in place. Around 500 kgs of bio-degradable kitchen wastes are accumulated every day from residences, mess kitchen and canteens, apart from dry wastes, polythene, plastic bottles, broken glasses, packing material, debris of renovation/construction, dead leaves, hospital wastes, etc. These wastes are segregated at source by keeping two waste bins; one for bio-degradable (wet) wastes and the other for dry wastes, such as, polythene, plastic bottles, packing materials, paper, etc. While bio-degradable wastes are converted into manure through Vermiculture, the

dry wastes are disposed off in scientific manner. Use of single-use plastic has been banned in the premises.

- b) **Waste Water Disposal:**

IGRUA has proper underground drainage system and modern Sewage Treatment Plant to ensure that the water sources are not polluted in any manner.

- c) **Solar Water Heaters:**

Roof Top Solar panels have been installed in the students' hostel to cater for the hot water requirements of students, as a measure of conserving the fossil fuel.

- d) **Awards:**

IGRUA was conferred third place for its annual edition of Hindi Magazine *Kshiti* in 2021.

## 7.10 POLLUTION CONTROL

IGRUA does not carry out any manufacturing/production resulting emission of smoke, residue, industrial wastes, etc. causing air, water, soil, light or sound pollution. However, all possible initiatives have been taken to control pollution by maintaining the vehicle engines to emit smoke within the prescribed limits, disposal of solid waste by incineration, Landfills, Composting, etc..Forestation is actively pursued to maintain a green environment in the Akademi.

## 7.11 CITIZEN CHARTER

Citizen Charter of IGRUA has been prepared and uploaded on our web site. A Citizen can visit the website of IGRUA

at [www.igrua.gov.in](http://www.igrua.gov.in). Citizens can make request to our Chief Public Information Officer (CPIO) Mr. Sundeep Puri and First Appellate Authority (Director IGRUA) for any information under RTI Act, 2005.

### 7.12 WOMEN'S WELFARE

IGRUA has Thirteen women employees (1 Regular + 12 Contractual) and their welfare is being looked after through normal administrative channels. An Internal Complaints Committee (ICC) comprising three members is in place to deal with complaints regarding sexual harassment at work place.

### 7.13 STEPS TAKEN TO IMPROVE PUBLIC GRIEVENCE REDRESSEL MACHINERY

The nature of operation of the Akademi is such that it hardly involves any public dealing. However, Manager HR is assigned the task of dealing with public grievance. Any such grievances are redressed/disposed off within the framework of rules.

### 7.14 VIGILANCE

The Chief Vigilance Officer, Air India has been given the additional charge of Vigilance in IGRUA. Efforts have been taken to heighten the awareness level amongst the employees to not to indulge in any sort of corruption in duty and in public life.

### 7.15 IMPLEMENTATION OF OFFICIAL LANGUAGE

The Akademi continues to take necessary steps for ensuring the implementation of

all provisions of the Official Language Act & Rules. Employees are being trained in Hindi, Devnagri Typing etc. Incentives are given to employees for promoting and effectively using Hindi in official work. Provision is made in office Computers to have a system of using Hindi in all official communication with convenience. A Hindi magazine "*Kshitij*" also is published every year by IGRUA.

### 7.16 SPORTS FACILITIES

IGRUA has indoor and outdoor sports facilities for games like squash, badminton, basketball, volleyball, football, table tennis, pool table and a well-equipped gym with multi-gym equipments. Apart from this the campus has a swimming pool facilitating the trainees and employees to stay fit. Annual sports meet is conducted for the cadets every year.

### 7.17 CULTURAL ACTIVITES

IGRUA has been actively utilizing its Air-conditioned Auditorium for various cultural programmes and functions to encourage the flying cadets to excel in extra-curricular activities. IGRUA holds "**Full Throttle**" cultural event every year along with Foundation day celebrations.

### 7.18 IMPLEMENTATION OF PERSONS WITH DISABILITY ACT, 1995

The guidelines issued by Ministry of Social Justice & Empowerment on Persons with Disabilities has been implemented and due consideration is being given to disabled persons, wherever possible.

### 7.19 ISSUE RELATED TO DEVELOPMENT ACTIVITIES TAKEN IN NORTH EAST

IGRUA is an Autonomous Body having its Headquarter at Fursatganj, Amethi (Distt.), Uttar Pradesh, only and hence there is no such issue.

### 7.20 REPRESENTATION OF SCs/STs/OBCs

There has been no recruitment of regular staff since 1996. The details of representation of SC/ST/OBC as on 31/12/2021 is given in the chart below:

Name of Organisation	Total No. of Emp.	Total No. of SC Emp.	%	Total No. of ST Emp.	%	Total No. of OBC Emp.	%
I.G.R.U.A.	96	23	23.95	2	2.08	41	42.70

### 7.21 WELFARE OF SENIOR CITIZEN

In accordance with the guidelines issued by Ministry of Social Justice & Empowerment, as envisaged in the National Policy on Older Persons, instructions have been issued to all concerned to ensure prompt, fair and humane treatment for older persons.

### 7.22 FEE STRUCTURE

Training Fee for Ab-initio to CPL Course with Multi Engine endorsement is Rs.45.00 lacs and Boarding & Lodging charges (approximately Rs.12,000/- P.M.).

### 7.23 FUTURE PLANS

- Increase of student intake to 150 per year
- Enhance the existing fleet with five new Hansa NG aircraft, indigenously manufactured by NAL, Bengaluru. An MoU in this regard has already been signed between IGRUA and NAL.
- Commencement of AME School.
- Establishment of more drone training centers across the country.

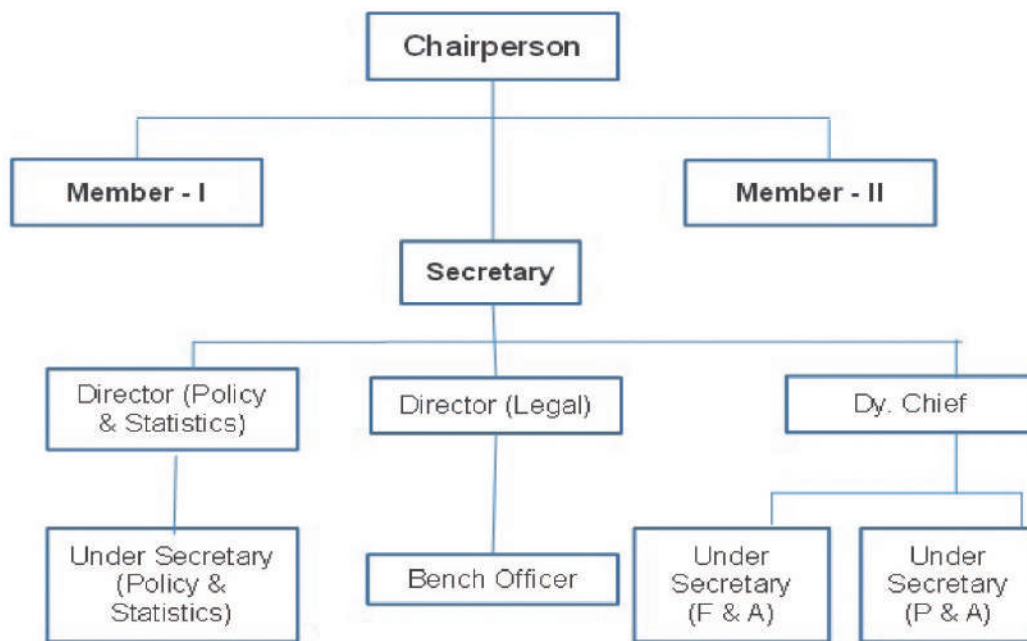
## 8. AIRPORTS ECONOMIC REGULATORY AUTHORITY

### 8.1 INTRODUCTION

Consequent to the recommendations of The Naresh Chandra Committee report, Govt. of India established Airports Economic Regulatory Authority (AERA). It is a statutory body constituted under the Airports Economic Regulatory Authority of India Act, 2008. The AERA was established by the Government vide its notification No GSR 317 (E) dated 12.05.2009 with its Head Office at New Delhi.

### 8.2 ORGANISATIONAL STRUCTURE

Organization structure of the Authority is given below:-



AERA's staff comprises of people with experience in the aviation sector, finance sector etc. on deputation from various Central, State Services & departments/ organizations.

### 8.3 SCOPE OF THE REGULATION

- The main functions of the Authority, as per Sec. 13(1) of the AERA Act, 2008, are as under:
  - To determine the tariff for the aeronautical services
  - To determine the amount of Development Fees in respect of major airports
  - To determine the amount of PSF levied under rule 88 of the Aircraft Rules, 1937 made under the Aircraft Act, 1934 (22 of 1934)
  - To monitor the set performance standards relating to quality, continuity and reliability of service as may be specified by Central Government or any Authority authorized by it in this behalf.



- Presently, 26 airports have been declared major airports as per the AERA Amendment Act 2019 and as notified by Ministry of Civil Aviation under the said provision, the following airports are considered as “major airports” as on 31.12.2021:
  - o Indira Gandhi International Airport, Delhi
  - o Chhatrapati Shivaji Maharaj International Airport, Mumbai
  - o Kempegowda International Airport, Bengaluru
  - o Rajiv Gandhi international Airport, Hyderabad
  - o Cochin International Airport, Kochi
  - o Chandigarh International Airport, Chandigarh
  - o Chennai International Airport, Chennai
  - o Netaji Subhas Chandra Bose International Airport, Kolkata
  - o Sardar Vallabhbhai Patel International Airport, Ahmedabad
  - o Trivandrum International Airport, Thiruvananthapuram
  - o Chaudhary Charan Singh International Airport, Lucknow
  - o Jaipur International Airport, Jaipur
  - o Lokpriya Gopinath Bordoloi International Airport, Guwahati
  - o Calicut International Airport, Kozhikode
  - o Goa International Airport, Goa
  - o Pune International Airport, Pune
  - o Jay Prakash Narayan International Airport, Patna
  - o Guru Ram Dass Jee International Airport, Amritsar
  - o Lal Bahadur Shastri International Airport, Varanasi
  - o Biju Patnaik International Airport, Bhubaneswar
  - o Swami Vivekananda Airport, Raipur
  - o Tiruchirappalli International Airport, Tiruchirappalli
  - o Mangalore International Airport, Mangaluru
  - o Kannur International Airport Limited, Kannur
  - o Sheikh Ul Alam International Airport, Srinagar
  - o Shirdi International Airport, Shirdi
- The mandate of AERA has been enhanced by amending the definition of a major airport from the previous ‘one airport’ to group of airports as per the AERA Amendment Act 2021.
- During the period from 1<sup>st</sup> January, 2021 to 31<sup>st</sup> December, 2021, AERA has issued the following Orders based on its approach towards regulation of Airports and Aeronautical Services:-

Sl. No.	Order Number	Subject	Date of Issue
<b>Airport Tariff Orders</b>			
1.	Order No. 64/2020-21	In the matter of Determination of Aeronautical Tariff for Chhatrapati Shivaji Maharaj International Airport, Mumbai (BOM) for the Third Control Period (01st April 2019 to 31st March 2024);	27-02-2021
2.	Order no. 07/2021-22	Determination of Aeronautical Tariff Chandigarh International Airport, Chandigarh, for the Second Control Period (01st April 2021 to 31st March 2026);	20.08.2021
3.	Order no. 08/2021-22	Determination of Aeronautical Tariff for Cochin International Airport, Kochi for the Third Control Period (01.04.2021 – 31.03.2026);	24.08.2021
4.	Order no. 11/2021-22	Determination Of Aeronautical Tariff for Kempegowda International Airport, Bengaluru (BLR) For The Third Control Period (01.04.2021 – 31.03.2026);	28.08.2021
5.	Order No 12/2021-22	In the matter of Determination of Aeronautical Tariff For Rajiv Gandhi International Airport (HYD) Shamshabad, Hyderabad For The Third Control Period (01.04.2021 – 31.03.2026);	31.08.2021
6.	Addendum to Tariff Order No 11/2021-22	Addendum to Tariff Order No 11/2021-22 In the matter of determination of Aeronautical Tariff for Kempegowda International Airport, Bengaluru (BLR) for the third control period (01.04.2021 – 31.03.2026);	15-09-2021
<b>ISP (Fuel Farm &amp; ITP Service)</b>			
7.	Order no. 06/2021-22	Determination of Aeronautical Tariff for M/s Indian Oil Skytanking Private Limited (IOSPL) providing Into Plane Services at CSMI Airport, Mumbai for the 3rd control period (FY 2021-22 to FY 2025-26);	13.08.2021
8.	Order No 14/2021-22	In the matter of determination of Aeronautical Tariff for Bharat Stars Services Private Limited (BSSPL) providing Into Plane Services at CSMI Airport, Mumbai for the 3rd Control Period (FY 2021-22 to FY 2025-26);	03-09-2021
9.	Order No 15/2021-22	In the matter of determination of Aeronautical Tariff for Bharat Stars Services Private Limited (BSSPL) providing Into Plane Services (ITP) at Kempegowda International Airport (KIA), Bangalore for the 3rd Control Period (FY 2021-22 to FY 2025-26);	10-09-2021
10.	Order No 16/2021-22	In the matter of determination of Aeronautical Tariff for Indian Oil Skytanking Private Limited (IOSPL) providing Into Plane Services (ITP) at Kempegowda International Airport (KIA), Bangalore for the 3rd Control Period (FY 2021-22 to FY 2025-26);	15-09-2021

Sl. No.	Order Number	Subject	Date of Issue
11.	Order No 20/2021-22	In the matter of Determination of Fuel Infrastructure Charges in respect of Mumbai Aviation Fuel Farm Facility Private Limited (MAFFFL) at CSMI Airport, Mumbai, for the Third Control Period (01.04.2021 – 31.03.2026);	24-09-2021
12.	*Corrigendum to Order No. 15/2021-22	In the matter of Determination of Into Plane Service charges for Bharat Stars Services Private Limited (BSSPL) providing Into Plane Services (ITP) at Kempegowda International Airport (KIA), Bangalore for the 3rd Control Period (FY 2021-22 to FY 2025-26);	26.11.2021
13.	*Corrigendum to Order No. 14/2021-22	In the matter of Determination of Into Plane Service charges for Bharat Stars Services Private Limited (BSSPL) providing Into Plane Services (ITP) at Chhatrapati Shivaji Maharaj International Airport (CSMIA), Mumbai for the 3rd Control Period (FY 2021-22 to FY 2025-26);	26.11.2021
14.	Order No 23/2021-22	In the matter of Determination of Fuel Infrastructure Charges for Delhi Aviation Fuel Facility Private Limited (DAFFPL) at IGI Airport, New Delhi (01.04.2021 - 31.03.2026);	07-10-2021
15.	Order no. 30/2021-22	Determination of Fuel Infrastructure Charges (FIC) for Indian Oil Skytanking Private Limited (IOSPL) at Kempegowda International Airport (KIA), Bangalore for the Third Control Period (01.04.2021 – 31.03.2026);	07.12.2021
<b>ISP (Ground Handling)</b>			
16.	Order no. 29/2021-22	Determination of tariff for Ground Handling services for M/s GSEC Bird Airport Services Private Ltd. at Chaudhary Charan Singh International Airport, Lucknow for the Third Control Period (FY 2021-22 to FY 2025-26);	07.12.2021
17.	Order no. 31/2021-22	Determination of Tariff for Ground Handling Services for M/s GlobeGround India Private Limited at Rajiv Gandhi International Airport, Hyderabad for the Third Control Period (FY 2021-22 to FY 2025-26);	23.12.2021
<b>ISP (Cargo)</b>			
18.	Order no. 27/2021-22	Determination of Cargo Handling charges for M/s Gujarat State export corporation (GSEC) at Sardar Vallabhbhai Patel International Airport (SVPIA), Ahmedabad for Third Control Period (FY 2021-22 to FY 2025-26);	16.11.2021
19.	Order No. 36/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Sri Guru Ram Dass Jee International Airport, Amritsar for the First Control Period (FY 2019-20 to FY 2023-24);	01.09.2020

Sl. No.	Order Number	Subject	Date of Issue
20.	Order No. 37/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Biju Patnaik International Airport, Bhubaneswar for the First Control Period (FY 2019-20 to FY 2023-24);	01.09.2020
<b>Interim Arrangement for extension</b>			
21.	Order No. 61/2020-21	In the matter of Order No. 47/2020-21 dated 08.10.2020 regarding Provisions of compensation in lieu of Fuel Throughput Charges at Mumbai International Airport Private Limited (MIAL) – Interim arrangement to continue the levy of existing “ad hoc charge per Landing” beyond 31.12.2020;	13-01-2021
22.	Addendum to Order no. 44/2020-21	Addendum to Order no. 44/2020-21 - In the matter of Economic Regulation of Cargo Operations provided by Kannur International Airport Limited (KIAL) - Request of KIAL for additional X-ray charges for International Export Cargo at Kannur International Airport on ad hoc basis;	21.01.2021
23.	Order No. 62/2020-21	In the matter of order no. 58/2020-21 dated 30.12.2020 and 61/2020-21 dated 13.01.2021 regarding Economic Regulation of Aeronautical Services provided by Airport Operators / Independent Service Provider (s) of Cargo facility, Ground Handling and Supply of Fuel to the aircraft – Interim arrangement to continue the levy of existing tariffs beyond 31.01.2021 for the Relevant Control Period;	29-01-2021
24.	Order No. 63/2020-21	In the matter of Order No. 62/2020-21 dated 29.01.2021 regarding Economic Regulation of Aeronautical Services at Mumbai International Airport Private Limited (MIAL) Interim arrangement to continue the levy of existing Aeronautical tariff including “ad hoc charge per Landing” in lieu of discontinuation of FTC beyond 15.02.2021 for the 3rd Control Period;	15-02-2021
25.	Order No. 65/2020-21	In the matter of Economic Regulation of Aeronautical Services provided by Airport Operators- Interim arrangement to continue the levy of existing tariffs beyond 31.03.2021 for the relevant Control Period;	24-03-2021
26.	Order No. 66/2020-21	In the matter of levy of Development Fee (DF) for Project Work and Metro Work at Chhatrapati Shivaji Maharaj International Airport, Mumbai -Extension of period of levy of DF -reg.;	24-03-2021

Sl. No.	Order Number	Subject	Date of Issue
27.	Order No. 67/2020-21	In the matter of Economic Regulation of Aeronautical Services provided by Independent Service providers of Cargo Handling, Ground Handling and Supply of Fuel to the aircraft -Interim arrangement to continue the levy of existing tariffs beyond 31.03.2021 for the relevant Control Period;	25-03-2021
28.	Order No. 68/2020-21	Ad-hoc Tariff for providing International Express Cargo Handling Services at Rajiv Gandhi International (RGI) Airport, Hyderabad;	30-03-2021
29.	Order no. 01/2021-22	Interim Order for the period of 01.07.2021 to 31.03.2022 for aeronautical services relating to International Cargo Handling (Exports & Imports at both Air Side & City side) by the Airport Operator, Adani Ahmedabad International Airport Ltd (AAIAL) at Sardar Vallabhbhai Patel International Airport (SVPIA), Ahmedabad;	23.06.2021
30.	Order no. 02/2021-22	Ad hoc approval of tariff for Cargo Operations for Chandigarh International Airport (CHIAL), Chandigarh, pending determination of regular aeronautical tariff (including cargo tariff) for 2nd Control Period;	24.06.2021
31.	Order no. 03/2021-22	Ad hoc approval of tariff for Ground Handling Services for M/s Bird Worldwide Flight Services India Pvt. Ltd. at Chaudhary Charan Singh International (CCSI) Airport, Lucknow, for a period of six months w.e.f. 01.07.2021 to 31.12.2021;	30.06.2021
32.	Order no. 04/2021-22	ad hoc approval of tariff for Ground Handling Services to be provided by the SPV M/s Bird Airport Services (Mohali) Private Limited at Chandigarh International Airport, Mohali, for the period from 19.07.2021 to 31.12.2021;	19.07.2021
33.	Order no. 05/2021-22	ad hoc approval of tariff for Ground Handling Services to be provided by the SPV M/s GSEC Bird Airport Services Private Limited (GBAS) at Sardar Vallabhbhai Patel International Airport, Ahmedabad, for the period from 01.08.2021 to 31.12.2021;	29.07.2021
34.	Order No 13/2021-22	In the matter of ad hoc Tariff for Ground Handling Services for M/s GSEC Bird Airport Services Private Limited (GBAS) at Chaudhary Charan Singh International (CCSI) Airport, Lucknow, for a period of four months w.e.f, 01.09.2021 to 31.12.2021;	01.09.2021
35.	Order No 17/2021-22	In the matter of Order no. 65/2020-21 dated 24.03.2021 regarding Economic Regulation of Aeronautical Services provided by Airport Operators - Interim arrangement to levy the existing tariffs to continue beyond 30.09.2021 for their respective Control Period;	15-09-2021

Sl. No.	Order Number	Subject	Date of Issue
36.	Order No 18/2021-22	In the matter of Order no. 67/2020-21 dated 25.03.2021 regarding Economic Regulation of Aeronautical Services provided by Independent Service Providers/Airport Operators of Cargo Handling, Ground Handling and Supply of Fuel to the aircraft- Interim arrangement to levy the existing tariffs to continue beyond 30.09.2021- for their respective control period;	15-09-2021
37.	Order No 19/2021-22	In the matter of Order no. 65/2020-21 dated 24.03.2021 regarding Economic Regulation of Aeronautical Services provided by Airport Operators AAI - Interim arrangement to levy the existing tariffs beyond beyond 30.09.2021- for the Third Control Period;	22-09-2021
38.	Order No 21/2021-22	In the matter of ad hoc Tariff Ground Handling Services to be provided by the M/s Global Flight Handling Services (Pune) Pvt. Ltd. at Pune International Airport, Pune, for the period from 01.10.2021 to 31.03.2022;	01-10-2021
39.	Amendment to Order No. 18/2021-22	Aeronautical Services provided by Independent Service Providers/Airport Operators of Cargo Handling, Ground Handling and Supply of Fuel to the aircraft- Interim arrangement to levy the existing tariffs beyond 30.09.2021- for their respective control period;	01-10-2021
40.	Order No 22/2021-22	In the matter of interim arrangement to levy the existing tariffs in respect of the International Airports of Jaipur (JIA), Trivandrum (TVM) and Guwahati (GAU)-Commencement of Commercial Operations by new Operator M/s Adani;	06-10-2021
41.	Order No 24/2021-22	In the matter of Determination of Tariff for the Third Control Period (FY 2021-22 to FY 2025-26) in respect of M/s Celebi Airport Services India Private Limited for providing Ground Handling Services at Cochin International Airport;	14-10-2021
42.	Order No 25/2021-22	In the matter of economic regulation of aeronautical services relating to CTO operations by the M/s AAI Cargo Logistics & Allied Services Company Ltd. (AAICLAS) at Chennai International Airport, Chennai – Interim Order for the period 25.10.2021 to 31.03.2022;	25-10-2021
43.	Order no. 26/2021-22	Determination of Ad hoc Tariff for Ground Handling Services to be provided by the SPV M/s IndoThai Kolkata Pvt. Ltd., at Netaji Subhas Chandra Bose International Airport, Kolkata, for the period from 01.12.2021 to 31.03.2022;	15.11.2021
44.	Order no. 28/2021-22	Ad hoc Tariff for Ground Handling Services to be provided by the SPV M/s GSEC Bird Airport Services Pvt. Ltd, for the period from 18.11.2021 to 31.03.2022.	18.11.2021

#### 8.4 OFFICIAL LANGUAGE POLICY

All out efforts have been made by AERA to implement the Official Language Policy of the Government. In order to create conducive environment to work in Hindi in AERA, '*Hindi Pakhwada*' was organized from 1<sup>st</sup> to 15<sup>th</sup> September 2021. Various Hindi competitions were organized during the Hindi fortnight and 57 officials participated in the competitions. Cash awards and certificates were given to winning performers. Four Hindi workshops on quarterly basis were organized during the period 01-01-2021 to 31-12-2021 for the benefit of Officers/employees. Total 92 officers/employees attended the workshops collectively.

Four quarterly meetings of the Official Language Implementation Committee of AERA have been held during the

year chaired by the Chairperson and attended by Members of the Authority. Hindi Incentive Scheme of Govt. of India has been implemented in the Authority to motivate the officers/employees to do maximum work in Hindi. 8 officials participated in this scheme for the Financial Year 2020-21 and total prizes of Rs. 30,000/- were given to the participants.

#### 8.5 FINANCIAL PERFORMANCE

In terms of Section 34 of the AERA Act, funds are received as Grants-in-Aid from the Central Government. In BE 2021-22, Rs. 4.00 Crores under Salary head and Rs. 6.00 Crores under Non-Salary head was allocated.

The details of funds released and spent upto 31.12.2021 are as under :-

(Rs. in lacs )

Head	Un-utilized amount of 2020-21	BE 2021-22	Income received from other sources	fund released upto 31/12/2021 by MoCA	Total Fund	Amount Spent by Authority upto 31/12/2021	Balance as on 31/12/2021
	(A)	(B)	(C)	(D)	(E)=(A+C+D)	(F)	(G)
Salary	77.10	400.00	*	400.00	477.10	374.13	102.97
Non-Salary	44.42	600.00	*	600.00	644.42	436.98	207.44

\* Interest earned on bank balance = Rs. 1,71,333/-

#### 8.6 WOMEN WELFARE INCLUDING GENDER BUDGETARY DATA

There are a total of 12 women employees which includes officers/ officials on deputation, on loan from the AAI and outsourced staff. Adequate amenities and facilities for women welfare have been provisioned.

#### 8.7 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY

AERA is registered on the Public Grievance Portal of DoP&T with separate user credentials. Grievances are checked on a regular basis and whenever a Public Grievance is received, the reply of the same is provided within the stipulated

time frame. Further, Deputy Chief (Level of Deputy Secretary) is appointed as Nodal Officer for Public Grievance in AERA. There are no grievances pending as on December 31, 2021.

**8.8 POLLUTION CONTROL**

AERA is a Statutory Body under the Ministry of Civil Aviation looking after the Tariff determination of Major Airports in India and is not directly involved in any pollution generation activity. However, the Authority encourages environmental

friendly measures in Airports such as use of solar/ renewable energy, water harvesting, recycling of water etc.

**8.9 SC/ST AND OBC REPRESENTATION AS ON 31.12.2021**

Officers and officials in AERA are appointed on deputation basis only. Hence, reservation policy is not applicable on appointments in AERA. However, officials belonging to SC/ST and OBC categories working in AERA are as follows:

Category	No. of officials working	Designation	Mode of recruitment
SC	-	-	On Deputation
ST	01	Director (P&S)	
OBC	03	Assistant (02) Personal Assistant (01)	

**8.10 ISSUES RELATING TO DEVELOPMENTAL ACTIVITIES TAKEN IN NORTH-EAST**

AERA being a Statutory Body under the Ministry of Civil Aviation is assigned with the responsibility of Tariff determination in respect of Major Airports in India and is not mandated to carry out any development related activities in North-East.

**8.11 WELFARE OF SENIOR CITIZENS**

AERA being a Statutory Body under the Ministry of Civil Aviation is assigned with the responsibility of Tariff determination in respect of Major Airports in India and is not mandated to carry out any welfare schemes for Senior Citizens.

**8.12 FACILITIES TO PERSONS WITH DISABILITIES**

As on December 31, 2021, no person with disabilities are employed in AERA. However, office of the Authority is enabled to facilitate people with disabilities as per government guidelines including the AERA website [www.aera.gov.in](http://www.aera.gov.in), which is disabled friendly.

**8.13 DETAILS CONCERNING ACTIVITIES AND ACHIEVEMENTS OF VIGILANCE DEPARTMENT**

No Vigilance case has been initiated or is pending against AERA Employees during the period of the Report.



#### 8.14 INITIATIVES UNDER SWACHH BHARAT CAMPAIGN

- **Special Campaign for disposal of pending matters and cleanliness in office:**

Consequent to directions received from MoCA, Special Campaign for disposal of pending matters and cleanliness was observed in the Authority from October 2, 2021 to October 31 2021. Following major activities were carried out during the campaign:-

- i) An elaborate exercise with active participation by all officers & staff was carried out to weed out old documents/ files/ reports etc. which resulted in the following:-
  - Recycling of approx. 3500 kg. of waste papers.
  - Freeing up of 200 sq. ft. of storage space.
  - 210 reams of recycled paper were received in lieu of recycled waste.
- ii) Beautification of AERA building & surrounding areas.
- iii) Disposal of condemn furniture/ scrap items.
- iv) Disposal of e-waste approx. weight of 638.5 kgs in an eco-friendly manner.

- **Swachhta Pakhwada:**

As per directions received from MoCA, *Swachhta Pakhwada* was observed in the Authority during October 15, 2021 to October 31 2021. Following activities were carried out during the period:-

- Display of banner regarding the Swachhta Pakhwada.
- Cleanliness Pledge and waste Segregation Pledge was taken by all employees of AERA.
- Cleanliness Pledge and waste Segregation Pledge was taken by all employees of AERA.
- All officers & employees cleaned their workplaces & drawers etc.
- Workshop on “Sensitization of the housekeeping manpower” was organized at AERA and safety equipment like masks etc. were distributed to housekeeping manpower.
- A poster competition on the topic “Importance of maintaining cleanliness in office” was organized in the Authority.
- Technical equipment lift, AC and server room etc., were cleaned by concerned technicians.
- Officers & Employees carried out “Shramdaan” to clean areas in and around the office complex including terrace, water tank etc.
- A talk on curbing use of plastic in office and screening of documentary on cleanliness were organized in the Authority.

#### 8.15 MISCELLANEOUS ACTIVITIES / INITIATIVES

- Workshop on Fire Safety awareness for the Officials of AERA including the security personnel was observed in the Authority in the month of January, 2021.

All employees actively participated in the same.

- NIC's e-Office module was initiated in AERA for file movements thereby making the office workings seamless, efficient and environment friendly.
- Vigilance Awareness Week was observed in the Authority from 26.10.2021 to 02.11.2021.
- A debate on “How to make corruption free India”/ देश को भ्रष्टाचार मुक्त कैसे बनाया जाए” was organized on 02.11.2021. To encourage participation by officials, handsome prizes/ honorarium were also given.
- Various monthly activities under 'Azadi ka Amrit Mahotsav' (India@75) were organized in the Authority to commemorate the 75<sup>th</sup> Anniversary of India's Independence.
- National Integration Day & *Sadbhawana Diwas* were also observed with full dignity of the occasion.
- Officials of AERA visited the National War Memorial, New Delhi and paid homage to the martyrs of Indian Armed Forces.

## 9. RAJIV GANDHI NATIONAL AVIATION UNIVERSITY



(India's First Aviation University)

### 9.1 INTRODUCTION

The Rajiv Gandhi National Aviation University (RGNAU), a Central University under the administrative control of Ministry of Civil Aviation, has been established by an Act of Parliament called the Rajiv Gandhi National Aviation University Act, 2013 at Fursatganj Raebareli, Dist. Amethi, Uttar Pradesh.

The university has been envisaged as the premier institution of higher learning within the aviation milieu aimed at providing cutting edge and critical research to enhance the aviation industry in India. The Act of Parliament empowers the University to award Diploma, Degree and Post Graduate Degrees in the field of aviation.

### 9.2 OBJECTIVE

The objective of RGNAU is to facilitate and promote aviation studies, teaching, training, research and by extension work in conjunction with the industry/academia to achieve excellence in operations and management of all the sub-sectors within the aviation industry.

The University intends to offer a number of courses as required to bridge the skill gap within the Indian aviation industry at present as well as taking into consideration future requirements. RGNAU has an ambitious plan to offer Bachelor/Master Degree, Post Graduate Diploma, Doctoral programs and Certification courses in phased manner.

### 9.3 STATE-OF-THE ART INFRASTRUCTURE

The infrastructure of the University includes:

- High-tech IT infrastructure and smart class technology enabled 1.2 lakh sq. ft. of Academic Block,
- Libraries with dedicated provision for digital library,
- Seminar halls each of 200 seating capacity with video conferencing facility,
- Open air theatre with space frame structure;
- Canteen, Medical Room and Common Room for students,
- Facilities like designated approach road and car parking,
- UG water tank, 33KVA dedicated power supply from UPPCL and 100% power backup,
- Wi-Fi enabled hostel accommodation facility for 576 students with recreation and Gym facilities,



Open Air Theatre



Seminar Hall



Hostel Block

Till date, various authorities of the University, such as Executive Council, Court, Academic Council and Finance Committee, has been constituted and the meetings of these authorities were concluded successfully. The other authorities of authorities of the University viz. Board of Affiliation and Recognition, Boards of Schools etc. are in the process of constitution.

#### 9.4 FUTURE PLANS

The University had signed MoU with HAL for growth of Human Resources in the aviation and aerospace industry. In consultation with HAL, the University is planning to launch its second academic course i.e. MBA in Aviation Management. The University is exploring collaboration opportunities with various institutions and universities in India and abroad to give students and professionals better academic and practical exposure on the aviation sector. The target of the University is to provide a conducive environment for learning and personality growth of the individual.

With this objective, the University is in discussions with various institutes across the nation such as IIT (Bombay), IIT (Kanpur) etc. for exploring the possibility of getting into collaboration with these institutions for conduct of various Graduate and Post-Graduate Programmes. Also, discussions are being held with foreign institutes such as ENAC and ISAE SUPAERO.

Upgradation of AME schools will also be undertaken inter-alia by affiliating them with Rajiv Gandhi National Aviation

University (RGNAU), India's only Aviation University.

#### 9.5 POLLUTION CONTROL

A plantation programme was undertaken in the areas near boundary walls, parking and other green areas of the Academic and Residential Block under which more than 300 plants were planted. All possible measures are being taken to minimize the pollution during development of campus. A large number of trees are being planted in the upcoming RGNAU campus which will help to minimize the impact of pollution.

The guidelines given by GRIHA Council regarding pollution control and environment protection is being adhered to, for eco-friendly development of RGNAU campus. Rooftop solar plants have already been installed on top of the academic and residential buildings of RGNAU.

As a step towards limiting the impact on air pollution, the University campus has been kept as smoking free zone. Further, single use plastic has been banned in the University campus.

#### 9.6 WOMEN WELFARE INCLUDING GENDER BUDGETARY DATA

For the safety of girl students and women employees at the University campus (both academic as well as residential campus), an Internal Complaints Committee (ICC) has been constituted in accordance with the provisions of the "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". The broad functions of the

ICC is to take note of any violation of the basic principles of gender sensitivity and gender justice in the University campus and act against the same as deemed appropriate. Keeping in view the safety and security of girl students, the hostel accommodation have been divided into two parts by creating partition in between the girls and boys hostel area.

### **9.7 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MECHANISM**

The University operations are not directly related to this aspect. However, the Registrar of the University have been designated as Public Grievance Officer for looking into the matters related to Public Grievances. She has also been designated as CPIO to ensure timely disposal of RTI queries received by University. This aspect is continuously monitored by Registrar.

### **9.8 SC/ST AND OBC REPRESENTATION AS ON 31.12.2021**

At present, there is only one regular employee in RGNAU where provisions of presentation for SC/ST/OBC does not apply. RGNAU is in process of formulating recruitment rules for lower and middle level functionaries in teaching and non-teaching categories. The provision of Government of India rules regarding reservation for SC/ST/OBC in employment will be strictly adhered to at the time of making appointment to these posts.

### **9.9 ISSUES RELATED TO DEVELOPMENT ACTIVITIES TAKEN IN THE NORTH-EAST**

This University is located in state of Uttar Pradesh, therefore, this does not concern development of North east part of the country. However, this aspect will be considered at the time of considering the admission of the students / trainees for various courses to be run by University.

### **9.10 WELFARE OF SENIOR CITIZEN**

The present and future activities of the University are not related to this particular aspect.

### **9.11 FACILITIES TO PERSON WITH DISABILITIES**

To provide easy access to persons with disabilities, ramps have been provided in the academic building. Similarly, flooring with tactile tiles have been done to guide visually impaired users. Separate toilets have also been made for easy use by persons with physical disabilities in academic building of RGNAU. Adequate lighting is provided in all areas of academic building to help visually impaired persons. Also, provision of lifts have been made in hostel and residential blocks of the University.

### **9.12 DETAILS CONTAINING ACTIVITIES AND ACHIEVEMENTS OF VIGILANCE DEPARTMENT**

At present, there is only one regular employee in the University i.e. Finance Officer. Presently, the Acting Registrar is handling all the matters related to vigilance complaints through Finance Officer, as Vigilance Officer.

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### 9.13 CITIZEN CHARTER

At present, there is only one regular employee in the University i.e. Finance Officer. Presently, the Acting Registrar is handling all the matters related to vigilance complaints through Finance Officer, as Vigilance Officer.

### 9.14 SOCIAL WELFARE ACTIVITIES

The University, as the center of knowledge generation and sharing, plays a very important role in solving world's problems by ensuring a sustainable tomorrow. Visit of students from the primary school

of local village, i.e. Tarauna, have been organized in the University campus on various events, where they witnessed various functionalities of the University and became motivated towards aviation field. To develop the togetherness amongst employees and students of the University irrespective of their positions, some common welfare events were organized from time to time such as Vishwakarma Pooja, Christmas Eve Celebration, Deepavali celebration etc. These events were organized in order to emphasize the perception of "Unity in Diversity"

## 10. AIRPORTS AUTHORITY OF INDIA

### 10.1 INTRODUCTION

Airports Authority of India (AAI) came into existence on 1st April 1995. AAI has been constituted as a statutory authority under the Airports Authority of India Act, 1994. It has been created by merging the erstwhile International Airports Authority and National Airports Authority with a view to accelerate the integrated development, expansion and modernization of the air traffic services, passenger terminals, operational areas and cargo facilities at the airports in the country.

#### Main Functions of AAI

- Control and management of the Indian airspace (excluding special user air space) extending beyond the territorial limits of the country, as accepted by ICAO.
- Provision of Communication, Navigational and Surveillance Aids.
- Expansion and strengthening of operational areas viz. Runways, Aprons, Taxiways etc. and provision of ground-based landing and movement control aids for aircrafts & vehicular traffic in operational area.
- Design, Development, Operation and Maintenance of passenger terminals.
- Development and Management of cargo terminals at international and domestic airports.
- Provision of passenger facilities and information systems in the passenger terminals.

AAI is the leading Airport Operator and sole air navigation service provider in

India. It owns and maintains 136 Airports including 24 International Airports (3 Civil Enclaves), 10 Custom Airports (4 Civil Enclaves), 81 (Domestic Airports) and 21 other Civil Enclaves.

#### Estimated Financial Performance of AAI for FY 2021-22

(Rs. in crores )

Particulars	Amount
Revenue	6012.31
Expenditure	8450.98
Profit Before Tax	-2438.67
Profit After Tax	-1938.67
Dividend	541.19
Tax on Dividend	Nil

#### Estimated Revenue Highlights

(Rs. in crores )

Particulars	Revenue
Air Navigational Services	2150.00
Aeronautical Airport Services	1450.00
Non- Aeronautical Airport Services	833.73
Airport Lease Revenue including PPP rev.	1181.30
Other Income	397.28
Total Revenue	6012.31

#### Estimated Expenditure Highlights

(Rs. in crores )

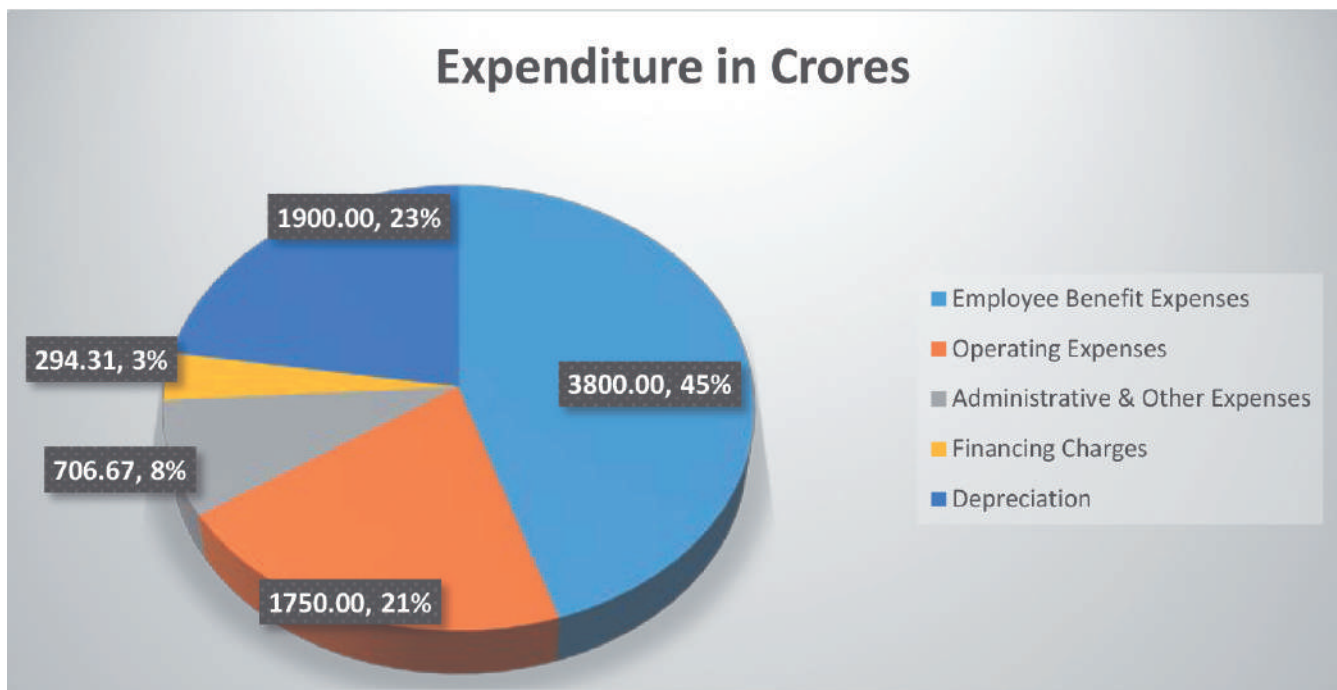
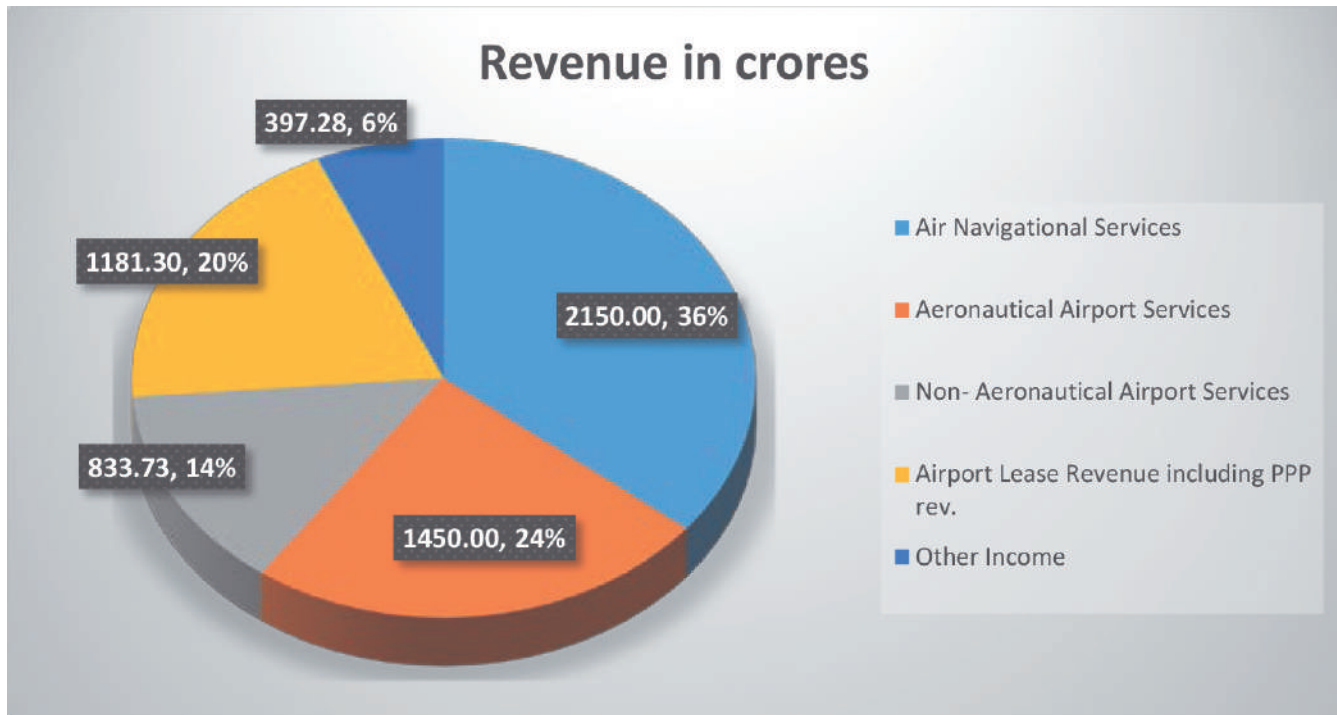
Particulars	Amount
Employee Benefit Expenses	3800.00
Operating Expenses	1750.00
Administrative & Other Expenses	706.67
Financing Charges	294.21
Depreciation	1900.00
Security Expenses	0
Total Expenditure	8450.98



Contribution to Exchequer for the FY 2021-22 (Estimated)

(Rs. in crores)

Dividend	Dividend Tax	Guarantee Fee	Income Tax	GST	Total
0.00	0.00	2.46	200.00	494.00	696.46



**Note:**

1. Though AAI will be in loss for the FY 2021-22, the Dividend for the FY 2021-22 has been worked out based on DIPAM Guidelines @ 5% of Net worth. In this regard, AAI will be requesting MoCA to exempt AAI from payment of any Dividend for the FY 2021-22 due to adverse impact of COVID 19 on its financials.
2. AAI has already requested MoCA to exempt AAI from payment of any Dividend for the FY 2020-21.
3. Considering the above, the Dividend Amount for the FY 2020-21 and FY 2021-

22 have not been shown in Contribution to Exchequer.

**Traffic Handled (2021 vs 2020)**

In 2021, even when the nation faced a widespread second wave of Covid-19, the air passenger traffic has seen an impressive recovery mainly supported by the domestic sector. All Indian airports taken together are expected to handle 182 Million passengers during 2021 as against 143 million in 2020 registering an increase of 27%. The total aircraft movement and freight traffic have increased by 29%, and 28% respectively during the year 2021 over 2020.

Details of traffic handled during 2021 and comparison with 2020 are given below:

Particulars	2021	2020	%age change
<b>Aircraft Movements (in ,000)</b>			
International	189.23	185.77	1.9
Domestic	1543.22	1154.10	33.7
<b>TOTAL</b>	<b>1732.45</b>	<b>1339.87</b>	<b>29.3</b>
<b>Passengers (in Million)</b>			
International	18.42	20.07	-8.2
Domestic	163.85	123.13	33.1
<b>TOTAL</b>	<b>182.27</b>	<b>143.20</b>	<b>27.3</b>
<b>Freight (in '000 MT)</b>			
International	1950.32	1518.09	28.5
Domestic	1186.76	937.09	26.6
<b>TOTAL</b>	<b>3137.08</b>	<b>2455.18</b>	<b>27.8</b>

**Note: -Dec-2021 traffic is provisional.**

**ACI-ASQ AWARDS 2020**

- Airport Service Quality (ASQ) survey is the world-renowned and internationally established global benchmarking programme measuring passengers' satisfaction conducted by the Airports Council International (ACI).
- ASQ Survey measures passengers' satisfaction across 34 key performance indicators that includes 8 major categories such as access, check-in, security, airport facilities, food & beverage, retail, airport environment and arrival services

- ASQ Awards recognize those airports around the world that deliver the best customer experience in the opinion of their own passengers.
- In the year 2020, ACI-ASQ survey was carried out at around 348 airports across North America, Latin America and Caribbean, Europe, Africa, Middle East and Asia. In 2020, 28 Indian airports participated in ASQ survey out of which 22 were AAI airports.
- Kolkata, Pune, Amritsar, Varanasi and Chandigarh airports have won six ASQ Annual Awards in two categories as given below:

S. NO.	AIRPORT	AWARD CATEGORY
1	CHANDIGARH	Best Airport by Size and Region (2–5 million passengers per year in Asia Pacific)
2	AMRITSAR	Best Airport by Size and Region (2–5 million passengers per year in Asia Pacific)
3	VARANASI	Best Airport by Size and Region (2–5 million passengers per year in Asia Pacific)
4	KOLKATA	Best Hygiene Measures by Region (Asia Pacific)
5	CHANDIGARH	Best Hygiene Measures by Region (Asia Pacific)
6	PUNE	Best Hygiene Measures by Region (Asia Pacific)

### 10.3 Pollution Control

Pollution control by Waste Management by AAI: AAI has taken initiatives at its airports like converting food waste into compost on the site. Paper and plastic waste are being handed over to recyclers. Used oil, E-waste and Bio-medical waste are being disposed off to State Pollution Board. AAI has set up paper recycling unit which converts paper waste collected from AAI offices for paper stationery products.

### 10.4 Women Welfare

- With a view to provide equal opportunity to both men and women, the management of AAI approved recruitment of women candidates to the post of Junior Assistant (Fire Services) for the first time.
- Further, women candidates have been given relaxation in physical fitness, height, weight and physical endurance test for the post of Junior Assistant (Fire Services).
- With an objective to encourage wider women participation in recruitment activities, AAI does not charge any registration fee from women candidates in all its recruitment activities.
- In a continuous effort to provide more supportive environment to women employees, AAI's management took a decision to extend the benefits of maternity leave to its women employees in case of surrogacy with IVF.
- Keeping in view of safety and security of women employees in AAI, provision of Hostel Accommodation to single female employees has been introduced

### 10.5 Steps taken to improve Public Grievance Redress Machinery

- The Public Grievance Redressal Machinery is monitored for all the airports by a GM level Officer at Corporate Headquarter.
- Public Grievance Officers have already been appointed at each airport, whose details are displayed at prominent places at airports for the benefits of the passengers and users of airports. The Public Grievances are monitored on daily basis by the respective PGOs at Field Stations, Regional Headquarters and at Corporate Headquarter. Dedicated Email IDs have been created for all the PGOs for the convenience of the users and their details are also available at AAI Website.
- For the benefit of Citizen / passengers, multiple options for lodging grievances are given to them such as; CPGRAMS, Letters, Emails, Quick Response Code (QR Code), AAI Website, Suggestion Box, Registers, Telephonic, Twitter or any other mean of complaints / print media.
- All the Joint Venture and Private Airports along with AAI Airports have been added as subordinate office in CPGRAMS Portal to AAI for proper control, Redressal and monitoring.
- Air Sewa is an initiative of Ministry of Civil Aviation, launched in 2016, to offer passengers a convenient and hassle-free air travel experience. Air Sewa platform brings various aviation stakeholders like airports, airlines, DGCA, BCAS etc. on a common platform for redressal of air

traveller’s grievances thus integrating various stakeholders in aviation sector with whom an air traveller has to interact during air travel. It works through an interactive web portal ([airsewa.gov.in](http://airsewa.gov.in)) and mobile app for both Android and iOS platforms that includes a mechanism for grievance redressal, checking flight status/schedule information, airport Information, escalation of the grievances, transfer of the grievances amongst stakeholders & FAQs.

- Regular meetings and follow-ups are done with all the stake holders for proper administrative control of the Public Grievance Redress Machinery at AAI.
- A new dimension has already been added in the Public Grievances portfolio, which is Consumer Helpline Portal, under Ministry of Consumer Affairs, Food and Public Distribution. The grievances are handled, processed and redressed promptly through this portal also.

### 10.6 SC/ST and OBC representation as on 31.12.2021

Total No. of Employees:	16369
Total No. of SC employees:	3442
% of SC employees:	21.03%
Total No. of ST Employees:	1371
% of ST Employees:	8.38%
Total No. of OBC employees:	4117
% of OBC Employees:	25.1%

## 10.7 Issues relating to developmental activities taken in the North-East

### Capital Schemes Completed during Calendar Year 2021

(Amount in Rs. Crores)

Project-site	Particulars	Completion Date	Completed Cost
AGARTALA	Construction of RESA at Agartala Airport.	20.01.2021	3.40
BARAPANI	Construction of balance portion of boundary wall of newly acquired land at Barapani Airport.	22.02.2021	7.89
IMPHAL	Construction of E & M workshop at Imphal Airport.	25.03.2021	9.50
AGARTALA	Construction of new road for CFT vehicle connecting both ends of runway up to crash gate and road connecting runway to new cooling pit at Agartala Airport.	21.04.2021	8.236
BARAPANI	Up-gradation of safety infrastructure SH: Construction of perimeter road around newly acquired land at Barapani Airport.	25.06.2021	8.24
DIMAPUR	Strengthening of Runway, taxiway & apron i/c construction of isolation bay with link taxiway at Dimapur Airport.	31.08.2021	46.09
AGARTALA	Construction of MT pool and E&M workshop at Agartala Airport.	31.08.2021	9.40
AGARTALA	Construction of Residential Quarters for AAI Staffs in AAI colony at Agartala Airport.	30.09.2021	18.32
AGARTALA	Construction of New Integrated Terminal Building and associated works at Agartala Airport.	31.12.2021	505.76

### Capital Schemes under progress Calendar Year 2021 in the North-East

(Amount in Rs. Crores)

Project-site	Particulars	Physical progress	PDC	Approved Cost
Agartala	Construction of Cargo Building.	80.00%	31.03.2022	14.36
Agartala	Construction of hangar	97.9%	31.01.2022	34.16
Barapani	Extension & strengthening of R/way & allied works.	72.00%	31.08.2022	34.00

Dibrugarh	Construction of hangar (Foreclosed)	43.00%	31.12.2021	21.70
	Construction of hangar (Balance Work)	-	31.08.2022	8.520
	Dismantling of existing open drain in operational area and construction of new covered drain at the same location.	87.00%	31.05.2022	39.91
	Construction of ATC Tower and Technical block.	40.00%	31.03.2023	44.28
	Re-carpeting and merging of Existing Runway -05 (Flexible) work with new Rigid Runway pavement and other allied work.	1.00%	10.01.2023	50.54
Guwahati	Construction of new Terminal building, control tower, Hangars, fire station, car park, substation, cargo and ancillary buildings. (Handed over to M/s Adani on 08.10.2021 under PPP)	42.25%	31.03.2023	1232.00
Imphal	Construction of International cargo terminal at Imphal Airport.	65.00%	30.09.2022	15.93
	Construction of Hangar, Associated apron & link taxiway.	41.4%	31.12.2022	35.90
Itanagar	Construction of New Greenfield Airport at Holongi Airport. Development of Runway, Apron in operational area and allied works.	58.00%	31.12.2022	645.63
	C/o Terminal Building, Car Parking, Technical Block, Residential Quarter, E & M Workshop, Medical Centre and balance city side development.	8.00%	12.09.2022	
Silchar	Extension of Apron and construction of New Link Taxiway at Civil Enclave.	82.00%	30.06.2022	21.40
Tezu	Construction of Terminal Building and allied works at Tezu Airport (Balance work).	78.50%	31.12.2022	67.00

## Projects under Planning Calendar Year 2021 in the North-East

(Amount in Rs. Crores)

Project-site	Particulars	Cost	Status	Remarks
Imphal	Construction of New Terminal Building i/c apron bays.	499.00	Public Investment Board (PIB) meeting was held on 07.06.2021 project approved with recommendation to reduce the project cost. Accordingly the DPR was reviewed and project cost was curtailed to Rs. 499 Cr. in line with the revised Post-Covid traffic projection. AAI Board in 204th Board meeting has accorded A/A & E/S for Rs. 499 Cr. Tender action in process.	Probable date of Start – July' 2022.  Expected Date of Completion- July' 2024.

### 10.8 Welfare of Senior Citizens

- Dedicated “May I Help You” counters are available at 28 AAI Airports.
- Battery operated vehicle/ Golf Cart facility is available at 10 AAI Airports

- Staircase with Handrails (Main passenger movement zone)
- Accessible toilets
- Accessible Drinking Water Facility
- Signage

### 10.9 Facilities to Persons with Disabilities

- General guidelines as shared by Ministry of Social Justice and empowerment on the 10 features of accessibility have been shared with all AAI airports for making the airports accessible, which include

- Accessible Route/Approach
- Accessible Parking
- Accessible Entrance to the Building
- Accessible Reception (Helpdesk)
- Accessible Corridor/Tactile Flooring
- Accessible lift

- At present, 79 out of 87 AAI Airports have been provided with 10 accessibility features. At remaining 8 AAI Airports, efforts are being made to provide these 10 accessibility features by 31.03.2022.
- 28 AAI Airports already have aerobridge facility.
- Currently, 03 AAI Airports namely Calicut, Chennai and Kolkata have Ambulift facility.
- Presently, 28 AAI Airports have dedicated “May I Help You” counters. Personnel on help desk are being given training to communicate efficiently with all Divyangjans including training on sign

language for hearing impaired and mute (deaf and dumb) persons.

**10.10 Details concerning activities and achievements of vigilance department**

In accordance with CVC’s guidelines, Vigilance Awareness Week – 2021 was observed from 26th Oct. to 01st Nov. 2021 by Airports Authority of India across the country. Dedicated teams were established at the Corporate Office, all the five Regional Headquarters and all Airports.

Wide publicity to Public Interest Disclosure and Protection of Informers (PIDPI) Campaign was given via displaying banners, standees, posters, TVs, Commercial TVs, AAI Website & by distribution of handout etc. to the visitors and passengers at various Airports all over India.

During the period under report, total 372 officials of AAI attended 04 Virtual Workshops and 02 online training programs organized by Corporate Vigilance Department, AAI

The data regarding position of cases taken up for investigation, departmental inquiry, cases in which penalty was imposed is as under:

- a. Total cases taken up for investigation - 25
- b. Total no of officials on whom major penalty was imposed - 7
- c. Total no of officials on whom minor penalty was imposed - 34

Vigilance Department took various operative steps, including inspections

and issuing Technical Instructions/ Circulars, for simplification of the systems & procedures so that occurrence of lapses are reduced and to aid the organization in achieving its mission for a contribution towards the economic and social development of the country.

**10.11 Citizen Charter.**

- Free Wi-Fi service is available at 45 AAI Airports.
- Medical Inspection unit is established at 49 AAI Airports and First Aid service is available at remaining operational AAI Airports.

**10.12 The brief of important activities during the Year 2021 are as follows:**

**DEVELOPMENT OF HANIMAADHOO AIRPORT IN MALDIVES:**

In view of the strategically importance attached by Government of India for development of aviation infrastructure in its neighborhood, AAI has signed an agreement in September, 2020 with MEA, Govt. of India for undertaking consultancy services for preparation of Detailed Project Report and preparation of tender document sufficient to call of EPC tender for development of HANIMAADHOO Airport in Maldives. The project was completed successfully by AAI in September 2021. The said project was considered through India’s Line of Credit.

**DEVELOPMENT OF GAN INTERNATIONAL AIRPORT IN MALDIVES**

In view of the strategically importance attached by Government of India for



development of aviation infrastructure in its neighborhood, Airports Authority of India has signed an agreement in March, 2021 with MEA, Govt. of India for undertaking consultancy services for preparation of Detailed Project Report and preparation of tender document sufficient to call of EPC tender for re-development of Gan International Airport in Maldives. The said project is being considered through India's Line of Credit.

### **Flexible Use of Airspace**

In 2013 Cabinet Committee of Secretaries adopted the Concept of Flexible Use of Airspace (FUA) in India and established a National High Level Airspace Policy Body (NHLAPB) to implement FUA. NHLAPB is Chaired by Secretary Civil Aviation and has members from MOD, ISRO and DGCA. In 2014, NHLAPB issued the Manual on Flexible Use of Airspace detailing the implementation of FUA in India by Civil and Military.

FUA is an airspace management concept based on the principle that airspace should not be designated purely as civil or military, but rather as a continuum in which all user requirements are accommodated to the greatest possible extent.

Under Aatmanirbhar Bharat Abhiyan, the mission started by the Government of India towards making India Self-reliant, Government of India decided to provide relief to civil aviation supporting recovery from the times of pandemic.

Ministry of Civil Aviation and Ministry of Defence jointly agreed to establish Conditional Routes (CDR) to provide shorter Routings and establish Airspace Management Cell (AMC) to publish the CDR availability. Accordingly, 116 CDRs were established and 4 CDR are in process. AMCs established in Delhi and Chennai with officers from AAI and Military (IAF & Navy) publish Airspace Use Plans (AUP) on a daily basis at 1500 IST notifying availability of CDRs for the ensuing day.

Also, based on the concurrence of Indian Army, 24 Danger Areas have been de-notified and the upper limit of two (Army) Danger Areas have been lowered from 37,000 ft to 10,000ft so that the airspace so released can be utilized for civil flights.

## 11. AIR INDIA LIMITED

### 11.1 INTRODUCTION

National Aviation Company of India limited (NACIL) was incorporated under the Companies Act 1956 on 30 March 2007. With effect from 24<sup>th</sup> November 2010, the name of “National Aviation Company of India Limited “has been changed to “Air India Limited”. The Company has its Registered Office and Corporate Office at New Delhi. The Corporate Governance is undertaken through a Board of Directors comprising Chairman & Managing Director, Functional Directors, Government Directors and Independent Directors. The Company strives to attain highest level of accountability, transparency, responsibility and fairness in its operations. The Company is committed towards providing excellent service to its customers and other stakeholders. Air India, along with its subsidiaries viz. Alliance Air Aviation Limited (AAAL) and Air India Express Limited (AIXL) operates various domestic and international sectors.

### 11.2 Authorized Share Capital

The Authorized Share Capital of the Company is Rs.35,000,00,00,000 divided into 35,000,00,00,00 equity shares of Rs.10/- each. As on 01<sup>st</sup> December, 2021 the Issued, Subscribed & Paid-up Share Capital of the Company was Rs.32,665,22,00,000/- divided into 3266,52,20,000 fully paid up equity shares of Rs.10 each.

### 11.3 Fleet Size

<b>Air India</b>	
Aircraft type	No.
A 319	20
A 320	36
A 321	20*
Airbus Family	76
B777	16**
B747	04
B787-800	27
Boeing Family	47
<b>Total Air India</b>	<b>123</b>
<b>Air India Express</b>	
B737-800	24
Total Air India Express	24
<b>Alliance Air</b>	
ATR72	18
<b>Total Alliance Air</b>	<b>18</b>
<b>Total Aircraft AI Group</b>	<b>165</b>

Note: \*One aircraft (VT-PPA) out of 20 aircraft in A321 fleet is withdrawn from service for transfer to DRDO and deregistration is pending.

Note: \*\* Excluding two aircraft (VT-ALV and VT-ALW) out of 18 aircraft in B777 fleet are withdrawn from service and deregistered on 28 March 2021 for transfer to Indian Air Force.

#### 11.3.1 Fleet Utilization & Dispatch Reliability

The technical despatch reliability and fleet strength in December 2021 of narrow body fleet of Air India Limited are given below:

Type	TDR (%) (December 2021)	Fleet Strength (December 2021)
A319	99.67	20
A320	99.42	36
A321	98.39	20*(Active fleet 19)
A320 Family	99.23	76(Active fleet 75)
B747	NA (Nil Flights)	04
B777	93.83	16**
B787	97.42	27
Boeing Family	96.86	47

(\*One aircraft (VT-PPA) out of 20 aircraft in A321 fleet is withdrawn from service for transfer to DRDO and deregistration is pending.)

\*\*Excluding two aircraft (VT-ALV and VT-ALW) out of 18 aircraft in B777 are fleet withdrawn from service and deregistered on 28 March 2021 for transfer to Indian Air Force.)

#### 11.4 Financial Performance-Air India Limited

(Rs in Crore)

Particulars	April to November		2020-21 (Actual)	2019-20 (Actual)	2018-19 (Actual)	2017-18 (Actual)
	(2021-22)	(2020-21)				
Passenger Revenue	6,277.83	3,886.05	7,372.13	22,619.70	20,774.16	17,744.09
Operating Revenue	8,336.70	5,243.59	10,343.30	22,710.61	25,508.82	23,003.68
Operating Expenses	12,791.11	9,458.70	15,246.96	32,370.92	30,194.06	24,661.77
Operating Profit/(Loss)	(4,454.41)	(4,215.11)	(4,903.66)	(4,660.31)	(4,685.24)	(1,658.09)
Total Revenue (including Exceptional and Comprehensive Income)	8,670.25	5,328.54	12,037.56	28,307.35	26,349.02	23,777.68
Total Expenses	15590.33	12,232.73	19,083.33	36,290.18	34,905.37	29,125.86
Net Profit/(Loss) After Tax	(6,920.08)	(6,904.19)	(7,083.91)	(7,982.83)	(8,556.35)	(5,348.18)
EBITDA	(2,919.86)	(2,829.16)	(1,305.74)	(2343.10)	(2,066.34)	944.50

### 11.4.1 Operational Performance

Particulars	Unit	April to November		2020-21 (Actual)	2019-20 (Actual)	2018-19 (Actual)	2017-18 (Actual)
		(2021-22)	(2020-21)				
ASKMs (Scheduled Services)	Millions	21469	11755	23,690	63186	62134	57722
RPKMs (Scheduled Services)	Millions	13852	7534	16,207	50395	49063	45970
Passenger Load Factor	(%)	64.5	64.1	68.4	79.8	79.0	79.60
No. of Pax Carried (Scheduled Services)	Millions	6.32	2.52	6.2	22.1	21.8	20.7

### 11.4.2 Analysis of the Physical/Financial Performance

#### (I) 2020-21 vis-à-vis 2019-20

The company has shown an improvement in Operational/Financial parameters during FY 2020-21 as compared to the previous year as reflected below:

#### (a) Improvement in Financial Front

- The Net Loss has decreased by Rs 898.91 crore i.e. 11.3% from Rs. 7,982.82 crore in 2019-20 to Rs. 7,083.91 crore in 2020-21 mainly due to the following:
- Due to COVID-19 pandemic, the operation in terms of ASKMs has been reduced by 62.5%. Accordingly Operating Revenue has been reduced from Rs 27,710.61 crore to Rs. 10,343.30 crore in FY 2020-21 mainly due to decrease in Passenger revenue by Rs. 15,247.57 crore.
- Similarly, the Operating Expenses has also been reduced due to reduction in Operation, from Rs.32,370.92 Crore to Rs.15,246.96 Crore mainly due to

following:

- ATF Cost decreased by Rs.6,863.40 crore (73.0%) - due to reduction in Operations in terms of ASKMs by 62.5% and in ATF Rates by 41.97%.
- Aircraft Maintenance Costs decreased by Rs.1778 crore
- Landing and Parking charges decreased by Rs 992 crore.
- Passenger Amenities Expenses reduced by Rs 673 Crore.
- Reservation Charges reduced by Rs 824 Crore.
- Booking Agency Commission reduced by Rs 405 Crore.
- Handling Charges reduced by Rs 927 Crore.
- Depreciation Expenses, Obsolescence Charges and Provision for doubtful debts increased by Rs 298 Crore
- There was an Overall Foreign Exchange Gain impact of Rs 4,127 crore in F.Y 2020-21 due to year end closing exchange rates which was Rs 73.11/

USD in FY 2020-21 as compared to Rs 75.66/USD in FY 2019-20.

**(b) Improvements in the Operational Front**

- Capacity offered (ASKMs) decreased by 62.5% from 63,186.00 million in 2019-20 to 23,690 million in 2020 -21
- Capacity Utilization (RPKMs) decreased by 67.8% from 50,395.00 million in 2019-20 to 16,207.00 million in 2020-21.
- Number of Passengers carried has also decreased from 22.05 million in 2019 -20 to 6.20 million in 2020-21 i.e. 72%.

**(II) 2021-22 (April to November 2021)**

The salient features of the performance of the company during April to Nov'2021 as compared to the period of April to Nov'2020 are given as under:

- The Operating Loss during the period was Rs 4,454.41 crore as compared to the loss figure of Rs 4,215.11 crore during April to Nov'2020 i.e. increase of Rs 239.30 crore (5.6%).
- The Passenger Revenue during April to Nov'21 was Rs 6,277.83 crore as compared to Rs 3,886.05 crore in April to Nov'20, i.e. an increase of Rs 2,391.78 crore (61.6%), mainly due to increase in Operations in terms of ASKMs by 82.6% but partially offset by low Pax yield.
- The EBITDA during April-Nov 2021 was negative by Rs 2,919.86 crore as compared to EBITDA of Rs. 2,829.16 crore in April- Nov 2020.
- On Operational front, the capacity in terms of ASKM has been increased by

9714 Million i.e., 82.6% (from 11,755 million in April-Nov'2020 to 21,469 Million in April-Nov 2021).

- Similarly, the capacity utilisation in terms of RPKM has also increased by 83.8% i.e., 7,534 million in April - Nov 2020 to 13,852 Million in April-Nov 2021.
- The yield per RPKM has decreased by Rs.0.63 i.e. 12.1% from (Rs. 5.16 in April to November'20 to Rs. 4.53 in April to Nov'21).
- The Passenger Load Factor has increased from 64.1% in April - Nov 2020 to 64.5% during April- Nov 2021.

**11.5 Steps taken by Air India COVID-19 Pandemic**

**11.5.1 Vande Bharat Mission:**

In the aftermath of the COVID-19 outbreak, as in the past, Air India rose to the occasion to make India proud again.

Continuing with the evacuation saga, Air India operated flights to various countries/destinations under Vande Bharat Mission and Air Bubble Agreement. Various flights operated to destinations where no Indian carrier has ever flown into before. So far Air India completed 15 phases of operations and 16th phase is undergoing. Till 17th January 2022, Air India Group has operated total 49666 flights ( Inbound and outbound) and carried total 6683671 passengers (Inbound and outbound).

**11.5.2 Air Bubble Arrangements**

An Air Transport Bubble Arrangement is a temporary arrangement between two countries (in place of bilateral)

and is aimed at restarting commercial passenger services when scheduled international passenger flights to/from India are suspended as a result of COVID-19 pandemic. They are reciprocal in nature, meaning airlines from both countries enjoy similar benefits. At present, India has finalized air transport bubble arrangements with 35 countries viz. Afghanistan, Australia, Bahrain, Bangladesh, Bhutan, Canada, Ethiopia, Finland, France, Germany, Iraq, Japan, Kazakhstan, Kenya, Kuwait, Maldives, Mauritius, Nepal, Netherlands, Nigeria, Oman, Qatar, Russia, Rwanda, Saudi Arabia (to be implemented effective 01 January 2022), Seychelles, Singapore, Sri Lanka, Switzerland, Tanzania, UAE, UK, Ukraine, USA and Uzbekistan.

Under these air bubble arrangements, Air India Group has been operating to/from 20 countries viz. Australia, Bahrain, Bangladesh, Canada, France, Germany, Japan, Kenya, Kuwait, Maldives, Nepal, Oman, Qatar, Russia, Saudi Arabia, Singapore, Sri Lanka, UAE, UK and USA.

### 11.5.3 Cargo Operations during COVID-19

Despite all challenges posed by the COVID19 pandemic and the industry still recovering from the impact, Air India Cargo witnessed a significant growth over previous years and transported in total, about 136800 tons of Cargo in the calendar year 2021. Out of this, about 59900 tons was uplifted on Air India's domestic network and about 76900 tons across its International Network.

With the second wave of COVID19 hitting India severely around April 2021 and

nationwide lockdown being declared, Air India yet again, rose to the occasion and operated 17 charters for M/s DRDO, to bring in ultra-sensitive shipments of approximately 295 tons of 'Zeolite' and other Lifesaving medical goods from Seoul and Rome, into India.

Apart from these, about 128 Charters were operated between India and few prominent cities like Hong Kong, Bangkok, Singapore, Seoul and Dhaka – wherein approx. 3150 tons of cargo (consisting of primarily COVID related medical supplies) were brought into India.

Further, about 1550 tons of COVID related relief material (Oxygen Concentrators / PPE kits / Medicines / vaccines etc.) were transported on the Vande Bharat / Air Bubble arrangement and Domestic flights operated by Air India during the calendar year 2021.

Also, keeping in view the drop in passenger travel and availability of surplus capacities, 'Cargo Only' flights (Freighters) were introduced on certain high demand sectors.

AI maintained a consistent Freighter schedule and operated about 141 Cargo flights this year between India –Hong Kong –India and India –Seoul –India, uplifting a total of approx. 4400 tons of cargo on these routes.

In order to maximize capacity utilization /revenue generation on these 'cargo only' flights - special approval has been taken from DGCA to carry cargo in the Passenger cabin as well and SOP's for the same have been disseminated to

all concerned across the AI network to ensure success in implementation of this novel concept.

Nevertheless, continuous efforts are being made by our Sales teams across the globe, to improve the overall product being offered in the market, and to improve the current cargo yields, as there is tremendous scope for this sector in coming times.

## 11.6 Marketing/Customer Initiatives:

### 11.6.1 STAR ALLIANCE

Air India became a member of Star Alliance on 11th July 2014. Star Alliance brings together 26 member airlines, offering more than 19,000 daily departures. Their combined fleet of over 5,000 airplanes flies to more than 1,300 destinations in 195 countries worldwide, making Air India the largest global airline alliance. All customers who chose to fly by Star Carriers enjoy the benefits including enhanced Customer Service & smoother travel experience including seamless transfers & code sharing, Coordinated schedules within the Star Alliance Network thereby reducing waiting times, the passenger can earn more frequent flyer miles when taking qualifying flights on any member of the Star Alliance network. Redemption facility is also available on any Star Alliance member carrier, Star Alliance Gold members have access to more than 1000 lounges worldwide, increased baggage allowance, priority check-in, priority waitlist clearance & priority boarding,

In addition to the brand value, benefits are also accrued to member carriers of the Alliance through various other features. With the integration of Air India into Star Alliance the performance of AI in terms of Passenger revenue/Numbers, Frequent Flyer benefits, Code- Share arrangements have increased and Air India have been able to utilize the benefits of various products that can be offered by being a member of this prestigious alliance like Star Alliance Round the World fares and Corporate plus agreements.

### 11.6.2 Air India Website/Internet Booking Engine (IBE)

Air India website accepts booking payment in 29 local currencies, worldwide. Air India website is a 'differently abled compliant'. Redemption of miles under the Flying Returns, Air India's Frequent Flyer Programme is permitted through the Air India Website on all Star Carriers through real time integration. The Air India website provides its customers latest payment solutions like Bhim UPI, Pay TM, Digital Wallets of Paytm, Mobikwik, PayZapp, PhonePe, Ezecllick, JioMoney, etc. that are integrated with the payment gateway along with other regular payment options of net banking, credit/debit cards. EMI option is also available with select credit cards.

Air India has revamped the website to make it a competitive sales channel.

- Contribution of Web Revenue to the Network Revenue is 22% up to December 2021 of current fiscal year.

Revenue generated thru the web for the period Apr-Dec21 was Rs. 1,593.13 Crs.

- Air India Web Check- in and Mobile Check-in process flow has been upgraded as per Covid norms established by GOI and contactless check-in is on the range of 85% approx.
- Air India has Ancillary Revenue features like Seat Selection, Excess Baggage & Upgrades already available.
- Air India has recently enabled the following enhancements for seamless use of Air India Booking Engine -
  - i. Travel Insurance
  - ii. ARR (Automated Refund & Reissue)

### 11.6.3 Air India Mobile App

Air India launched its New & Improved Mobile App on 24th October 2016 for quick, easy & convenient booking facility ex India on all Air India flights on both Android & iOS Platforms. Passengers can check-in on all Air India operated flights. Total download of the new mobile app is 3.89 million plus.

- The revenue from Air India Mobile App was INR 179.50 Crs in FY 2021-22 (Till 31st December 2021)
- Passengers can check-in on all Air India operated flights.
- Air India Mobile App provides redemption of FFP miles.
- Automated Reissue and Refund (ARR) Module in Mobile App is ready to go live once the scheduled flights operation resumes.

### 11.6.4 Digitalization

In order to ensure safety of passenger during COVID-19, Air India amended its Airport SOPs to ensure contactless interactions with Passenger wherever possible. Towards this objective greater emphasis was put on Digitalization and passengers were encouraged to book, cancel & refund and check in Online.

### 11.6.5 Passenger Convenience

- For the Convenience of passenger it was ensured that helpdesk numbers were operational throughout the Lock-down period and necessary infrastructure requirements were provided to facilitate employees to work from Home. On an average 14725 calls have been answered per day during Covid period as compared to 11100 calls per day post Covid.
- Facility has been provided on the website for pax to lodge their queries and complaints.
- Chat & Chat Bot has been deployed for better customer service and to reduce voice call dependency.

### 11.6.6 Redressal of Public Grievances Cases

In the current calendar year (01.01/21 -31.12.21), total number of Public Grievances received is 7469 and total number of Public Grievances disposed off is 7599.

### 11.7 Air India current operations to North East



Routing	Frequency/Week	Aircraft
Kolkata-Dibrugarh-Kolkata	5 Flights per week	A319
Kolkata-Dimapur-Kolkata	6 Flights per week	A319
Kolkata-Imphal -Aizawl & VV	2 Flights per week	A319
Kolkata-Aizawl-Kolkata	2 Flights per week	A319
Kolkata-Imphal-Kolkata	4 Flights per week	A319
Delhi-Guwahati-Imphal & VV	7 Flights per week	A321
Delhi-Guwahati-Delhi	4 Flights per week	A320
Kolkata-Guwahati-Kolkata	7 Flights per week	A319
Kolkata-Guwahati-Kolkata	2 Flights per week	A321
Kolkata-Guwahati-kolkata	3 Flights per week	A320
Kolkata-Silchar-Kolkata	7 Flights per week	A319
Kolkata-Agartala-Kolkata	14 Flights per week	A319
Delhi-Agartala-Delhi	4 Flights per week	A320

### 11.7.1 New flights / Destinations introduced during 2021-22

#### Domestic

S.No.	Sector	Effective date
1	Mumbai-Nanded	27 <sup>th</sup> Nov 2021
2	Nanded-Mumbai	24 <sup>th</sup> Nov 2021

### 11.8 SC/ST/OBC REPRESENTATION IN EACH GROUP IN AIR INDIA AS ON

#### 01.12 2020-REGULAR EMPLOYEES

The details regarding representation of regular SC/ST/OBC and female employees of Air India Limited as on 01.12.2021 are as follows:-

Group		Total No. of Employees	Total Representations of SCS	Percentage (%)	Total Representations of STS	Percentage (%)	Total Representations OBCS	Percentage (%)
A	Other than Lowest Rung	2613	458	17.52	171	6.54	210	8.03
A1	Lowest Rung	1297	214	16.49	113	8.71	36	02.77
B		2049	336	16.39	157	7.66	311	15.17
C		64	07	10.93	08	12.50	07	10.93
D	Excluding Safai Karamcharis	999	310	31.03	85	8.50	77	7.70
D1	Safai Karamcharis	332	195	58.70	14	4.21	13	3.91
<b>TOTAL</b>		<b>7354</b>	<b>1520</b>	<b>20.66</b>	<b>548</b>	<b>7.45</b>	<b>654</b>	<b>8.89</b>

### 11.9 Women Welfare

Air India is amongst the very few organizations in the world to employ women in highly skilled vocations such as flying and maintenance of aircraft. Presently, there are 02 Female Functional Directors, out of a total of 04 Functional Directors. *Further, there are 05 Female Executive Directors out of total of 10 Executive Directors. In addition, there are 07 Female General Managers out of a total of 30 General Managers in Air India. As on 01.12.2021, Air India has a total strength of 7354 permanent employees excluding subsidiaries, out of which 2239 are women employees, which comprises of 30.44% of total strength. Out of which there are 121 women executives and 130 women pilots (including 15 Executive Pilots).*

The Company takes care of the special needs of the women employees at work place, which include safe work environment, rest room, conveyance, health care facilities and leave & other benefits. The women employees working in night shifts at airports and in operational areas are provided with pickup & drop facility from residence to place of work.

*There is a mechanism to prevent sexual harassment at work place in line with THE SEXUAL HARRASSMENT OF WOMEN WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013 which has been implemented in Air India. Complaints Committees for investigation of complaints & prevention of sexual harassment of women*

employees of Air India Limited, have been constituted at the corporate level headed by an Executive Director and in all the Regions.

Air India conducts special programmes for women health care, positive and healthy living, which are conducted by Specialists/Doctors in the field. The Medical Service Department also organizes various special health checks and lectures on health issues for the benefit of women employees. *Programme on Gender sensitization and The Sexual Harrassment of Women Workplace (Prevention, Prohibition and Redressal) Act, 2013 are also being organised on All India Basis.*

Air India regularly supports women development in various types of activities besides administrative and commercial areas. Air India has been the first airline to encourage specialized technical areas to be handled by women. On 8<sup>th</sup> March every year the Women's day is celebrated and many interactive programmes are conducted which act as a great booster for knowledge and also reveal the pride of women achievements in the Airlines. On yearly basis, women's day is celebrated with all women crew flights including women pilots, women cabin crew, women quality and safety auditors, women simulator engineers, engineers certifying the aircraft as well as women flight despatchers releasing flights.

### 11.10 Pollution control

Air India has established corporate Environmental Cell. The environmental

cell has a team of qualified and professional expertise. The team addresses all environment issues with particular regard to preserving and protecting the environment. Air India through its “Environment Cell” abide to all applicable laws and regulations and tries to exceed the requirements by periodically reviewing its policy for improvement in its environment related performance.

Air India has implemented various programs to reduce pollution and protect the environment which include Fuel Efficiency Gap Analysis Program (FEGA), Noise Abatement Procedures, Waste Management, Environment Awareness, Flight Planning System, Electronic Document Management System (DMS), Introduction of New generation Fleets and Investments in Technology etc.

#### 11.11 Award and Achievements:

- Air India has been playing a key role in the Government’s Vaccination Mission by carrying vaccines and related equipment all over India and also to some foreign countries right from the launch of the vaccination drive in India.
- Air India had mobilised all available resources to carry critical medical equipments such as oxygen concentrators, BiPAP machines, ventilators, medicines etc. from different locations all over the world where it is needed. Air India also transported Zeolite for DRDO from different parts of the world to boost Oxygen production.
- Various activities related to the Azadi Ka

Amrit Mahotsav for Air India, including an exhibition to showcase the airline’s iconic art ensemble were scheduled.

- An art exhibition titled Dharohar – A Voyage Through 75 Years – highlighting Air India’s range of classical and contemporary art and sculpture - offering a glimpse into our country’s rich tradition of visual art by legendary artists and sculptors was organized at Air India Building, Nariman Point, Mumbai, on 27th and 28th November, 2021.
- A commemorative brochure and a calendar were launched by HMCA on the occasion.
- The art exhibition and the projection on the Air India building façade was launched by HMCA with wife. A famous vintage film on Air India was also shown on the occasion. Elite guests comprising industry heads, art and culture fraternity, showbiz, royal lineage connected to art graced the occasion. The event earned appreciation from every quarter and was also covered by the media.
- Air India was conferred with Asia’s Leading Airline - First Class award in the annual World Travel Awards in December, 2021. This prestigious award serves to acknowledge, reward and celebrate excellence across all sectors of the global travel and tourism industry.

#### 11.12 Facilities to Persons with Disabilities and Reduced Mobility

Air India is sensitive to the needs and requirements of persons with disabilities air passengers as per international standards and guidelines envisaged

under ICAO and IATA. Air India complies with the DGCA notified CAR on “Carriage by Air - Persons with Disability and / or Persons with Reduced Mobility”, Section 3, Series M Part I, Issue III, Rev 4 dated 12<sup>th</sup> July 2016.

Air India is also a member of STAR Alliance comprising of 26 member airlines. The facilities include Ramp Access and Wheelchair enabled access at booking offices, and priority handling of passengers. Air India operates at airports that are compliant with national and global standards with facilities for persons with disabilities. Air India offers wheelchair facilities based on advanced intimation of requirement while booking flights. Escorted boarding is accorded where needed at departure, arrival and transit at Air India stations. Air India also employs persons with disabilities in various offices in compliance with national directives and guidelines. Air India and its Ground Handlers comply with the requirement of safe travel of passengers with disability & persons with reduced mobility as guided by the CAR, based on the infrastructure facilities made available at the airports.

Air India Website [www.airindia.in](http://www.airindia.in) is designed using XHTML 1.0 Transitional to meet Guidelines for Indian Government Websites and also adheres to level AA of the Web Content Accessibility Guidelines (WCAG) 2.0 laid down by the World Wide Web Consortium W3C. The compliance statement is accessible on Air India Web Site Home page under link ‘Accessibility Statement’. The facilities provided to persons with disability and

persons with reduced mobility can be accessed on the Air India Website under “Travel information - Before you fly - Disability Assistance”.

### 11.13 SUBSIDIARY COMPANIES

The following are the wholly owned subsidiaries of Air India Ltd., and as on 31 March 2021 the Company’s investments in these Companies were as under:

- AI Airport Services Ltd  
Rs.138.42 Crore
- Air India Express Ltd  
Rs.780.00 Crore
- AI Engineering Services Ltd  
Rs.166.67 Crore
- Awlliance Air Aviation Limited  
Rs.402.25 Crore
- Hotel Corporation of India Limited  
Rs.110.60 Crore (Gol is Rs. 27.00 Cr.)
- AISATS (Joint Venture Agreement between Air India Limited and Singapore Airport Terminal Services (SATS) on ground handling):

AISATS is a joint venture between Air India Limited (AI) and SATS Ltd. where both the JV partners have invested equally Rs. 33.33 Crore each at the time of formation of the JV.

#### 11.13.1 AI Airport Services Limited (AIASL) (formerly known as Air India Air Transport Services Limited (AIATSL): (Rs.in Crore)

Particulars	2020-21	2019-20 (Restated)
Total Income	334.12	696.16
Profit / (Loss) Before Tax	-223.09	118.13

AI Airport Services Limited, a wholly owned subsidiary of Air India was operationalized on 1 February 2013 and started its autonomous operations effective April 2014. The company presently provides ground handling services at 105 Airports in India (79 online stations having GH set-up and 26 Offline stations, developing GH set-up and providing handling, as and when required). Apart from rendering ground handling services to the flights of Air India Limited and its Subsidiary Companies i.e. Air India Express and Alliance Air, ground handling services (Passenger and Cargo) are also provided to 56 Foreign Scheduled Airlines, 4 Domestic Scheduled Airlines, 1 Domestic Scheduled Cargo Airline, 4 Regional Airlines, 8 Seasonal Charter Airlines, 22 Foreign Airlines availing Perishable Cargo handling. Due to the pandemic, COVID-19 and cessation of international flights, the Schedule Airlines operations remains suspended and only Repatriation flights, Air Bubble flights with the prior approval of DGCA are being operated. Considering the present scenario, approx. 76,600 flights of Air India, Alliance Air, Air India Express as well as approx. 56,470 flights of customer airlines are expected to be handled during FY 2021-22 by AI Airport Services Limited. AI Airport Services Limited is a debt free company and has ended the FY 2020-2021 with loss for the 1<sup>st</sup> time after making profits for the 6<sup>th</sup> consecutive years till 2019-20 since its autonomous operationalization.

### 11.13.2 Air India Express Limited (AIXL):

(Rs. in Crore)

Particulars	2020-21	2019-20 (Restated)
Total Income	2,039.42	5,264.64
Profit/(Loss) Before Tax*	100.10	503.95
Profit/(Loss) After Tax*	100.10	499.93
Total Comprehensive Income	99.63	498.53

\*Including exceptional items

AIXL, a wholly owned subsidiary of Air India, commenced operations under the Brand Name Air India Express effective 29 April 2005 with 26 flights per week using 3 leased B737-800 aircraft. Initially, AIXL connected 3 cities in Kerala to 6 points in the Gulf. Air India Express has achieved a net profit of Rs 99.63 Cr. in FY 2020-21.

During the year FY 2020-21, AIXL operated its Aircraft at an average utilization of 5.6 hours per day per aircraft. AIXL carried 1.47 million passengers in FY 2020-21 as against 4.84 million passengers in FY 2019-20.

As of 31 December 2021, Air India Express is operating about 539 weekly departures with a network of 20 Indian stations and 14 international stations in Middle East and South East Asia.

Air India Express has been named the Iconic Brand of India 2021 by The Economic Times in recognition of its overall performance and efforts to ensure business continuity. Air India Express has also been cited by Economic Times as one the 'Best Workplaces for Women' for the year 2021. This is a prestigious

recognition and a testament to the hard work put in by the women colleagues across the organisation.

**11.13.3 Air India Engineering Services Limited (AIESL):**

**(Rs. in Crore)**

Particulars	2020-21	2019-20
Total Income	1185.54	1427.59
Profit/(Loss) before Tax	(9.58)	55.58

In FY 2020-21 AIESL handled around 60 aircraft, on average basis, of Air India Limited and its Subsidiary Companies viz. Air India Express Ltd and Alliance Aviation Limited. AIESL also provided MRO services to Defense as well 3<sup>rd</sup> party private Airline Operators wherever AIESL is having the capability.

AIESL carried out base maintenance work for Domestic operators namely – Air Asia India, TATA SIA Airlines, Spicejet, GoAir, and Indigo Airlines in 2020-21. In addition, AIESL has also carried out major maintenance work for Aviation Research Centre, Indian Air Force, Indian Navy, Indian Coast Guard, HAL and DRDO. In 2020-21, AIESL undertook maintenance of private parties aircraft like – Reliance RCDL, Jindal Steel (JSW), Club one Air Charters and Bluedart Aviation Aircraft. Further, AIESL had in technical handling agreement with 27 International Airlines for Line Maintenance work.

During the year 2020-21, AIESL signed SGHAs (Standard Ground Handling Agreements) with new International Airlines namely- Bamboo Airways, Peace Air, SCAT Airlines, True Jet, Air Asia Berhad for their Line maintenance.

In 2020-21 during Covid Pandemic period, AIESL has provided Transit and Technical Handling Support to Repatriation flights, Cargo Relief, Charters Flights and NSO flights under Air Bubble Agreement.

During Pandemic AIESL MTO Trivandrum has provided training to B737 GENFAM, training to Himalya Airlines of Nepal and which was appreciated by the Client. AIESL has agreement with 36 Institutes for providing training under CAR-147(Basic) but AIESL struggled to provide the stipulated training due to restriction and regulation imposed by Disaster Management Authority of respective States and Central Government from time to time during Covid phase1 and Covid phase 2.

At present, AIESL has 10 foreign CAA approvals namely Qatar, Kuwait, GCAA(UAE), CAA Singapore, CAA Srilanka, CAA Nepal, CAA Thailand, CAA Oman, CAA Malaysia and CAAB, Bangladesh. AIESL has extended its B737 Base Maintenance Facility to Delhi Base to cater the requirement of 3<sup>rd</sup> party airlines.

AIESL has carried out 10 Heavy maintenance for M/s Spicejet B737 Fleet. Jet Engine Shop at MRO Nagpur has established GenX and GE90 test cell and has started performing QRT, thereby saving approximately USD 3 Million or equivalent to INR 20 crores.

AIESL had entered in to MoU with Zoom Air for providing Hangar & Maintenance Support and earned INR 1.2 cr without any substantial expenses to AIESL

AIESL has firmed up plans to open an MRO unit in Kathmandu in Nepal, Colombo in Sri Lanka, and Abu Dhabi etc. Where it expects to generate substantial revenue. AIESL has also planning to take over the flight Handling of B787 aircraft of AI at Dubai and also applying for approval for 3<sup>rd</sup> party VT registered aircraft at SHarjah & Dubai.

#### AIESL FUTURE PLAN FOR 2021-22

- **Landing Gear project of A320 family A/C-** phase II has started and approval has been granted for tools and facility upgradation.
- **DRDO Airborne Early Warning and control system (AEW & CS) project-** AIESL is felicitating (inspection & transfer process) of 7 A320 aircraft to DRDO out of which 1 (one) aircraft has already been transferred and AIESL has entered in to Maintenance Agreement for same. Transfer process of other 6 (six) aircraft is supposed to be completed by end of the year 2022. Post transfer the complete maintenance (including schedule checks) will be done by AIESL.
- AIESL has entered in to MoU with Indian Air force for Upkeep and Maintenance of (SESF) aircraft. AIESL will be providing complete maintenance support to 2 B777-ER aircraft which are tailor made for the VVIP movement. Along with the maintenance support, AIESL will also be providing component & procurement support to these aircraft. AIESL Nagpur & Trivandrum facilities were having capability & set up of Boeing A/C. With operational requirements and for catering the demand, these facilities are

being developed for Base Maintenance of A320 family also.

AIESL possess approvals from DGCA (Director General of Civil Aviation), FAA (Federal Aviation Administration), EASA (European Aviation Safety Agency), CAAS (Civil Aviation Authority of Singapore), ISO-9001:2000, IOSA (IATA Operational Safety Audit) for its different shops and facilities. AIESL also obtained approvals from various foreign Civil Aviation Authorities like Kuwait, Qatar, GACA-UAE, CAAS-Singapore, CAASL-Sri-Lanka, CAAN- Nepal & CAAT-Thailand.

#### 11.13.4 Alliance Air Aviation Limited (Formerly known as Airline Allied Services Limited) (AAAL):

(Rs. in Crore)

Particulars	2020-21	2019-20
Total Income	459.23	1181.15
Profit/(Loss) After Tax	(359.93)	(201.00)

Alliance Air Aviation Limited (AAAL) is a wholly owned subsidiary of Air India Limited, which operates under the brand name Alliance Air, commenced operations from 15 April 1996. Alliance Air Aviation Limited (formerly known as Airline Allied Services Limited) is one of the leading international regional airlines in the country providing connectivity to Tier II & Tier III cities in India in complete synergy with the network of Air India.

The Company has a fleet of 18 ATR 72-600 aircraft. The existing fleet is deployed to operate about 64 flights every day over a network of 47 stations.

The reduction in flights and stations was due to the Covid-19 pandemic and subsequent truncated operations as per the MOCA advisories in the FY 2020-2021. Once the situation improves, it further plans to increase the fleet and its network in the coming years.

**Regional Connectivity Scheme (RCS)**

With the introduction of the Regional Connectivity Scheme (RCS) “UdeDeshkaAamNagrik” (UDAN) by the Government, a number of new routes to unserved and underserved airports have opened up for Alliance Air. Effective 27 April 2017 Alliance Air was the first airline to commence flights on Shimla/Delhi sector under this scheme which was flagged off by Hon’ble Prime Minister of India.

Till date, Alliance Air has commenced 79 routes out of the 117 routes awarded to it in RCS-UDAN 4.1 rounds. All efforts are being made to commence flights on the remaining routes subject to airports being made operational for ATR72 type of aircraft.

**11.13.5 Hotel Corporation of India Limited (HCI):**

(Rs. in Crore)

Particulars	2020-21	2019-20
Total Income	24.96	67.62
Profit/(Loss) Before Tax	(96.62)	(65.55)

HCI has four Units viz. Centaur Hotel, Delhi, Chefair Delhi, Chefair Flight Catering, Mumbai and Centaur Lake View Hotel, Srinagar. It also operates the T3 lounge at IGI Airport and also Canteens for Air India staff at Nariman Point , Mumbai and at GSD, New Delhi.

**11.13.6 Joint Venture Agreement between Air India Limited and Singapore Airport Terminal Services (SATS) on ground handling**

Air India SATS Airport Services Pvt. Ltd. (AISATS) is a joint venture between Air India Limited (AI) and SATS Ltd. where both the JV partners have invested equally Rs. 33.33 Crore each at the time of formation of the JV. As on 31 March 2020, Issued / Paid Up Share Capital of AISATS is Rs. 80,84,99,500/- (divided into 8,08,49,950 equity share of Rs 10/- each). AI’s 50% share of investment is Rs. 40,42,49,750/- (40424975 paid up shares @ Rs.10/- each). The net worth of the shareholder’s as on 31 March 2021 is Rs. 463 Crore.

The amount invested by Air India has gone up from Rs. 40.42 Crore to Rs. 231.50 Crore (half of Rs. 463) in 11 years. Besides the above, AISATS has also declared a Dividend of 15% in the FY 12-13, F.Y 13-14, F.Y 14-15, 7.5% in F.Y 15-16; 5% in F.Y 16-17, F.Y 17-18 & 3% in F.Y 18-19 and Air India has received dividend totaling to Rs. 26.45 Crore so far from this JV.

The JV is currently handling more than one lakhs flights in a year including Air India and its group companies at Bangalore, Hyderabad, Delhi, Mangalore & Trivandrum. For the FY 20-21, AISATS’s revenue & Loss After Tax is Rs. 408 Crore and Rs 29 Crore respectively and the written down value of investment in Property, plant and equipment stands at Rs. 185 Crore as on 31 March 2021.



### 11.14 Citizen's Charter

Air India's Citizen's Charter is available on its website [www.airindia.in](http://www.airindia.in).

### 11.15 Disinvestment of Air India

Air India has been incurring continuous losses year after year and had accumulated huge losses over a period. NITI Aayog in its recommendations, on Strategic Disinvestment of the Central Public Sector Enterprises in May 12, 2017 while referring to the fragile finances of Air India had stated that further financial support in a mature and competitive aviation market would not be the best use of scarce financial resources of the Government and recommended for strategic disinvestment of AIL and its subsidiaries. The process for disinvestment of Air India and its subsidiaries commenced in June 2017 with the 'in-principle' approval of CCEA. CCEA also approved creation of an Air India Specific Alternative Mechanism (AISAM) for the disinvestment process.

The AISAM decided for the strategic disinvestment of 100% stake of Government of India in Air India along with 100% stake in Air India Express Ltd and 50% stake in Air India SATS. The disinvestment process under the guidance of AISAM was being driven by the Inter-Ministerial Group (IMG) chaired by Secretary, Department of Investment and Public Asset Management (DIPAM) and co-chaired by Secretary, Ministry of Civil Aviation. The recommendation of IMG are considered by CGD and finally approved by AIASM.

The entire disinvestment process has been carried out in a transparent manner, with due regard to confidentiality of the bidders, through multi-layered decision making involving Inter-Ministerial Group (IMG), Core Group of Secretaries on Disinvestment (CGD) and the empowered Air India Specific Alternative Mechanism (AISAM) at the apex Ministerial level. Transaction Adviser, Legal Adviser, Asset Valuer, professionals in their respective fields, have supported the entire process.

The Cabinet Committee on Economic Affairs (CCEA) - empowered Air India Specific Alternative Mechanism (AISAM) approved the highest price bid of M/s Talace Pvt Ltd, a wholly owned subsidiary of M/s Tata Sons Pvt. Ltd for sale of 100% equity shareholding of Government of India in Air India along with equity shareholding of Air India in AIXL and AISATS.

*Share - Purchase Agreement has been executed on 25th October, 2021. There are Condition Precedents on part of Government, Air India and Strategic Partner. The fulfillment of Condition Precedents are in process. The closing transaction is likely to be completed by end of January 2022.*

## 12. PAWAN HANS LIMITED

### 12.1 ORGANIZATION

Pawan Hans Limited was incorporated in October, 1985 (under the name of 'Helicopter Corporation of India Limited') under the administrative control of Ministry of Civil Aviation with the primary objective of providing helicopter support services to the Oil & Gas sector in offshore exploration, operate in hilly and inaccessible areas, make available charter flights for promotion of travel and tourism, setting up of Training Institute of AME, pilots, operation of Sea Plane and setting up of specialized Institute for Safety Audit and Excellence and development of Infrastructure such as Heliports and Helipads. The Registered & Corporate Office of Pawan Hans is located at Noida and its Regional Offices are at Mumbai and New Delhi.

### 12.2 CAPITAL AND ORGANIZATION STRUCTURE

The authorized and paid up share capital of the Company is Rs.560 crores and Rs.557.482 crores respectively. The ratio of shareholding of President of India and ONGC Ltd. is 51:49. Net worth of PHL as on 31.03.2021 is Rs.981.55 crores.

The Board of Directors of Pawan Hans comprises of Chairman & Managing Director and other 5 part-time directors [JS-MOCA, JS&FA-MOCA, Director (Offshore)-ONGC and ACAS (T&H)-Air Force] including one Independent Director.

### 12.3 FLEET PROFILE

Pawan Hans is one of Asia's largest helicopter operators having a well-balanced own operational fleet of 42 helicopters including 1 ALH/Dhruv helicopter on lease at present with pan India presence. Pawan Hans has achieved flying of more than 10 lakh hours and 25 lakh landings on its fleet since its formation.

The Company's operational fleet as on 31.12.2021 comprises of the following:-

Helicopter type	No. of helicopters	Average Age (years)
Dauphin SA365N	17	34
Dauphin AS365 N3	14	13
Bell-407	3	18
Bell 206L4	2	26
AS 350 B3	2	11
MI-172	3	14
ALH/Dhruv (on lease)	1	16
<b>Total</b>	<b>42</b>	

Four Dauphin SA365N Helicopters having vintage of over 33 years which have been grounded since long due to obsolescence and have been approved as impaired Assets" by the Board. One more Dauphin SA 365N helicopter has been put under impairment.

### 12.4 FLEET DEPLOYMENT

#### Off-shore Operations

Pawan Hans is providing helicopter Transport Services for offshore operation of ONGC for carrying its men and vital supplies round the clock to drilling rigs

situated in “Bombay High” off-shore platforms. At present 5 Dauphin N3 helicopters on contract with ONGC out of which 1 Dauphin is stationed overnight at the main platforms in addition to a dedicated Night Ambulance to meet any emergency evacuation.

### On-shore Operations

The Company is providing helicopter

services to several State Governments namely, Mizoram, Maharashtra, Tripura, Sikkim, J&K, UT of Daman & Diu, Administration of Andaman & Nicobar Islands, Lakshadweep Islands, UT of Ladakh and CRPF. The Company is also providing helicopter services to corporate such as NTPC and for Charter services.



**Medevac Sortie done by Pawan Hans in Mizoram from Serchhip to Aizawl. Patient plus 03 attendants & family members evacuated.**

### Passenger Services

Pawan Hans runs the helicopter services from Phata to the Holy Shrine of Kedarnath during the May-June and September-October seasons every year.

### 12.5 STRATEGIC DISINVESTMENT PROCESS OF PAWAN HANS

Government of India decided for strategic disinvestment of its entire 51% share holding in Pawan Hans Limited along with transfer of management control which is in progress.

### 12.6 HUMAN-RESOURCES DEVELOPMENT

The total manpower of the Company as on 31<sup>st</sup> December 2021 was 612 (with 304 permanent employees and 308 contractual employees) which comprise of 113 pilots, 92 Aircraft Maintenance Engineers, 57 Executives, 131 Technicians and 219 other technical and non-technical employees as against 668 as on 31<sup>st</sup> December 2020.

### 12.7 SAFETY MEASURES

The Company is pursuing safety in its operations and maintenance activities as a continuous process. Third party Safety (SMS) audits by Global Domain Experts are carried out as per requirement. Safety Policy of the Company has also been revised to include safety as a core activity of the Company.

### 12.8 OPERATIONS DURING COVID-19 PANDEMIC

During the last quarter of F.Y. 2019-20, the World was hit by COVID-19 Pandemic. Its increasing effect began to appear in India during the month of March, 2020. To combat this Pandemic, Government of India enforced total lock-down in the country w.e.f. 25.3.2020. During this period, the Company played important role by way of rescuing stranded passengers, undertaking medical evacuation flights and delivering cargo to the farthest and inaccessible corners of the country. The crew members of the Company performed their duties extending to more than one month as a stretch. The Pandemic also adversely affected the flying hours of the Company.



**Pawan Hans Transported samples of suspected covid people & medicines from Jammu to Srinagar**

## 12.9 FINANCIAL PERFORMANCE

- Financial Results**

(Rupees in Lakhs)

Particulars	FY 2020-21 Amount	FY 2019-20 Amount
A) Revenue from Operations	37289.63	34593.16
B) Other Income	2881.32	3081.68
C) Total Revenue including other income	40170.95	37674.84
D) Expenditure		
i) Operating & non-Operating expenses	35481.97	38789.46
ii) Depreciation and amortization expenses	6559.82	7261.69
Total	42041.79	46051.15
E) Profit/(Loss) before tax	(1870.84)	(8376.31)
F) (i) Provision for Income Tax for earlier years/ Deferred tax	(1074.25)	(7530.06)
(ii) Minimum Alternate Tax	90.00	-
G) Net Profit/(Loss) after tax	(886.59)	(846.25)

- Dividend**

Due to losses incurred during the year 2020-21, PHL has not paid any dividend for the year under review.

### 12.10 NEW INITIATIVES

- PHL launched its RCS services in the State of Himachal Pradesh in Year 2019 ex-Chandigarh to Shimla, Kullu and Dharamshala. The details are as under:

- Chandigarh-Shimla-Chandigarh (six days a week) w.e.f. 28th Feb 2019.
- Shimla-Kullu-Shimla (thrice a week) w.e.f. 13th May 2019.
- Shimla-Dharamshala-Shimla (thrice a week) w.e.f. 14th May 2019.

The route was further extended to Mandi and Rampur on 9th Dec 2021. The new routes are as under:

- Chandigarh-Shimla-Mandi-Kullu-Mandi-Shimla-Chandigarh (three days a week) w.e.f. 9th Dec 2021.
  - Chandigarh-Shimla-Mandi-Dharamshala-Mandi-Shimla-Chandigarh(three days a week) w.e.f. 9th Dec 2021.
  - Shimla-Rampur-Shimla (three days a week) w.e.f. 9th Dec 2021.
- PHL initiated its services in Uttarakhand under RCS UDAN 2.0 in 2020. The network is as under:  
Dehradun-New Tehri-Srinagar-Gauchar-Srinagar-New Tehri-Dehradun (thrice a week) w.e.f. 29th July 2020. PHL extended its services under RCS UDAN 4.1 in 2021. Details are as under:
    - Dehradun-Gauchar-Dehradun (six days a week) w.e.f 8th Oct 2021.



**Commencement of Services under the RCS UDAN II in Uttarakhand on route Dehradun-New Tehri-Srinagar-Gauchar-Srinagar-New Tehri-Dehradun.**

- b) Dehradun-Srinagar-Dehradun (three days a week) w.e.f 8th Oct 2021.
- c) Dehradun-Haldwani/Pantnagar-Pithoragarh-Pantnagar/Haldwani-Dehradun (six days a week) w.e.f 8th Oct 2021.

Pawan Hans Limited has developed first time, a vision document “Strategic Corporate Plan:2020” and New Business Plan 2027. However, in view of proposed strategic disinvestment, the plan is presently on hold due to disinvestment process. Accordingly a five year mid-term business plan 2019-2024 has been prepared based on the main plan.

**12.11 EMERGING SCENARIO**

Pawan Hans Limited is the largest helicopter Company in India and its operating and maintenance standards are of a high order. Pawan Hans’s relentless pursuit continued in achieving excellence by effecting all round improvement in safety and performance.

**12.12 HELIPORT/HELIPAD IN DELHI**

Pawan Hans Limited has developed and operationalized India’s First Integrated Heliport in Rohini, Delhi.



**Pawan Hans Limited participated in International Exhibition and Conference on Civil Aviation sector 'Wings India' held in March 2020 at Begumpet Airport, Hyderabad (India)**

### 12.13 SWACHH BHARAT MISSION

Pawan Hans observed the MoCA sponsored Swachhta Pakhwada during the period from 15<sup>th</sup> to 31<sup>st</sup> October, 2021 in following the calendar of Ministry of Jal Shakti, GOI for the year 2021. During the period various activities were undertaken such as display of banners, posters for creating awareness on

Swachhta, organizing of competitions on Essay & Slogan Writings, Workshop on Waste Management, Tree Plantation and Competitions (Essay & Slogan Writing and Drawing) in Govt. Middle School Sector-15, Noida (UP), Shrampadyatra and Shramdaan etc. Glimpses of pictures taken on the occasions are shared.



(Seen in Picture-1 above on extreme right, Shri Sanjeev Razdaan, CMD, PHL administering the Swachhta Pledge to officers and employees of PHL, Picture -2 students of Govt. Middle School Sector-15, Noida (UP) reading the standee placed by PHL during Swachhta Pakhwada Drive for creating awareness.,



(Seen in Picture-3 above, Air Cmde. T. A Dayasagar, Executive Director (Technical & Ops) and other officers and employees of Pawan Hans together with employees of Punjab National Bank and M/s. Summi Mothersons Ltd, both in Sector-1, Noida while marching ahead to start the Shrapadyatra during Swatchhta Pakhwada-2021 and group photograph in Picture-4.

**12.14 IMPLEMENTATION OF POLICY STATEMENT FOR ABATEMENT OF POLLUTION.**

Pawan Hans is endeavoring to maintain a pollution free environment and has been planting trees around its office premises in Delhi and Mumbai.

**12.15 WOMEN WELFARE**

As per the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the rules framed there under, the Company has in place, a committee for prevention, prohibition and redressal of sexual harassment at work place. PHL also organized a workshop on the topic Sexual Harassment at Workplace (Prevention, Prohibition and Redressal), Act 2013 for its women employees on 29.10.2021 at its

Corporate Office, Noida and employees of Regional Offices at New Delhi & Mumbai were connected through Video Conferencing.

**12.16 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY**

Pawan Hans mainly has long term contracts with selected customers like ONGC, State Governments and PSUs etc. Therefore complaints received are minimal and are being dealt with promptly within the stipulated time. Pawan Hans has a prescribed public grievance procedure including CPGRAMS to settle any public grievance. Further there exists a Public Grievance Redressal Machinery dealing with the complaints by Nodal Officer at Corporate Office and Grievance Officer at Regions.

**12.17 REPRESENTATION OF SC/ST AND OBC AS ON 31.12.2021**

Name of the Organisation	Total No. of Empls.	Total-SC Empls.	Percentage(%)	Total ST Empls.	Percentage (%)	OBC Empls.	Percentage(%)
PHL	304	57	18.75	29	9.54	28	9.21



## 12.18 HELICOPTER SERVICES IN THE NORTH EAST

Pawan Hans Ltd. is providing helicopter services to several State Governments namely Mizoram, Tripura and Sikkim.

## 12.19 VIGILANCE

The Company has a Vigilance Department headed by Chief Vigilance Officer. As per CVC's guidelines, e-tendering, e-ticketing, e-payment and file tracking have been implemented. To ensure transparency in procurement an integrity pact has been signed with Transparency International India in Nov 2011. The Whistle Blower Policy of the Company has been approved by the Board of Directors.

## 12.20 USE OF OFFICIAL LANGUAGE

During the year under review, the Company has made significant progress

towards implementation of various provisions of Government's Official Language Policy by celebrating Hindi Day/Pakhwada, holding Hindi Workshops and granting monetary incentives to winners of various competitions organized on the occasion of Hindi Pakhwada (14th – 28th September, 2021) besides complying with Section 3(3) and other provisions under the Official Language Act, 1963 as also of the Official Language Rules, 1976. The Company has been awarded IInd prize for its in-house magazine "Hansdhwani" in the Inter Ministerial Departmental Competitions organized by Ministry of Civil Aviation for the year 2021. Rastriya Gaurav Puruskar Shield was given to Shri Sanjeev Razdan, CMD, PHL in the presence of Shri Pradeep Singh Kharola, the then Secretary, MoCA by Dr. Sumeet Jerath, Secretary, Department of Official Language, MHA on 23.12.2021.



(In picture-1, Shri Sanjeev Razdan, CMD, PHL receiving the **Rastriya Gaurav Puruskar** Shield in presence of Shri Pradeep Singh Kharola, Secretary, MoCA (on extreme left) & Shri Arvind Singh, Chairman, AAI from Dr. Sumeet Jerath Secretary, Department of Official Language, MHA and in Pix-2 Shri H.S. Kashyap, Jt. GM (HR&A) PHL also receiving the Shield).

## 12.21 CITIZEN CHARTER/WELFARE OF SENIOR CITIZENS

The Company has published Citizen's Charter on its website as per the format

prescribed by the Ministry of Civil Aviation. Pawan Hans has been looking after Welfare of Senior Citizens by providing assistance to them wherever required during helicopter operations.

### 13. ACCOUNTING ORGANIZATION IN THE MINISTRY

**13.1** Secretary (Civil Aviation) is the Chief Accounting Authority of the Ministry of Civil Aviation. He discharges his functions through and with the assistance of the Joint Secretary & Financial Adviser (JS&FA) and the Chief Financial Controller of the Ministry.

**13.2** The Chief Financial Controller is the “Head of Department” for accounting organization and functions under the overall supervision and control of Financial Advisor.

As per para 1.3 of Civil Accounts Manual the Chief Financial Controller, for and on behalf of the Chief Accounting Authority is mainly responsible for:-

- (a) Arranging all payments through the Pay and Accounts Offices/Principal Accounts Office except where the Drawing and Disbursing Officers are authorized to make certain types of payments.
- (b) Compilation and consolidation of accounts of the Ministry and their submission in the prescribed form, to the Controller General of Accounts; preparation of Annual Appropriation Accounts of the Demands for Grants of his Ministry, getting them duly audited and submitting them to the CGA, duly signed by the Chief Accounting Authority.
- (c) Arranging internal inspection of payment and accounts records maintained by the various subordinate formations and Pay and Accounts Offices of the Ministry.

The Accounting organization comprises of the Principal Accounts Office, Five Pay & Accounts Offices (two in Delhi and one each at Mumbai, Chennai &

Kolkata) and an Internal Audit Wing located at New Delhi.

Budgetary Provision for Ministry of Civil Aviation for the financial year 2021-22 is as under:

(Rs. in crore)

<b>Revenue Section</b>	<b>3184.15</b>
<b>Capital Section</b>	<b>40.52</b>
<b>Total</b>	<b>3224.67</b>

#### 13.3 PRINCIPAL ACCOUNTS OFFICE

The Principal Accounts Office of Ministry of Civil Aviation is mainly responsible for:

- Consolidation of the accounts of Ministry of Civil Aviation as per provisions of Civil Accounts Manual and in the manner prescribed by the Controller General of Accounts.
- Preparation of Monthly Accounts and Annual Appropriation Accounts of the Demand for Grants of Ministry of Civil Aviation, submission of Statement of Central Transactions and the materials for the Finance Accounts to the Controller General of Accounts, Ministry of Finance.
- Issue of Inter Departmental Authorisation to various agent Ministries such as Ministry of External Affairs, Ministry of Urban Development, Ministry of Information and Broadcasting.
- Rendition of technical advice to Pay & Accounts Office and maintaining necessary liaison with office of the Controller General of Accounts for overall co-ordination and control in accounting matters.

- Preparation of Receipt Budget & Pension Budget.
- Coordination of the work related to PFMS, NTRP and implementation of EAT module.

### 13.4 PAY & ACCOUNTS OFFICE

Pay & Accounts Offices under the Ministry of Civil Aviation are responsible for releasing of funds, expenditure control, and other receipts & payment functions as under:-

- Pre-check of bills submitted by Non-cheque Drawing & Disbursing Officers (NCDDOs) of the Ministry, for payment.
- Assignment of funds to Cheque Drawing & Disbursing Officers (CDDOs) to operate to a certain level through issue of "LETTER OF CREDIT". Chief Commissioner of Railway Safety at Lucknow with Commissioner of Railway Safety offices at Bengaluru, Kolkata and Mumbai are the four CDDOs.
- Release/ payment of Grants-in-aid/ equity to Autonomous Bodies/ Public Sector Undertaking under the administrative control of Ministry of Civil Aviation.
- Compilation of the monthly account based on the receipts collected and the payments authorized by them after duly reconciling and incorporating the accounts of cheque Drawing & Disbursing Officers (CDDOs) and submit it to the Principal Accounts Office.
- Maintenance of General Provident Fund accounts, and remittance of New Pension Scheme contribution to trustee banks. Settlement of Inward and outward claims. Authorization/ Payment of

pension, family pension, commutation, gratuity, leave encashment etc to the retiring employees.

- Making available accounting information to all concerned authorities/ divisions.
- Review of balances under DDS& R heads.

### 13.5 INTERNAL AUDIT

The Internal Audit Unit works directly under the Chief Financial Controller with overall responsibility remaining with the Financial Advisor and the Secretary of the Ministry. Internal Audit Wing is common for Ministry of Civil Aviation and Ministry of Tourism having sanctioned strength of four Assistant Accounts Officers and four Accountants/Sr. Accountants.

The role of the internal audit organization is to test check the initial account maintained in the executive offices to ascertain the extent of application of the rules & regulations, system and procedure in accounting and financial matters. In accordance with the audit objectives and internal audit standards, internal audit is carried out on the principle of random sampling. Internal Auditing is an independent operation and aims at helping the organization to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of Risk Management, control and governance processes.

The Principal Accounts office, Pay and Accounts Offices as well as the offices of the Drawing and Disbursing Officers in Ministry of Civil Aviation are within the jurisdiction of Internal Audit. In addition

to these offices Internal Audit Wing is required to audit the Autonomous Bodies/Grantee Institution.

During the year internal audit of Office of the DGCA (HQ) New Delhi has been conducted.

The position of outstanding paras of Internal Audit is as under.

No. of Units	Paras outstanding as on date 31.12.2021
54	781

**13.6 REDRESSAL OF GRIEVANCES:**

The Principal Accounts Office mainly receives grievances from Pensioners/ Family Pensioners & CPGRAM Portal. In addition to this, grievances were also received through mail / post. The majority of the grievances pertains to release of Pensionary benefits. To minimize such grievances, special attention is being given by Principal Account’s office.

**13.7 INITIATIVES FOR DIGITISATION OF PAYMENTS AND RECEIPT:**

In accordance with the guidelines issued by the Ministry of Finance and Controller General of Accounts, the accounting organization of Ministry of Civil Aviation has fully operationalized the payment deliverance platform by complete roll out of Public Financial Management System (PFMS) for overall improvement and transparency in the accounting function up to the implementing agency level.

**13.8 PUBLIC FINANCIAL MANAGEMENT SYSTEM**

The Public Financial Management System (PFMS) works with the objective of establishing an online Financial Management Information and Decision Support System for tracking funds

released under various schemes of Government of India.

PFMS being a centralized and fully operationalized IT application for fund transfer is in a position to facilitate “Just in time budget release” and complete monitoring of utilization of funds up to end level beneficiaries. As per directions of Ministry of Finance autonomous bodies/ grantee institutions are also requested to operate PFMS through EAT module.

The position of PAO, CDDO, NCDDO in respect of the Ministry are as under:

PAOs	CDDOs	NCDDOs
05	04	44

All the PAOs and DDOs have onboarded of PFMS and implemented its EIS module. All related reports are being generated through PFMS.

**13.9 Non Tax Receipt Portal (NTRP)**

The Non Tax receipt portal developed by Controller General of Accounts is a comprehensive end to end solution to overcome the delays and inefficiencies of the manual system. In order to abide by the guidelines of the Digital India initiative Ministry of Finance Department of Economic Affairs has universalized the use of NTR Portal under Bharatkosh to collect all Non-Tax revenue receipt through electronic mode. In compliance thereof Ministry is now integrated with NTR Portal facilitating the online remission of Revenue receipts through Bharatkosh. All the fees, dividend, guarantee fees etc are now flowing through NTRP.

A sum of Rs.2617.47 Crores has been received through NTRP upto 31<sup>st</sup> December, 2021 in current financial year.

## 14. WELFARE OF WOMEN

### 14.1 INTRODUCTION

The Ministry of Civil Aviation has taken suitable measures relating to women's welfare and for taking suitable to provide convenient and hassle free working environment to the women members of the staff. The Ministry of Civil Aviation and organizations under its administrative control have constituted Internal Complaints Committee to examine complaints relating to sexual harassment of women at work places and to suggest remedial measures to prevent such harassment. The position of women's welfare/ cases of sexual harassment in the Ministry and its organizations is being monitored periodically and necessary action is taken wherever called for.

### 14.2 BUREAU OF CIVIL AVIATION SECURITY

Problems of the women employees, as and when reported, are promptly attended to and resolved, keeping in view specific requirements of Government Policy on the subject. A Complaints Committee has been set up at the Ministry to enquire into complaints of sexual harassment at workplace.

### 14.3 COMMISSION OF RAILWAY SAFETY

The offices of the Commission of Railway Safety are generally located in Railway office Premises. The complexes and facilities provided there such as toilets, crèche, Tiffin room etc are availed by the female employees of the Commission also. The instructions on

welfare of women employees, issued by Government of India from time to time are being implemented to the extent possible.

### 14.4 AIRPORTS AUTHORITY OF INDIA

With a view to provide equal opportunity to both men and women, the management of AAI approved recruitment of women candidates to the post of Junior Assistant (Fire Services) for the first time.

Further, women candidates have been given relaxation in physical fitness, height, weight and physical endurance test for the post of Junior Assistant (Fire Services).

With an objective to encourage wider women participation in recruitment activities, AAI does not charge any registration fee from women candidates in all its recruitment activities.

In a continuous effort to provide more supportive environment to women employees, AAI's management took a decision to extend the benefits of maternity leave to its women employees in case of surrogacy with IVF.

Keeping in view of safety and security of women employees in AAI, provision of Hostel Accommodation to single female employees has been introduced

### 14.5 AIR INDIA LIMITED

Air India is amongst the very few organizations in the world to employ women in highly skilled vocations such as flying and maintenance of aircraft. Presently, there are 02 Female Functional Directors, out of a total of

04 Functional Directors. *Further, there are 05 Female Executive Directors out of total of 10 Executive Directors. In addition, there are 07 Female General Managers out of a total of 30 General Managers in Air India. As on 01.12.2021, Air India has a total strength of 7354 permanent employees excluding subsidiaries, out of which 2239 are women employees, which comprises of 30.44% of total strength. Out of which there are 121 women executives and 130 women pilots (including 15 Executive Pilots).*

The Company takes care of the special needs of the women employees at work place, which include safe work environment, rest room, conveyance, health care facilities and leave & other benefits. The women employees working in night shifts at airports and in operational areas are provided with pickup & drop facility from residence to place of work.

*There is a mechanism to prevent sexual harassment at work place in line with THE SEXUAL HARRASSMENT OF WOMEN WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013 which has been implemented in Air India. Complaints Committees for investigation of complaints & prevention of sexual harassment of women employees of Air India Limited, have been constituted at the Corporate level headed by an Executive Director and in all the Regions.*

Air India conducts special programmes for women health care, positive and healthy living, which are conducted

by Specialists/Doctors in the field. The Medical Service Department also organizes various special health checks and lectures on health issues for the benefit of women employees. *Programme on Gender sensitization and The Sexual Harrassment of Women Workplace (Prevention, Prohibition and Redressal) Act, 2013 are also being organised on All India Basis.*

Air India regularly supports women development in various types of activities besides administrative and commercial areas. Air India has been the first airline to encourage specialized technical areas to be handled by women. On 8<sup>th</sup> March every year the Women's day is celebrated and many interactive programmes are conducted which act as a great booster for knowledge and also reveal the pride of women achievements in the Airlines. On yearly basis, women's day is celebrated with all women crew flights including women pilots, women cabin crew, women quality and safety auditors, women simulator engineers, engineers certifying the aircraft as well as women flight despatchers releasing flights.

#### **14.6 INDIRA GANDHI RASHTRIYA URAN AKADEMI**

IGRUA has 13 women employees (1 Regular + 12 Contractual) and their welfare is being looked after through normal administrative channels. An Internal Complaints Committee (ICC) comprising three members is in place to deal with complaints regarding sexual harassment at work place.

#### 14.7 PAWAN HANS LIMITED

As per the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the rules framed there under, the Company has in place, a committee for prevention, prohibition and redressal of sexual harassment at workplace. PHL also organized a workshop on the topic Sexual Harassment at Workplace (Prevention, Prohibition and Redressal), Act 2013 for its women employees on 29.10.2021 at its Corporate Office, Noida and employees of Regional Offices at New Delhi & Mumbai were connected through Video Conferencing.

#### 14.8 AIRPORT ECONOMIC REGULATORY AUTHORITY OF INDIA

There are a total of 12 women employees which includes officers/ officials on deputation, on loan from the AAI and outsourced staff. Adequate amenities and facilities for women welfare have been provisioned.

#### 14.9 RAJIV GANDHI NATIONAL AVIATION UNIVERSITY

For the safety of girl students and women employees at the University campus (both academic as well as residential campus), an Internal Complaints Committee (ICC) has been constituted in accordance with the provisions of the "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". The broad functions of the ICC is to take note of any violation of the basic principles of gender sensitivity and gender justice in the University campus and act against the same as deemed appropriate. Keeping in view the safety and security of girl students, the hostel accommodation have been divided into two parts by creating partition in between the girls and boys hostel area.

## 15. FACILITIES TO PERSONS WITH DISABILITIES

### 15.1 IMPLEMENTATION OF GUIDELINES

Ministry of Civil Aviation and its attached and subordinate offices are sensitive towards the needs of persons with disabilities and scrupulously follow government instructions to take care of persons with disabilities and senior citizens. In order to protect the travelers against any form of discrimination and to ensure that all esteemed travelers should receive all possible assistance during their travel, DGCA has issued Air Transport Circular 01 of 2014 on “Facilities/ Courtesies to esteemed traveling public at airports” and Civil Aviation Requirements (CAR), Section-3, Air Transport, Series-M, Part-I on “Carriage by Air of Persons with Disability and / or Persons with Reduce Mobility”. The CAR also recognizes senior citizens who require special assistance subject to the condition that request for provision of assistance is submitted in advance to the airline. DGCA has procured one wheel chair for easy accessibility by physically disabled persons. Ramps have been constructed in DGCA to facilitate the persons with disabilities. DGCA is also in the process for constructing one wash room exclusively for use by persons with disabilities.

### 15.2 DIRECTORATE OF CIVIL AVIATION

DGCA has procured one wheel chair for easy accessibility by physically disabled persons. Ramps and washroom dedicated to PwDs have also been constructed in DGCA.

### 15.3 BUREAU OF CIVIL AVIATION SAFETY

In order to better serve passengers with disabilities and/or with reduced mobility and to improve screening experience of such passengers along with carried mobility aids and assistive devices, the Standard Operating Procedure (SOP) has been laid down and uploaded at BCAS website for opinion of general people. This will improve the air travel screening process and to ensure that all persons, regardless of their personal needs and situations are treated with dignity, respect and courtesy.

### 15.4 COMMISSION OF RAILWAY SAFETY

CRS follows Government of India & Ministry of Civil Aviation’s instructions for facilitating the persons with Disabilities.

### 15.5 AIRPORTS AUTHORITY OF INDIA

- General guidelines as shared by Ministry of Social Justice and empowerment on the 10 features of accessibility have been shared with all AAI airports for making the airports accessible, which include
  - Accessible Route/Approach
  - Accessible Parking
  - Accessible Entrance to the Building
  - Accessible Reception (Helpdesk)
  - Accessible Corridor/Tactile Flooring
  - Accessible lift
  - Staircase with Handrails (Main passenger movement zone)
  - Accessible toilets



- Accessible Drinking Water Facility
- Signage
- At present, 79 out of 87 AAI Airports have been provided with 10 accessibility features. At remaining 8 AAI Airports, efforts are being made to provide these 10 accessibility features by 31.03.2022.
- 28 AAI Airports already have aerobridge facility.
- Currently, 03 AAI Airports namely Calicut, Chennai and Kolkata have Ambulift facility.
- Presently, 28 AAI Airports have dedicated “May I Help You” counters. Personnel on help desk are being given training to communicate efficiently with all Divyangjans including training on sign language for hearing impaired and mute (deaf and dumb) persons.

## 15.6 AIR INDIA LIMITED

Air India is sensitive to the needs and requirements of persons with disabilities air passengers as per international standards and guidelines envisaged under ICAO and IATA. Air India complies with the DGCA notified CAR on “Carriage by Air - Persons with Disability and / or Persons with Reduced Mobility”, Section 3, Series M Part I, Issue III, Rev 4 dated 12<sup>th</sup> July 2016.

Air India is also a member of STAR Alliance comprising of 26 member airlines. The facilities include Ramp Access and Wheelchair enabled access at booking offices, and priority handling of passengers. Air India operates at airports that are compliant with national and global standards with facilities for

persons with disabilities. Air India offers wheelchair facilities based on advanced intimation of requirement while booking flights. Escorted boarding is accorded where needed at departure, arrival and transit at Air India stations. Air India also employs persons with disabilities in various offices in compliance with national directives and guidelines. Air India and its Ground Handlers comply with the requirement of safe travel of passengers with disability & persons with reduced mobility as guided by the CAR, based on the infrastructure facilities made available at the airports.

Air India Website [www.airindia.in](http://www.airindia.in) is designed using XHTML 1.0 Transitional to meet Guidelines for Indian Government Websites and also adheres to level AA of the Web Content Accessibility Guidelines (WCAG) 2.0 laid down by the World Wide Web Consortium W3C. The compliance statement is accessible on Air India Web Site Home page under link ‘Accessibility Statement’. The facilities provided to persons with disability and persons with reduced mobility can be accessed on the Air India Website under “Travel information - Before you fly - Disability Assistance”.

## 15.7 INDIRA GANDHI RASHTRIYA URAN AKADEMI

The guidelines issued by Ministry of Social Justice & Empowerment on Persons with Disabilities has been implemented and due consideration is being given to disabled persons, wherever possible.

### 15.8 RAJIV GANDHI NATIONAL AVIATION UNIVERSITY

To provide easy access to persons with disabilities, ramps have been provided in the academic building. Separate toilets have also been made for easy use by persons with physical disabilities in academic building of RGNAU. Adequate lighting is provided in all areas of academic building to help visually impaired persons.

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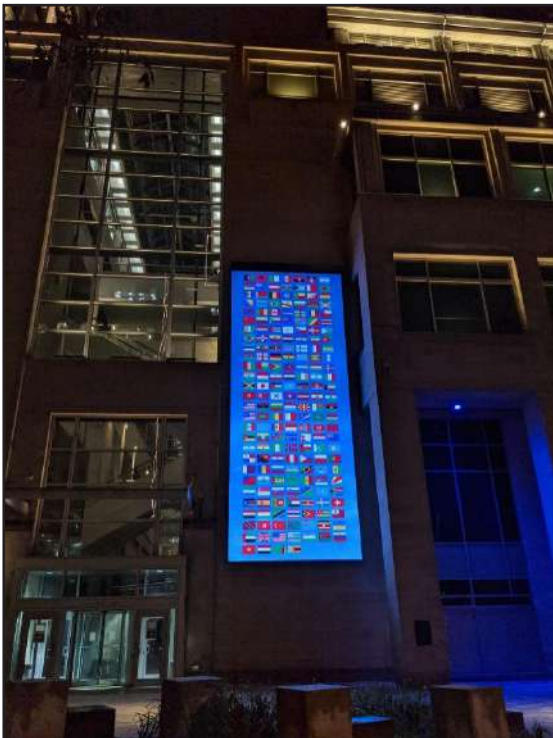
### 15.9 AIRPORT ECONOMIC REGULATORY AUTHORITY

As on December 31, 2021, no person with disabilities are employed in AERA. However, office of the Authority is enabled to facilitate people with disabilities as per government guidelines including the AERA website [www.aera.gov.in](http://www.aera.gov.in), which is disability.

## 16. REPRESENTATIVE OF INDIA (RoI) IN THE COUNCIL OF ICAO

### 16.1 INTRODUCTION

The International Civil Aviation Organization (ICAO) was established under the Chicago Convention on International Civil Aviation, in December 1944. Currently 193 Contracting States are signatories to this Convention. The Organization is made up of an Assembly, a Council of 36 elected members, and a Secretariat. The Chief Officers are the President of the Council and the Secretary General, who are elected to the post(s). India is amongst the first members of ICAO.



### ICAO HEADQUARTERS MONTREAL

The **Assembly**, is held once in 3 years, wherein all the 193 contracting Member States attend it, is the sovereign body of ICAO. It meets once every three years, to review in detail, the work of the Organization, and to set policy for the coming years. It also votes a triennial budget.

The **Council**, the governing body, which is elected by the Assembly for a three-year term, is composed of 36 Member States. The Assembly chooses the

Council Member States under three categories: States of chief importance in air transport, States which make the largest contribution to the provision of facilities for air navigation, and States whose designation will ensure that all major areas of the world are geographically represented. As the governing body, the Council provides continuing direction to the work of ICAO. It is in the Council that the Standards and Recommended Practices are adopted and incorporated as Annexes

to the Convention on International Civil Aviation. The Council is assisted by the Air Navigation Commission (Technical Matters), the Air Transport Committee (Economic Matters), the Committee on Joint Support of Air Navigation Services, the Finance Committee, Committee on Environment, Committee on Governance and Aviation Security Committee.

**16.2 Representative of India at ICAO**

India maintains a permanent office of the delegation of India in ICAO which comprises of the Representative of India (ROI), Technical Advisor and two other non executive staff.

**Representative of India: Dr Shefali Juneja (IRS), Jt. Secy (Civil Aviation)**

**TA to ROI: Ajay Bhaskar Joshi, Jt GM (ATM), AAI.**

**Additional responsibilities of ROI in the ICAO Council.**

**Chair of Aviation Security Committee.**

*Dr Shefali Juneja is the first woman to be appointed to this important position. India has got this position after more than a decade.*

**Chair of Small group on Gender (2021)**

**Chair of Ad-Hoc Group for inaugural session of Industry Consultative Forum.**

**Chair of Small Group on Innovation.**

**ICAO Council Declaration on improving Gender Representation**

On the Occasion of International Women’s Day, ICAO Council took a very important step in improving gender representation ICAO’s Governing and Technical Bodies by unanimously adopting the “DECLARATION ON IMPROVING GENDER REPRESENTATION IN ICAO’S GOVERNING AND TECHNICAL BODIES”.

In the declaration ICAO Council has pledged to do everything possible to maintain gender balance in its committees, panels, working groups, task force including election of the Vice Presidents and Chairs and calls upon the Member States of ICAO to:

- Systematically promote the role of women in aviation and disseminate their success, in particular in ICAO, using the tools available to them from education to recruitment and promotion of career opportunities; and
- Give due regard and priority to the nomination of qualified female candidates, when nominating Representatives to ICAO, nominees to the Air Navigation Commission (ANC), and proposed members of ICAO Panels and other groups, with a view to improving the level of female representation in ICAO bodies.

**16.3 CONTRIBUTIONS TO THE ICAO REGULAR BUDGET IN 2021 & COMMITMENT IN 2022**

As a member State, India made a contribution of CAD 577,477 and USD

330,505 to the ICAO regular budget during 2021. India would contribute CAD 620,193 and USD 339,857 in 2022 to the ICAO regular budget (based on Scale: A39-32 0.85%).

## 16.4 COUNCIL AND ANC SESSIONS OF 2021

Following sessions of the Committee and the Council phase were held/scheduled from January to December 2021:

Session No.	Committee Phase	Council Phase
222 <sup>nd</sup> Session	11 <sup>th</sup> – 28 <sup>th</sup> January 2021	20 <sup>th</sup> February – 12 <sup>th</sup> March 2021
223 <sup>rd</sup> Session	26 <sup>th</sup> March – 14 <sup>th</sup> May 2021	07 <sup>th</sup> – 25 <sup>th</sup> June 2021
224 <sup>th</sup> Session	13 <sup>th</sup> September – 01 <sup>st</sup> October 2021	25 <sup>th</sup> October – 12 <sup>th</sup> November 2021

Meetings of the Air Navigation Commission (ANC) were held in parallel during the Committee/ Council phase to prepare Papers on Technical matters for the Council. The ANC meetings are

attended by the Technical Advisor to ROI as a State observer to provide valuable inputs wherever required. Following ANC sessions were held/scheduled from January to December 2021:

ANC Session	Period
216 <sup>th</sup> Session	14 <sup>th</sup> January – 15 <sup>th</sup> March 2021
217 <sup>th</sup> Session	27 <sup>th</sup> April – 25 <sup>th</sup> June 2021
218 <sup>th</sup> Session	13 <sup>th</sup> September – 12 <sup>th</sup> November 2021

Many important decisions have been taken in these sessions and Indian Delegation actively participated in all sessions. Throughout the year important issues like 5G interference, Health Certificates, Cybersecurity, Aviation Recovery etc were flagged to MOCA, DGCA and other stakeholders through emails, reports, newsletters etc.

in ICAO for addressing concerns of developing economies and climate change. There were many successes in environmental matters on the issue of CORSIA review, LTAG etc but the major success was when the assessment of Sustainability criteria for CORSIA eligible fuels was revised to satisfaction of developing countries. Appreciation of role of ROI Dr Shefali Juneja in Council's adoption of sustainability criteria has been mentioned by President of ICAO in letter to HMCA. Reports on these issues including consultations with like-minded states in the Council have been submitted periodically. The successful outcomes have been a result of astute diplomacy, hard-nosed negotiations, clever strategy and leadership of India with guidance and support from Ministry of Civil Aviation and DGCA India. A meeting of senior officials of like-minded

## 16.5 Environmental issues.

The India Delegation has made persistent efforts to bring together ICAO Council members from BRICS and other like-minded developing nations from South America, Africa and Asia on environmental issues. The Delegation has also taken lead in organizing meetings of Council Representatives and CAEP members from like-minded States and a unified and strong front has been successful

states in Council i.e. Brazil, China, Egypt, Nigeria, Russian Federation, Saudi Arabia, South Africa and Zambia will take place on 27<sup>th</sup> January 2022. This initiative will bring together all the developing nations in the 41<sup>st</sup> Assembly and will hopefully bring success on the issues of LTAG and CORSIA review.

The issue of LTAG has been very successfully coordinated with India's office at UN. This has enabled solid support from UN PR to ROI at ICAO and from MEA to MOCA in diplomatic outreach for India's position on LTAG.

This office has also taken many steps to contribute towards Indian Civil Aviation sectors contribution in fighting climate change. To mention a few: inputs for Sustainable Aviation Fuels policy of India, engagement with IATA on environmental issues, bilateral meetings in best practices series (details in J] below) and facilitation of Indian speakers in ICAO webinars.

### 16.6 The Inaugural ICAO Industry Consultative Forum (29<sup>th</sup> and 30 June 2021).

Representative of India at ICAO Council, Dr Shefali Juneja was Chair of the Small Ad-Hoc Group comprising of select ICAO Council members, Air Navigation Commissioners, representatives of Industry and ICAO Secretariat Officials under whose guidance ICAO organized the inaugural ICF. Representatives of Industry Associations were also part of the group.

The inaugural meeting of the ICF had participants from largest aviation

companies from different sectors like Aircraft Manufacturers, Airlines, Airports, ANSPs and Technology companies. CEOs of AirBus, Boeing, Changi Airport, Heathrow International Airport, Rolls Royce, Dassault Aviation, ASECNA, Ethiopian Airlines Aircon were amongst many others.

The inaugural ICF session has set benchmarks for and pathways for future ICAO Industry Consultative Forums. India's leadership in organizing the ICF was praised by all.

### 16.7 The High Level COVID Conference.

ICAO organized a High-level Conference on COVID-19 (HLCC 2021) from 12 to 22 October 2021 under the theme of "One Vision for Aviation Recovery, Resilience and Sustainability beyond the Global Pandemic".

A combination of political importance of COVID 19 issues and virtual meeting format attracted record high numbers of attendance by 56 Minsters and Deputy Ministers as well as 24 heads of international organizations. 27 written statements and 21 video statements by Minsters, Deputy Ministers and heads of international organizations were made to the conference.



Indian Delegation actively participated in the Conference and also coordinated for India's presence in the Conference. The statement (written and video) of **India's Honourable Minister of Civil Aviation, Shri Jyotiraditya Madhavrao Scindia** be viewed on this link. <https://www.icao.int/Meetings/HLCC2021/Pages/statements.aspx>

<https://www.icao.tv/icao-high-level-conference-on-covid-19-hlcc-2021/season:1>

The recordings of all sessions of HLCC 21 are available on ICAO TV,

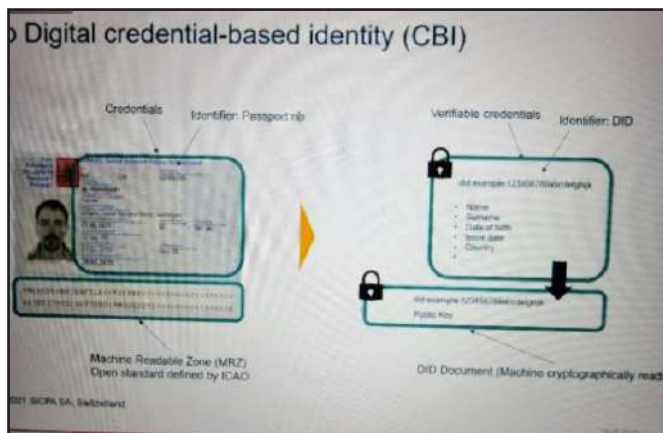
<https://www.icao.tv/icao-high-level-conference-on-covid-19>

All the documentation is available on the website,

<https://www.icao.int/Meetings/HLCC2021/Pages/default.aspx>

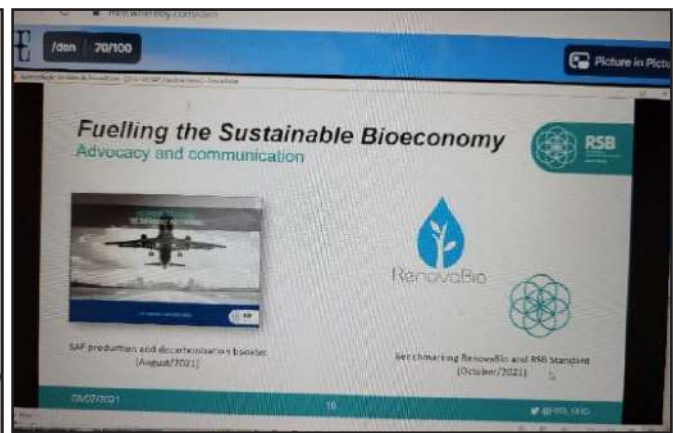
### 16.8 The Health Certificates with Visible Digital Seals for Non-Constrained Travel.

ICAO has released technical specifications for Health Certificates (including COVID-19 test and vaccine certificates) for worldwide interoperable use. Indian delegation realized the importance of alignment of India's vaccine and other health certificates with that of ICAO and while the specifications were still in draft stage and organized a meeting between ICAO secretariat and MOCA, MOHFW, MEA to attempt the realignment.



### 16.9 Best Practices Series

In 2021 the Delegation of India launched a new initiative "Best Practices Series". Meetings are organized by the Delegation between international leaders/achievers in various fields with stakeholders in India so that the stake holders in India gain knowledge and can also explore opportunities of collaboration. Four such meetings have been organized so far.



#### A. Brazil-India workshop on Bio Fuels

A Brazil India symposium on Sustainable Aviation Fuel was organized on 8th July 2021 for sharing of 'SAFs potential and perspectives in Brazil'. Speakers from Brazil shared information about "Future Fuels Programme" launched by National Energy Policy Council of Brazil and the project called "Fueling the Sustainable Biofuel Economy" which is being implemented by Brazil with support of International NGO RSB and Boeing.

**B. The Netherlands - India workshop on Sustainable Aviation Fuels**

The global production of SAF is expected to reach 5000Mt by 2030. The Netherlands is planning for production of Synthetic Aviation Fuels in a big way. The Delegation of India and the Netherlands Delegation (representing ABIS group) at ICAO organized a workshop on Synthetic Fuels on 26th October 2021.

In the workshop the participants were informed about

- The extensive work going on in Europe in general and Netherlands in particular in the field of Sustainable Aviation Fuel.
- The national agreements in Netherlands for reduction of carbon emissions (2050: 50% reduction compared to emissions level of 2005 for aviation departing from NL) and the policy attention the SAF are being given in Netherlands
- Different pathways of SAF and the potential of each pathway.
- The production of green hydrogen and synthetic kerosene in Netherlands.

As the demands and expectations from Aviation Industry for de-carbonization increase the SAF are gaining prominence for achieving de-carbonization. India has huge potential for production as well as consumption and export of SAF.



**C. IATA-India meeting on Environmental issues**

The third meeting in this series was organized between IATA and various stakeholders in India in aviation environmental issues on 13th January 2022. The meeting was focused on;

- i) CORSIA review, ii) Long Term Aspirational Goal, iii) EU ETS revision.

The meeting was very effective in learning about IATA’s perspectives on environmental issues and to gain some insights into the issues of CORSIA review, LTAG and EU-ETS proposal. Another meeting is planned with IATA on SAF policy.

**D. DFS – AAI meeting on RPAS and Flexible Use of Airspace**

The fourth such meeting was organised on 17<sup>th</sup> January 2022 between the Air Navigation Service Providers of Germany (Deutsche Flugsicherung GmbH, DFS) and India (Airports Authority of India, AAI) in collaboration with Delegation of Germany. The meeting was conducted on a virtual platform on 17th January 2022 from 1230 to 1430 UTC. The two main topics of discussions were,

- Safe Integration of UAS into the Airspace
- Civil-military cooperation in ATM





**16.10 India at ICAO**

The office of ROI throughout the year continued its efforts to improve India's stature at ICAO. Some of the efforts include,

- i) Pursue to initiate steps for progress of India from Part II of ICAO Council to Part I
- ii) Pursue for India to take position in Air Navigation Commission
- iii) Submit inputs for India to have a secondment policy
- iv) Efforts to improve efficacy of India's participation in ICAO panels
- v) Efforts to improve response to State Letters

The office has also continued its efforts in information sharing with publication of Newsletters and through Twitter account.

**16.11 The Indian Delegation participated in many webinars and meetings during the year, some of the significant ones are:**

- A. CAPA Webinar - Reinventing Air Navigation Services- 02/01/2021 The national level conference discussed the case for corporatization of Air Navigation Services in India.
- B. Sustainable Aviation Fuel CONERENCE -08/02/2021. The High-Level conference featuring industry leaders of Europe discussed future of sustainable fuel.
- C. International Women's Day – High Level Dialogue. 08/03/2021 Representative of India, Dr Shefali Juneja was a panel speaker at this organized by ICAO to gain insight on the challenges and opportunities created by the COVID-19 pandemic for women in the aviation sector, sustainability of the aviation

industry and progress towards gender equality and empowerment of women.

- D. ICAO Drone enable symposium. 13-15 and 20-21 April 2021. The symposium showcased the breadth of existing technologies, ongoing research and development, as well as commercial and non-commercial activities in this rapidly evolving sector of the aviation industry

- E. ICAO LTAG GLADs meeting.

The Long-Term Aspirational Goal – Global Level Aviation Dialogues were conducted by ICAO throughout ICAO regions from 9th to 14th May 2021. ROI was nominated as an observer on behalf of the ICAO Council by President.

- F. TRIP2021 and Passenger Data Exchange Forum: The sixteenth Traveler Identification Programme Symposium (TRIP2021) on 25, 26 May 2021 followed by the first joint ICAO/International Criminal Police Organization (INTERPOL) Passenger Data Exchange Forum on 27, 28 May 2021

- G. IATA Sustainable Aviation Fuels Symposium on June 10th, 2021

- H. Drones Innovation Roundtable on 18th Nov 2021 with the focus being Beyond Visual line of Sight Operations (BVLOS).

- I. Flying Forest Fire Fighting Dialogue on 22nd November 2021.

- J. Seminar of Green Airports on 29th and 30th November 2021.

- K. Obstacle Limitation Surfaces Symposium (OLSS 2021) from 8<sup>th</sup> to 10<sup>th</sup> Dec 2021.

2021 was a very busy and fruitful year. The Year 2022 is expected to be busier as the 41<sup>st</sup> session of ICAO Assembly is scheduled in September 2022.





AGARTALA AIRPORT





नागर विमानन मंत्रालय  
MINISTRY OF  
**CIVIL AVIATION**