

# Annual Report 2013-14



Wings of change



Ministry of Civil Aviation  
Government of India

# Ministry of Civil Aviation

## Vision

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

## Mission

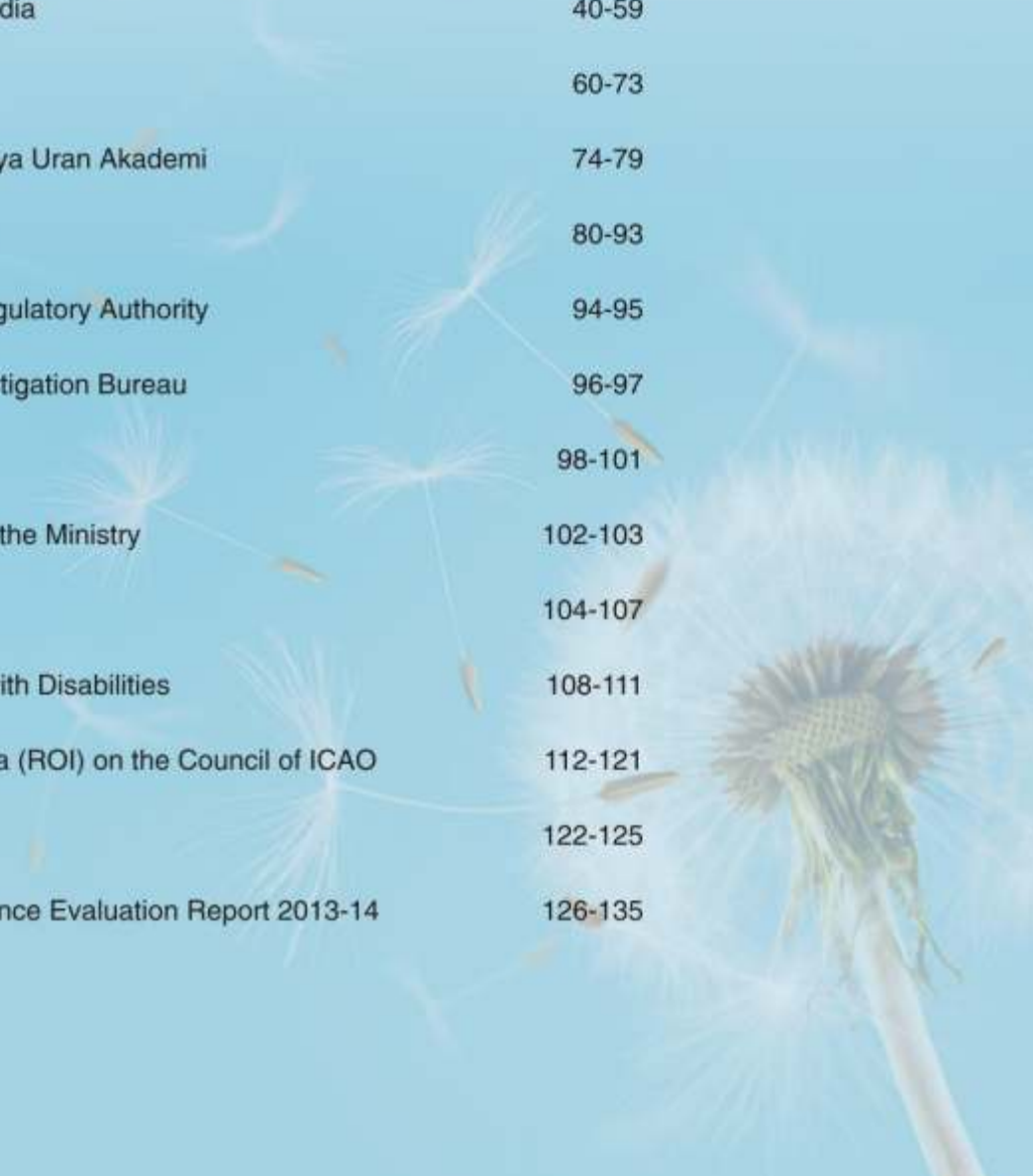
- To create world-class Civil Aviation Infrastructure facilities.
- To establish effective regulatory framework, including for safety, in harmony with international standards.
- To connect presently un-served areas.
- To develop skilled human resource according to the needs of the sector.
- To deploy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



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The new integrated terminal building at Chhatrapati Shivaji International Airport, Mumbai



# 1. Highlights

## 1.1 GAGAN:

GPS Aided Geo Augmented Navigation (GAGAN) System is a prestigious Satellite Based Navigation System of India, developed in collaboration with ISRO. The project has multiple benefits to the aviation sector such as fuel saving through optimized routes, improved airspace and airport access through performances based navigation, coverage of oceanic areas not possible by terrestrial aids, uniform and accurate level of navigation performance, upper airspace management capability etc. It provides enhanced integrity, continuity and availability of accurate navigation data to all users thus improving the safety of the navigation systems considerably. The GAGAN is of strategic importance to India for seamless navigation of aircraft, users of airspace and for navigation over land and sea. It is an all-weather national infrastructure and provides uniform navigation capability throughout the Indian Ocean Region. The first phase of the system for enroute operations with RNP O.1 service has been certified by DGCA in December, 2013.

The GAGAN footprint currently covers the Indian landmass and its capabilities can be utilized not only for aviation but also in other sectors such as Railways, Road, Shipping, Defence, Agriculture, Survey, etc. by developing appropriate applications. This Ministry is examining the potential usages of the GAGAN system to derive maximum benefits in all the sectors.

## 1.2 Rajiv Gandhi National Aviation University:-

To meet the ever growing requirement of professionally qualified personnel and also to create a strong base with a pool of scientific

and technical manpower in the Civil Aviation Sector, it was decided to setup National Aviation University. The Cabinet, in its meeting held on 11.07.2013 approved the proposal of the Ministry of Civil Aviation to set up 'Rajiv Gandhi National Aviation University' (RGNAU) at IGRUA Complex, under the administrative control of the Ministry, as a Central University under an Act of Parliament at an estimated cost of Rs. 202 crores to be incurred in its first phase of establishment (2013-2019). The Rajiv Gandhi National Aviation University Bill 2013 was passed in the both Houses of Parliament and the RGNAU Act has been come into force from 18th November, 2013. Rajiv Gandhi National Aviation University is under construction at IGRUA Complex, Fursatganj, District Raebareli, Uttar Pradesh. The posts of Vice-chancellor and Project Director have already been created.

## 1.3. Creation of Civil Aviation Authority of India

The Civil Aviation Authority of India Bill proposing to replace the Directorate General of Civil Aviation, the aviation safety regulator in the country, was introduced in Lok Sabha on 20.08.2013. It was referred to the Parliamentary Standing Committee which held its meetings on 24.09.2013 and 3.1.2014. Keeping in view the recommendations of the Committee, the modified bill was approved by the Cabinet on 12.2.2014. The Bill, once passed by the Parliament, shall provide greater financial, administrative and operational autonomy to the safety regulator.

## 1.4 India Aviation-2014

Ministry of Civil Aviation, Government of India, jointly with the Federation of Indian Chambers of Commerce & Industry (FICCI), has been organizing the 'India Aviation'





## Highlights

series of events at **Begumpet Airport, Sardar Patel Road, Hyderabad since 2008**. The International Exhibition and Conference on Civil Aviation Industry in India is held once in every two years and showcases the growth of Civil Aviation sector in the country. The 4th Edition of the mega event "India Aviation" was organized from **12-16 March, 2014**. The theme of the event was Enhancing Air Connectivity. USA was the partner country for the event. The event was supported by concerned Industry Associations. Due to its composite nature, the event showcased the strengths of the entire value chain of aviation industry in products and services and simultaneously provided opportunities to formulate business alliances in terms of trade and investment. The event was well attended by 6040 business visitors and 51,365 general visitors.

Business deals worth over USD 4.5 billion were signed in the course of the event.

The main event was inaugurated by Sri. Ajit Singh, Hon'ble Minister of Civil Aviation on 12th March, 2014. The evening of the opening day of the event also features '**CEOs Forum**' which was an interactive session with

the CEOs of major organisations in the Aviation sector. Air Show was also displayed by a professional team on all five days to add a grand spectacle to the event. The first three days of the events were for business visitors and the last two days were open for general public.

With a view to provide a platform to network and sharing of knowledge, a **Conference** was organized on second day i.e. on 13th March, 2014 at Conference Hall of Begumpet Airport, Hyderabad. The conference attracted policy – makers, regulators, airport infrastructure developers, airlines, financial institutions, corporate leaders & investors, technology providers, consultant, bilateral & multilateral agencies, senior Government officials, domain experts and others having interest in the business of civil aviation.

### 1.5 Meeting of State Civil Aviation Ministers and Secretaries

A Meeting of State Civil Aviation Ministers and Secretaries was held under the Chairmanship of Hon'ble Minister of Civil Aviation on 10.09.2013 in Vigyan Bhavan,







New Delhi. Issues like need for reduction of VAT on Aviation Turbine Fuel, need for formation of a dedicate agency for facilitation of civil aviation matters in the State Governments, identification of places of importance for encouraging air connectivity and steps required to be taken by the Central Government as well as the State Governments to promote regional air connectivity, etc. were discussed in the meeting. The meeting was attended by a number of Hon'ble Ministers of the State Governments and Senior Level State Government Officers.

#### **1.6 National High Level Airspace Policy Body (NHLAPB)**

A National High Level policy body under the Chairmanship of Secretary, Ministry of Civil Aviation has been formed to implement Flexible Use of Civil and Military Airspace in India and to take up the job of strategic planning and assess/reassess the national airspace usage requirements of various stakeholders. It will establish flexible airspace use structures and introduce procedures for allocation of these airspace structures. Implementation of Flexible Use of Airspace would bring in significant savings in terms of fuel and air travel time. Flexible and direct routing between major city pairs alone is expected to result in fuel savings of 20,20,380 kg. per annum and reduction of CO<sub>2</sub> emission of 63,93,600 kg. per annum. The expected reduction in the flying time for passengers owing to shorter routing / connectivity to destination and resultant on-time performances of airlines, is likely to benefit passengers to a large extent.

#### **1.7 National Aeronautical Search & Rescue Coordination/ Response Committees**

Search & Rescue Service is an important aspect in the field of aviation. The objective of Search & Rescue Services is to search for a missing aircraft, its crew and passengers and

to provide aid and organize the rescue of survivors of aircraft accidents. This Ministry proposes to constitute a National Aeronautical Search & Rescue Coordination/ Response Committee and to publish a National Aeronautical Search & Rescue Manual to meet the exigencies in case of aeronautical disaster. A Draft Manual has been circulated for consultations with the concerned Ministries/ Departments/ State Governments and other stakeholders.

#### **1.8 Civil Aviation (Safeguarding of Aerodrome for Aircraft Operations) Rules, 2014**

Regulating the heights of buildings/structures near aerodromes is an essential requirement for safety of aircraft operations. The existing S.O. 84 (E) is being reviewed and modified to be at par with best practices followed in the world for regulating heights of building/structures around airports. It is proposed that Colour Coded Zoning Maps (CCZM) will be prepared by the AAI in respect of civil aerodromes which will indicate, through the different colour codes, the permissible heights in different areas around the airport. The Local/Municipal Authority will be authorized to approve the construction of a structure, as per their own building regulations/bye laws, only up to the heights in AMSL, (being the top elevation of the building), as permitted in the CCZM.

#### **1.9 International Airports:**

Declaration of an airport as International Airport depends upon traffic potential and demand from airlines for operation of international flights. Facilities like Instrument Landing System, Ground Lighting Facilities, minimum 9000 feet of Runway length and availability of services like Customs, Immigration, Health and Animal & Plant Quarantine services are essential requirements for international airports. After providing requisite facilities, **Bhubaneswar**



A world map is shown in the top left corner. A dashed blue line representing a flight path extends from the map across the top of the page, passing through a helicopter and a commercial airplane flying over a mountain range under a blue sky.

## Highlights

**and Imphal Airports** have been declared as International Airports in November, 2013. The Ministry is in the process of declaring Bhopal, Indore and Raipur Airports as International Airport.

### 1.10 Renaming of Airports:

As a general policy, domestic as well as international airports are named after the names of the city or town in which they are located. Renaming of airports/terminals is also considered based on the recommendations of the concerned State Governments communicated by way of a resolution passed in the concerned State Legislative Assembly. Such renaming of airports are notified after due consultations with the concerned Ministries/Departments and with the approval of the Union Cabinet. Considering the request of the Government of Karnataka, the Bengaluru International Airport has been renamed as "Kempegowda International Airport, Bengaluru" in July, 2013.

### 1.11 Slot Allocation Guidelines:

With the increase in air traffic, the capacity of the major airports in the country has become constrained. To ensure the most efficient use of airport infrastructure and in order to optimize benefits to maximum number of airport users, it is essential to have a policy for allocation of constrained or limited airport capacity to airlines and other aircraft operations through a transparent and equitable mechanism so as to ensure viable airport and air transport operation, the Guidelines for Slot Allocations have been modified in May, 2013.

### 1.12 Creation of Air Navigation Services Corporation of India

In light of the recommendations of various committees including Ajay Prasad

Committee, and considering that the dual role of Airports Authority of India (AAI) as an airport operator and Air Navigation Services (ANS) provider may create conflict of interest and legal disputes with private airport operators, this Ministry has proposed to segregate the Air Navigation Services directorate from the Airports Authority of India. The proposal to set up a new entity in the name of Air Navigation Services Corporation of India (ANSCI) as an autonomous and independent/Government-owned organization has been circulated to the concerned Ministries seeking their views.

### 1.13 Modernization of Delhi Airport:

During the Financial Year 2013-14 M/s Delhi International Airport Limited (DIAL) has taken up work relating to construction of new Air Traffic Control (ATC) Tower and Area Control Building.

### 1.14 Modernization of Mumbai Airport:

M/s Mumbai International Airport Ltd. (MIAL) has undertaken various development works at Chhatrapati Shivaji International Airport (CSIA), Mumbai during FY 2013-14. Construction of new ATC tower building has been completed and inaugurated by Hon'ble Minister of Civil Aviation. Besides,







construction of new integrated terminal building with capacity to handle 40 million passengers per annum (mppa) with an investment of Rs. 5425 crore has been completed and inaugurated by the Hon'ble Prime Minister on 10th January, 2014.

#### **1.15 Bangalore International Airport, Devenahalli, Bangalore**

During the FY 2013-14, M/s Bangalore International Airport Ltd. (BIAL) undertook the work relating to expansion of the existing terminal to cater to handle 20 million passengers per annum (mppa) against the existing capacity of 10 mppa. The new terminal has been inaugurated by Hon'ble Minister of Civil Aviation on 14th December, 2013. Besides, Bangalore International Airport has been renamed as Kempegowda International Airport Bengaluru.

#### **1.16 Rajiv Gandhi International Airport, Shamshabad, Hyderabad**

During the FY 2013-14, M/s Hyderabad International Airport Limited (HIAL) has undertaken revamping of International security hold area in the existing terminal building. In addition, Flight Information Display System (FIDS) has been introduced along with the Self-Check in system.





### 1.17 Policy for Greenfield Airports

In pursuance of Policy for Greenfield Airports, the Central Government had accorded "in-principle" approval for setting up of a Greenfield airports at Mopa (Goa), Navi Mumbai, Sindhudurg, and Shirdi (Maharashtra) Bijapur, Gulbarga, Hassan, Simoga (Karnataka) Kannur and Aranmula (Kerala) Pakyong (Sikkim), Durgapur (West Bengal) Dabra (Madhya Pradesh), Kushinagar (Uttar Pradesh), Karaikal (Puducherry).

In addition, site clearance have been granted for setting up of Greenfield airports at Ongole (Andhra Pradesh), Jamshedpur (Jharkand), Macchiwara (Ludhiana, Punjab) Itanagar (Arunachal Pradesh) and Dholera (Gujarat).

During the Financial Year, construction works started at Sindhudurg in Maharashtra and Kannur in Kerala. Besides, construction of Greenfield Airports at Durgapur in West Bengal and Shirdi in Maharashtra are near completion. Request for Proposal (RFQ) for Navi Mumbai International Airport has also been issued during the FY. Govt. of India has also initiated action plan for establishment of 50 low cost airports in tier-II & tier-III cities as a part of regional connectivity.

### 1.18 International Civil Aviation Negotiation Conference (ICAN):-

The ICAN Conference was held at Durban, South Africa from 9th to 13th December, 2013. India participated in the conference and held bilateral discussions with the following 19 countries on various air services matters.

Switzerland, United Arab Emirates, Turkey, South Africa, Canada, Austria, Afghanistan, Zimbabwe, Hong Kong, Botswana, Senegal, Rwanda, Cote d'Ivoire, Greece, Namibia, Togo, United Kingdom, Saudi Arabia, Mongolia.

During the conference, Agreed Minutes were signed with Hellenic Republic (Greece), Botswana and an MoU was signed with Namibia agreeing to the text of Air Service Agreement between the two countries which was also initialled.

### 1.19 Air Cargo Logistics Promotion Board

Ministry of Civil Aviation is the nodal Ministry for Air Cargo Industry. Keeping in view the significance of Air Cargo to the economic growth of the country, the Ministry constituted a Working Group on Air Cargo/Express Service Industry, inter-alia to establish priorities of issues and recommend policy initiatives to address issues of significant importance to the Air Cargo/Express Service Industry in India and to advise on the action plans to aid implementation and monitor impact of implementation. Based on the recommendations of the Working Group Ministry has constituted Air Cargo Logistics Promotion Board, an inter-Ministerial Group under the Chairmanship of Secretary, Civil Aviation to steer through the reforms suggested in the report.

The broad framework of functions of the Board are to:

- resolve Inter-Ministerial issues that affect the air cargo logistics operations in the country and to achieve better efficiency;
- co-ordinate with the State Governments on inter-alia issues relating to Inter-Model connectivity;
- review, on a continuous basis the general and sectoral policy regimes governing Air Cargo Logistics operations with a view to remove bottlenecks to efficiency;
- review and monitor the functioning of Air Cargo Facilitation Committee that are headed by Airport Directors of AAI and other





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private/JV airports with a view to review the effectiveness of these bodies;

- lay down policy guidelines for setting up of Air Cargo facilities at Airports, Air Freight Stations/Cargo Villages including guidelines for Public Private Partnership model of development of these facilities;
- act as a coordinating agency to ensure expeditious clearance of the proposals for setting up of Air Cargo, facilities at Airports, Air Freight Stations/Cargo Villages in the country subject to fulfillment of all statutory requirements;
- lay down performance standards relating to quality of service in the air cargo logistics supply chain to be monitored by the Airports Economic Regulatory Authority (AERA) for implementation;
- review the progress of development of major gateway airports as Cargo hubs through facilitating transshipment; and
- review periodically implementation of the proposals cleared by the Board.

This Board met four times during the year 2013-14 and took several important decisions.

### 1.20 Air Services Talks:-

During the year 2013, bilateral air services talks were held with following countries and MoU/Agreed Minutes/Air Services Agreement signed:

Singapore, Abu Dhabi, Vietnam, Sri Lanka, Hungary, Botswana, Namibia and Greece.

### 1.21 A-380 Operations between India and Singapore:-

The operations of A-380 has been allowed at Delhi International Airport (Pvt.) Ltd. (DIAL), Mumbai International Airport (Pvt.) Ltd.

(MIAL), Hyderabad International Airport (Pvt.) Ltd. (HIAL) and Bengaluru International Airport (Pvt.) Ltd. (BIAL). A confidential MoU on Air Services has been signed between India and Singapore lifting the restrictions on A380 operations to / from India / Singapore by the designated carriers of India / Singapore on 13th March, 2014 at Hyderabad.

### 1.22 Memorandum of Understanding (MoU) between India and UAE (Dubai):-

The delegations representing the Government of India and the Government of UAE (Dubai) met in New Delhi on 26.02.2014 to discuss the matter relating to Air Services between India and UAE (Dubai). After detailed discussion, an MoU dated 26.02.2014 was signed between the two countries. The designated airlines of India and the designated airlines of UAE (Dubai) shall each be entitled to operate additional 11,000 seats per week in each direction with certain capacity caps as mentioned in the said MoU.

The designated airlines of UAE (Dubai) shall be permitted to operate with Airbus A 380 aircraft to/from Mumbai, Delhi, Hyderabad and Bangalore with the available capacity entitlements under the bilateral.

The Indian Carriers would be permitted "Change of gauge" in the territory of UAE (Dubai) in accordance with ICAO norms, enabling the designated carriers of India to, at their discretion, change aircraft in the territory of UAE (Dubai).

### 1.23 Regional and Remote Area Air Connectivity

To achieve better regulation of air transport services to un-served and under served areas and the need for air transport services of different regions and remote areas in the



country, the Central Government, in suppression of existing route dispersal guidelines, has issued fresh guidelines on 'Policy on Regional and remote Area Air Connectivity on 4.3.2014.

The aim of the new policy is to encourage airlines & other operators to operate to such airports where infrastructure is already available, by offering certain incentives to reduce viability gap.

### 1.24 Foreign Equity Participation in Air Transport Services

The Civil Aviation Sector, inter-alia, includes Airports, Scheduled and Non-Scheduled domestic passenger airlines sector, cargo airlines, Helicopter services/ Seaplane services, Ground Handling Services, Maintenance and repair Organizations, Flying training institutes, and Technical Training Institutions. The present policy of FDI in the Civil Aviation Sector covers all services mentioned above.

The Government of India has decided to permit foreign airlines also to invest, in the capital of Indian Companies, operating Scheduled and non-scheduled air transport services, up to the limit of 49% of their paid up capital vide the Press Note issued by the Department of Industrial Policy & Promotion, Ministry of Commerce & Industry New Delhi dated 20th September, 2012 (Press Note No.6/2012). FDI by foreign airlines up to 49% in Scheduled and Non Scheduled air transport services has been permitted, subject to certain sectoral regulations.

After the introduction of FDI by foreign airlines following proposals have been cleared by Foreign Investment Promotion Board (FIPB):

- (i) M/s Air Asia India (Pvt.) Ltd. a joint venture of Air Asia Investment Ltd. Tata Sons Ltd. and Telestra Tradeplace Pvt.

Ltd. for operating scheduled air services.

- (ii) M/s Tata SIA Airlines Ltd. a Joint Venture of M/s Tata Sons Ltd. and Singapore Airlines Ltd. for operating scheduled air services.
- (iii) Preferential allotment of 24% of the post issued paid up equity share capital of Jet Airways (I) Ltd. to Etihad Airways PJSC.

### 1.25 SoP for screening of passenger with special needs and medical conditions:-

Revised Standard Operating Procedure for screening of passengers with special needs and medical conditions was finalized and circulated on 31.03.2014.

### 1.26 Parliamentary Work:-

Parliament Unit of the Ministry has been assigned the responsibilities of looking after all matters pertaining to parliamentary matters. During 13th, 14th and 15th sessions of Fifteenth Lok Sabha and 228th, 229th and 230th Sessions of Rajya Sabha held from 1.4.2013 to 31.03.2014, the Ministry has answered 39 Starred and 405 Un-starred Questions in Lok Sabha and 27 Starred and 291 Un-starred question in Rajya Sabha.

Two meeting of the Consultative Committee of MPs for the Ministry of Civil Aviation were held in New Delhi on 26th August, 2013 and in Goa on 2nd December, 2013. The issues related to "General Discussions" and "Functioning of Air India" were discussed in both of the meeting of Consultative Committee.

### 1.27 Awards:-

Airports Authority of India as Air Navigation Service Provider (ANSP) has bagged two prestigious ATC Global Awards 2013, one for Excellence in ANSP Management and another for Strategic Advancement in Air





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Transport through AAI's collaborative environment project of INSPIRE (Indian Ocean Strategic Partnership to Reduce Emission).

The International Jane's ATC Award 2012 has been conferred on AAI at Amsterdam for achieving best operational efficiency among many major ANSPs and the Twin Awards in ATC Global 2013 for INSPIRE and Excellence in ANSP are a testimony to AAI's ANS achievements in the Region.

Air India Ltd was awarded Amity HR Excellence Award in November 2013 for Global Business Development – for

significant contribution in the field of HR development in the corporate sector.

Air India was presented the Gold Award in the Reader's Digest Trusted Brand 2013 survey, India, in the airlines' category for a record eighth consecutive year.

### **Achievements:**

Construction of New Terminal Building and associate work at Bhubaneswar Airport, Raipur Airport, Ranchi Airport, Goa Airport, Cuddapah Airport, Bikaner Airport, Puducherry Airport.









## 2. Ministry of Civil Aviation

### 2.1 Organization

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

#### (i) Attached Offices / Organisations

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

#### (ii) Autonomous Body

- (a) Indira Gandhi Rashtriya Uran Akademi (IGRUA)
- (b) Airports Economic Regulatory Authority (AERA)

#### (iii) Public Sector Undertakings

- (a) Airports Authority of India (AAI)
- (b) Air India Limited (AIL)
- (c) Pawan Hans Limited (PHL)

#### Organizational set-up of the Ministry of Civil Aviation is at Annexure

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.



Secretary, Ministry of Civil Aviation is assisted by one Additional Secretary & Financial Advisor, four Joint Secretaries, one Economic Advisor, seven officers of the level of Director / Deputy Secretary / Financial Controller and eleven officers of the level of Under Secretaries / Assistant Financial Controller. Functions of the Ministry are distributed amongst nineteen sections.

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.



## ORGANIZATIONAL STRUCTURE OF MINISTRY OF CIVIL AVIATION

(As on 1st June, 2014)



**Cabinet Minister**  
(Shri Ashok Gajapathi Raju Pusapati)



**Minister of State**  
(Shri GM Siddeshwara)



**Secretary**  
(Shri Ashok Lavasa)



**AS & FA**  
(Smt M. Sathiyavathy)



**Joint Secretary**  
(Shri Alok Sinha)



**Joint Secretary**  
(Shri G. Asok Kumar)



**Joint Secretary**  
(Shri Anil Srivastava)



**Joint Secretary**  
(Shri Arun Kumar)



**Economic Advisor**  
(Shri M. Kannan)

|                                   |  |
|-----------------------------------|--|
| <b>Attached Offices</b>           | Directorate General of Civil Aviation: Shri Prabhat Kumar, DG              |
|                                   | Bureau of Civil Aviation Security: Shri B.B. Dash, Commissioner (Incharge) |
|                                   | Commission of Railway Safety: Shri R.K. Kardam, CCRS                       |
|                                   | Aircraft Accident Investigation Bureau: Shri Bir Singh Rai                 |
| <b>Public Sector Undertakings</b> | Airports Authority of India: Shri Alok Sinha, Chairman (Incharge)          |
|                                   | Air India Ltd.: Shri Rohit Nandan, CMD                                     |
|                                   | Pawan Hans Limited: Shri Anil Srivastava, CMD (Incharge)                   |
| <b>Autonomous Bodies</b>          | Airports Economic Regulatory Authority: Shri Yashwant Bhawe, Chairman      |
|                                   | Indira Gandhi Rashtriya Uran Akademi: Shri V.K. Verma, Chairman            |





## 2.2 Organisation and Method

The instructions regarding time limit for disposal for various cases along with channel of submission and work distribution among the Section & Organization chart are available on the website of this Ministry in compliance to the Right to Information Act 2005. Instructions are issued from time to time stressing the need for observance of various provisions of Manual of Office Procedure (MOP).

## 2.3 Record Management

Due importance was given to the Record Management in the Ministry during the period under report. Various aspects of record Management viz. recording, reviewing and weeding out of old records/files are attended to.

## 2.4 Modernization of office

Computers and access to internet and e-mail facilities have been provided to all employees. Telephones, Fax machines, intercoms, scanners, printers, power back-ups, photocopiers and other accessories have been provided to all officers upto section level. A comprehensive Composite Payroll System, the Parliament Question Operating System, Computerized File Tracking System (OPA) and Online Stationery Request Management System are operational.

## 2.5 Public Grievances Redressal Machinery

The Public Grievances Redressal Machinery (PGRM) is headed by a Joint Secretary who has been designated as the "Public Grievances Officer". All organizations working under the administrative control of the Ministry too have full-fledged public grievance redressal machinery headed by respective designated "Nodal Officers". 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. Up to the end of the year 2013, a total of 4683 public grievance cases were received on-line, out of which, 4103 cases, i.e. 88% approximately, have been disposed of through the CPGRAMS.

## 2.6 Administrative & Staff Grievances Redressal Mechanism

Director (Administration) of the Ministry of Civil Aviation also functions as Director (Grievance) of the Ministry and is available every Wednesday from 10.00 AM to 01.00 PM to listen to the grievances of the employees of this Ministry personally. In addition to this, Administration Section in the Ministry functions as Grievance Cell and all complaints received from the Staff are handled by this Section. Under Secretary (Admn) has been designated as 'Grievance Officer' in the matter related to Pension cases. Further, all required steps are ensured to maintain harmonious relations between the members of staff for increasing the efficiency in the output of the Ministry.

## 2.7 Result-Framework Document

Performance Management Division of Cabinet Secretariat has developed a Method of evaluation of the performance of the Ministry/Department and a report based on the said evaluation is submitted to Hon'ble Prime Minister. The result Framework Document is the base document for Ministry/Department's performance evaluation. Ministry of Civil Aviation also finalized Result-Framework Document for the year 2013-14 and incorporated a number of projects/targets pertaining to this Ministry and





its attached offices/PSUs. A total 18 objectives, 65 Action points and 76 Success Indicators were incorporated in Ministry's RFD and 100 marks were distributed among them. The Performance Evaluation report of MoCA for Year 2013-14 has been annexed at Appendix of this report. High Power Committee on Government Performances has approved the composite score of 52.04 for the RFD for the year 2013-14.

A few action points have been got delayed or remain unachieved due to natural calamities, dependency on other organizations, non-fulfillment of criteria established for contractors/bidders etc. The same has been included in RFD for the year 2014-15.

### 2.8 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, 12 CPIOs and 8 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 1257 applications and 85 appeals were received during the year 2013-14. All efforts were made to dispose of these applications and appeals within the prescribed time.

In compliance of section 4(1)(b) of the RTI Act, 2005, steps are being taken to disclose as much information suomoto to the public at regular intervals on Ministry's website [www.civilaviation.gov.in](http://www.civilaviation.gov.in).

### 2.9 Welfare of Minorities

Hon'ble Prime Minister's New 15-point programme on welfare of minorities envisages that where large-scale employment opportunities are provided by the Railways, Nationalized Banks and Public Sector Enterprises, it should be ensured by Civil Aviation sector that special consideration is given to recruitment from minority communities. All Public Sector Enterprises under the Ministry have been advised to comply with the directives issued under PM's 15 Point Programme. Periodical returns have been prescribed to monitor compliance / progress and the same are being sent to the concerned authorities on regular basis.

### 2.10 Vigilance activities

The Vigilance Section of this Ministry is headed by the Chief Vigilance Officer (CVO) of the rank of Joint Secretary, appointed in consultation with the Central Vigilance Commission, who functions as the nodal officer in the vigilance set up of this Ministry. The CVO in this Ministry is assisted by the Deputy Secretary, Under Secretary and a Vigilance Section of this Ministry. The Vigilance Section in this Ministry, inter-alia, monitors and coordinates vigilance activities of the Offices and Public Sector Undertakings/ Autonomous Bodies under its administrative control.

Preventive vigilance continues to receive 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 strictly followed.

In pursuance of Central Vigilance Commission's directions, "Vigilance





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Awareness Period" was observed in this Ministry, its attached offices as well as in the PSUs under the administrative control of this Ministry from 28th October to 2nd November, 2013. The Special Secretary & Financial Advisor, Ministry of Civil Aviation administered the 'PLEDGE' to all the employees of this Ministry at 11.00 AM on 28th October, 2013.

**Vigilance Activities:** Quarterly meeting of all CVOs/VOs of PSUs/attached and subordinate offices are held in this Ministry to review the pending vigilance cases in PSUs/attached and subordinate offices under the administrative control of this Ministry. A meeting of CVOs of PSUs was held on 16th December 2013, under the Chairmanship of Secretary, MoCA to review the progress of disciplinary cases in PSUs.

### 2.11 Welfare of Scheduled Castes / Scheduled Tribes / Other Backward Classes.

A dedicated Cell looks after the liaison work relating to reservation for Scheduled Castes, Scheduled Tribes and Other Backward Classes 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.

### 2.12 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.

### 2.13 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.

#### **2.14 Second and Third Induction Training to the Newly joined officers/officials of Ministry of Civil Aviation**

Second and Third Induction Training to the newly joined officers/officials of Ministry of Civil Aviation was conducted at Ministry, various organizations and Delhi Flying club from 10th to 17th April, 2013 and 25th to 29th November, 2013 respectively. The training programme has been devised to familiarize new appointee to this Ministry with the working of all organisations under this Ministry and to apprise them about the expectations of the Ministry from them. The training programme was conducted in Ministry and the HQ of the respective organizations so that the participants could acquire first hand working knowledge of the organizations. The training programme included field visits to Terminal 3 of Indira

Gandhi International Airport. ATC Tower and simulator visits at Delhi Flying Club.

#### **2.15 Implementation of Official Language**

There is an Official Language Division in the Ministry with the sanctioned posts of one Director, one Deputy Director, two Assistant Directors, Two Senior Translators and two Junior Translators of Central Secretariat Official Language Service. Besides, posts of R.A., Assistants, UDC, PA, Stenographer LDC etc. are also sanctioned for ministerial work.

- In compliance with the Official Language Policy all the required documents have been translated in Hindi on time by the O.L. Division.
- All the efforts were made in the Ministry to achieve the targets laid down by the Deptt. of Official Language in their Annul Programme For the year 2013-14
- Four meetings of Official Language Implementation Committee were organised







- on regular intervals under the Chairmanship of the Secretary, Civil Aviation.
- It is the responsibility of the O.L. Division to ensure the implementation of the O.L. policy of the Union in the ministry and its attached offices/PSUs as well. In this regard, appropriate monitoring has also been carried out through inspections, meetings, review of various reports by the O.L. Division of the ministry.
  - Follow up action was taken on the assurances given by the ministry during the inspection meeting taken by the second Sub-committee of the Parliamentary Committee on Official Language. Subsequently action taken report has also been sent to the Committee
  - During the period under report, Official Language inspection of six offices namely, AI, AAI, DGCA, BCAS and C.R.S., IGRUA was conducted by the ministry.
  - As per the target, fixed by DOL, MHA in their Annual Programme, four sections of the ministry were also inspected to check the implementation of OL policy
  - Official Language officers of the ministry attended the meetings of OLICs of the Delhi based offices linked with the ministry.
  - Quarterly Hindi Progress Reports received from attached offices/PSUs have been reviewed regularly.
  - The officers of the level of Joint Secretary and Director (O.L) have participated in the inspections conducted by the Parliamentary Committee on Official Language in respect of attached offices/PSUs situated in Mumbai, Chandigarh, New Delhi, Amritsar, Varanasi, Madurai and Kavarati.
  - A meeting of Hindi Consultative Committee was organised in 20May, 2013in Panchgani, Maharashtra under the chairmanship of Honourable Minister of State, Civil Aviation.
  - A Hindi Pakhwara (fortnight) was organized in the ministry from 16 to 30 September, 2013. During this various Hindi competitions were organized and a total of around 71 officers/officials were given cash prizes.
  - As per the Official Language Policy of positive persuasion, Hindi workshops were organized regularly in the months of April/July 2013 and January 2014 .
  - With a view to maintaining the uniformity of translation work in various offices of the ministry an 'English-Hindi Glossary' of MOCA was brought out after compiling editing and enhancing the words being used in attached offices/PSUs of the ministry. This Glossary was released by Honourable Minister of State, Civil Aviation in the presence of MPs during the meeting of Hindi Consultative Committee. The Glossary printed in one thousand copies has been distributed equitably among the ministry and its attached offices/PSUs.





भारत सरकार | GOVT. OF INDIA  
जनता विमान सेवा प्राधिकरण  
DIRECTORATE GENERAL OF CIVIL AVIATION





## 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. It is not only responsible for regulation of air transport services to/from /within India, formulation and enforcement of civil air regulations, air safety and airworthiness standards, but also co-ordinates all regulatory functions with International Civil Aviation Organisation (ICAO).

### 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 Directors General and Deputy Directors 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;

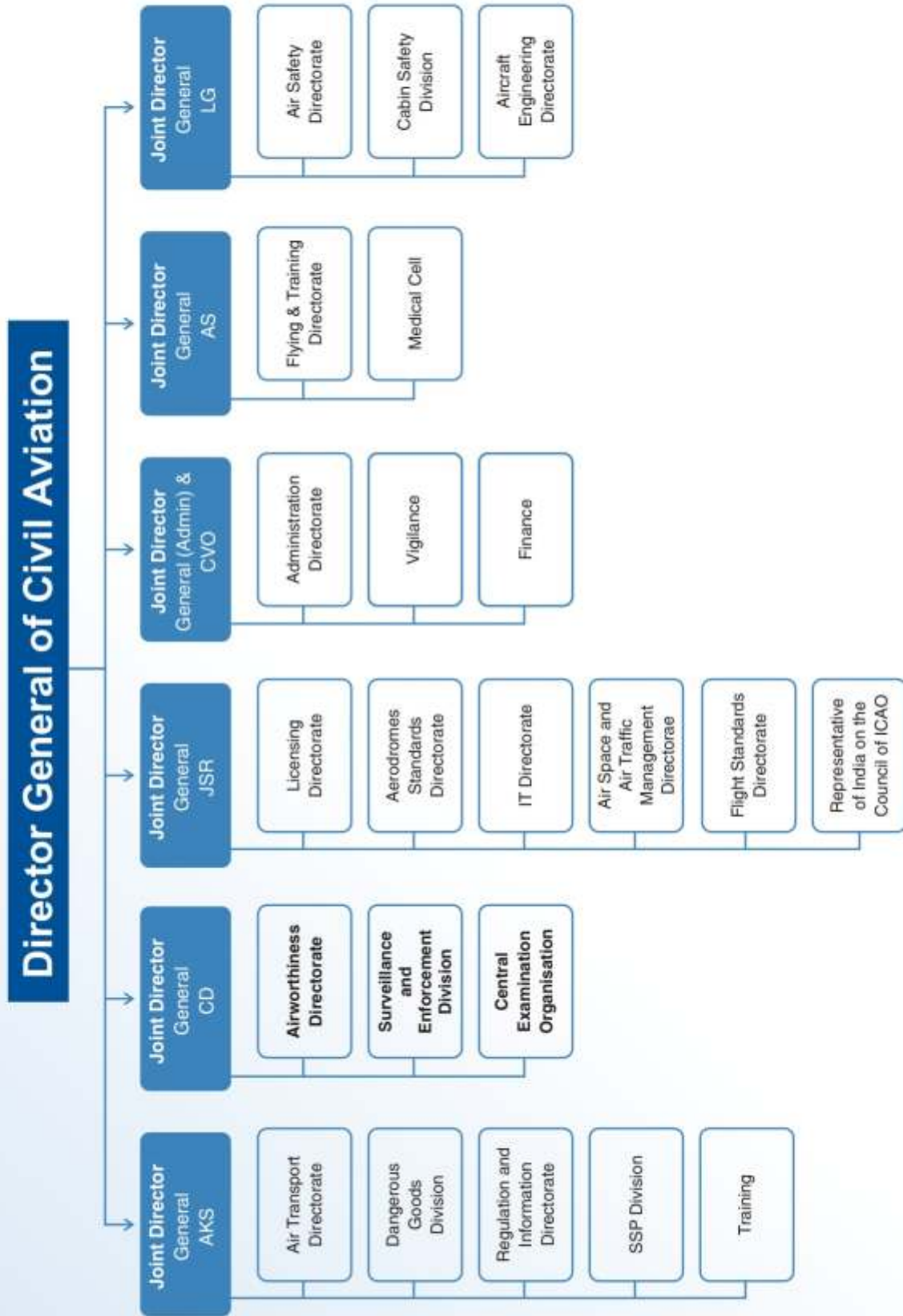
- i) Regulation of air transport services to/ from/ within India in accordance with the provisions of the Aircraft Rules, 1937, including bilateral and multilateral agreements with foreign countries and the policy pronouncements of the government;
- ii) Registration of civil aircraft;
- iii) Laying down airworthiness requirements for civil aircraft registered in India and grant of Certificate of Airworthiness to such aircraft;

- iv) Licensing of pilots, aircraft maintenance engineers and monitoring of flight crew standards;
- v) Licensing of aerodromes and air carriers;
- vi) Rendering advice to the Government on matters pertaining to civil aviation;
- vii) Processing amendments to Aircraft Act, 1934 and the Aircraft Rules 1937, and other Acts relating to aviation, with a view to implementing in India the provisions of the Chicago Convention and Annexes thereto and other International Conventions relating to aviation;
- viii) Co-ordination of the work relating to International Civil Aviation Organisation and sending replies to state letters after consulting other agencies;
- ix) Investigation of air accidents and incidents and rendering technical assistance to the Courts/ Committees of Inquiry;
- x) Supervision of training activities of Flying/ Gliding Clubs; and
- xi) Type certification of aircraft.





# Organisational Chart - DGCA headquarters







### 3.4 INTERNATIONAL RELATIONS

#### 3.4.1 Air Services Agreements

During 01 April 2013 to 31 March 2014, bilateral air talks were held with Singapore, United Arab Emirates (Abu Dhabi); Viet Nam; Sri Lanka, Hungary and United Arab Emirate (Dubai). In addition, informal talks were held with Afghanistan, Austria, Botswana, Canada, China (Hong Kong-SAR), Cote D'ivoire, Greece, Mangolia, Namibia, Rwanda, Saudi Arabia, Senegal, South Africa, Switzerland, Togo, Turkey, United Arab Emirates & United Kingdom during the 6th International Civil Aviation Negotiations Conference (ICAN)-2013, which was held at Durban, South Africa from 9 – 13 December, 2013.

#### 3.4.2 LEGISLATION

To keep the statutory provisions abreast with the international standards and the latest developments in the civil aviation sector, comprehensive amendments were proposed in the Aircraft Rules, 1937 such as Amendment to Schedule-II, Section 'J'; Amendment to Schedule XI; Amendment to Statutory Order 754; Amendment of Carriage by Air Act; Insertion of Part XII-A and Schedule IV; and correction in Statutory Order 727(E).

### 3.5 AIR TRANSPORT

#### 3.5.1 Tourist Charters

A total number of 1114 Inclusive Tour Package Charter Flights were operated during the financial year 2013-14 bringing 225577 tourists to India.

#### 3.5.2 Non-Scheduled Operator's Permit

As on 31st March, 2014 a total number of 130 companies are holding Non-Scheduled Operator's Permit, as against 146 companies during the last calendar year 2012.

#### 3.5.3 Domestic Scheduled Operators

In addition to Air India Limited, Alliance Air and Air India charters Ltd., there are at present five private scheduled operators viz.

Jet Airways (India) Ltd., Jet Lite Ltd., Spice Jet Ltd., Go Airlines (India) Pvt. Ltd., Inter Globe Aviation Ltd. (Indigo) operating on the domestic sector providing a wide choice of flights and connectivity to various parts of India. Two cargo airlines viz. Blue Dart Aviation Pvt. Ltd. and Deccan Cargo & Express Logistics Pvt. Ltd. are also operating scheduled cargo services in the country. During the calendar year 2013 (upto November, 2013), scheduled domestic airline operated a total no of 510889 flights (scheduled) and carried a total no of 54.67 million passengers (scheduled) as against 515924 flights carrying a total of 52.58 million passengers during the previous year 2012 (upto Nov). The domestic passengers carried by Scheduled Domestic Indian Carriers have witnessed a growth of 3.97 percent during the calendar year, 2013, while the international traffic has grown by 3.07%.

### 3.6 AIRWORTHINESS

#### 3.6.1 Airworthiness Directorate

A total of 88 aircraft were registered by Airworthiness Directorate during current year making total number of aircrafts registered under various categories to 1614. This year 22 AME Licenses were issued. The total number of Foreign Aircraft Maintenance Organisations approved under CAR 145 in the year 2013-14 are 37.

#### 3.6.2 EXAMINATION

The Central Examination Organisation is vested with the responsibility of conducting examination for Aircraft Maintenance Engineers (AMEs), Pilots, Flight Engineers, foreign Aircrew Temporary Authorisation (FATA), flight Instructor Ratings (FIR) and Assistant Flight Instructor Ratings (AFIR). This year 19044 candidates appeared for AME, 15276 candidates appeared for Pilots (including AFIR/FIR & FATA) and 80 candidates appeared for Flight Dispatchers.

### 3.7 TRAINING AND LICENSING OF AIRCREW

During 1st April 2013 to 31st March, 2014, 619CPL, 30 CPL(H), 382 ATPL(A), 13



ATPL(H), 233 PPL(A); 01 PPL(H), 469 IR, 675 FRTOL; 422 FRTOL(R); and 570 FATA licenses/ratings were issued by the DGCA. In addition, 4868 renewals/endorsement on Boeing/Airbus/Other Aircrafts Endorsements of licenses were carried out.

### **3.8. FLIGHT STANDARDS**

During the year 2013, Flight Standard Directorate carried out 307 No. of surveillance Inspection of domestic Scheduled, 44 for non-scheduled and 9 for State Government. FSTC Gurgaon was granted approval as TRTO on Boeing 737 and Air Bus A320 type of aircrafts. Approvals were granted to 212 approx. Training Captains (Check Pilots/Instructors/Examiners) of various scheduled airlines. SOPs for various airlines/operators at various airports were examined and approved. Approximately 300 No. of flying training syllabus on different types of aircrafts/helicopters were approved to individuals and various operators. Operations/Training manual of various Scheduled/Non-scheduled operators have been approved during the year.

### **3.9 AERODROME STANDARDS**

The Directorate of Aerodrome Standards deals with inspection and licensing 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 period 1-4-2013 to 31-03-2014, License of 41 airports and 17 private airports were renewed. Surveillance Inspection of 38 airports was done.

### **3.10 AIR SAFETY**

During the period 01.04.2013 to 31.03.2014 a total of 3334 occurrences have been reported. There were 21 Airprox incidents and 724 Wildlife Strike incidents were reported. A total of 08 incidents have been classified under Rule 13(1) of the Aircraft (Investigation of Accident and Incident) Rules

2012. Regulatory Audit was carried out for 16 organisations. In addition 648 Air Safety Surveillance inspections were targeted and out of which 637 (including the left out Surveillance inspection of previous months) have been carried out. A total of 155 cockpit and cabin crew were found under the influence of alcohol and were suspended from flying duties as per the provision given in CAR SECTION-5, Series-F, Part-III.

### **3.11 AIRCRAFT ENGINEERING DIRECTORATE**

Type Design of 8 aircraft certified by foreign Civil Aviation Authorities have been evaluated and Type Acceptance granted from design view point. Type Design of twenty nine modifications certified by foreign Civil Aviation Authorities have been evaluated and Type Acceptance granted. Four Aviation Environment Circulars have been issued/revised. Report of the team constituted to examine the issues related to providing air connectivity to/from Jalgaon, and Bhatinda airports have been submitted to MOCA. Carbon Footprint Report for the year 2012 has been released. Safety oversight was carried out on Kedarnath; Hemkund Sahib and Amarnath. CAR on "Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility" revised and accordingly passenger rights information on DGCA website has been amended.

### **3.12 AIR SPACE & AIR NAVIGATION SERVICES**

The Directorate of Airspace and ANS is responsible for regulation and safety oversight in the area of Air Navigation Services which is comprised of the following seven areas: Air Traffic Management (ATM), Communication, Navigation, & Surveillance (CNS), Aeronautical Information Service (AIS), Instrument Flight Procedures (PANS-OPS), Aviation Meteorological Services (MET), Search and Rescue (SAR), and Maps and Charts. This Directorate conducts certification of any new CNS facilities



including emerging technologies like GAGAN, GBAS, and ADS-B besides carrying out regular Safety Audit/Inspection of ATM and CNS facilities across the airports.

In 2013-14, Safety Audit/ Inspection was conducted at Rajkot, Barapani, Ranchi, Vadodara, Kangra, Bhopal, Bhavnagar, Dehradun, Surat, Vijaywada, Imphal, Chennai, Porbandar & Mumbai Airports for ATM facilities; and Agartala, Bhopal, Srinagar, Coimbatore, Mangalore and Aurangabad Airports for CNS facilities. GAGAN was certified for RNP 0.1 operations and the next phase of GAGAN APV 1.0 service is expected to be certified by the end of 2014. Certification of RADARs at Udaipur, Bhopal, Trivandrum, Cochin, Katihar, Kolkata, Bellary, Ahmedabad and Jharsuguda; ATC Automation System at Trivandrum, Cochin, Mangalore, Ahmedabad, Jaipur, Varanasi, Guwahati; and ADS-B ground stations at Jaipur, Cochin, Trivandrum, and Lucknow Airports was also conducted.

### 3.13 FLYING TRAINING

Directorate of flying Training conducts Oral Examinations for FIR/AFIR (A)/FIR (H) on quarterly basis. At present there are 48 flying clubs in India. Of which, 42 Flying Clubs are functional and 6 Flying Clubs are non-functional. 41 Flying Clubs have been inspected during the year 2013-14.

### 3.14 ADMINISTRATION

#### 3.14.1 Implementation of Official Language Policy

All general orders, establishment orders, notifications and circulars were issued bilingually in the office of the Director General of Civil Aviation. Air Accident Report, Statistical Report and Annual Report were brought out in bilingual form. The News Letter 'Nai Udan' related to the activities of DGCA published quarterly. A dictionary of the Technical Terms used in DGCA on Civil Aviation (English-Hindi) was prepared and released by Director General of Civil Aviation on 6-11-2013. DGCA was awarded with Trophy and certificate by Town Official Language Implementation of Official Language Policy.

#### 3.14.2 Representation of S.C. S.T. & O.B.C. employees in DGCA (Hqrs.) as on 31.03.2014 (Except Aircraft Engg. Dte. & Ministerial Staff).

| Name of the Organization | Total No. of Employees | Total No. of SC Employees | Percentage | Total No. of ST Employees | Percentage | Total No. of OBC Employees | Percentage |
|--------------------------|------------------------|---------------------------|------------|---------------------------|------------|----------------------------|------------|
| O/o the DGCA             | 299                    | 58                        | 19.39%     | 18                        | 6.02%      | 52                         | 17.39%     |

#### 3.14.3 The information pertaining to Vigilance Section is as under:-

The information pertaining to Vigilance Section is as under:-

- (i) Twenty two charge sheets were served on DGCA officials in 2013-14, out of which four cases were disposed off. Eighteen disciplinary cases are under process in the year 2014.
- (ii) Vigilance Awareness week was observed during 28 October to 02 November, 2013 in the office of the Director General of Civil Aviation and its Regional offices. During the week, apart from discussions on various relevant issues like transparency, fair competition and integrity of purpose and means ethics in Government etc., the Vigilance Division at DGCA Hqrs. organized various competitions like essay writing, poster making and ex tempore speech delivery competition on vigilance related topics. There was an overwhelming response and participation by DGCA officials.



भारत सरकार/GOVT.OF INDIA  
नागर विमानन सुरक्षा ब्यूरो  
BUREAU OF CIVIL AVIATION SECURITY  
ए-विंग I II III तल, जनपथ भवन जनपथ  
A-WING I II III FLOOR, JANPATH BHAWAN JANPATH  
नई दिल्ली-110001/ NEW DELHI-110001



## 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.

4.2 BCAS has its headquarters in New Delhi. It is headed by an IPS Officer of the rank of Director General of Police, designated as Commissioner of Security (Civil Aviation), who is the "Appropriate Authority" to ensure development, maintenance, updating and implementation of National Civil Aviation Security Programme for India and fulfil 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 matters, implementation of AVSEC quality control programme and up-gradation of technology for securing civil aviation.

4.3 The Bureau has eight Regional Offices at Delhi, Kolkata, Mumbai, Chennai, Hyderabad, Ahmedabad, Amritsar and Guwahati, each under a Deputy Commissioner of Security (Civil Aviation), regulating, monitoring and conducting

regular security inspections and audits of the airports in their areas of jurisdiction.

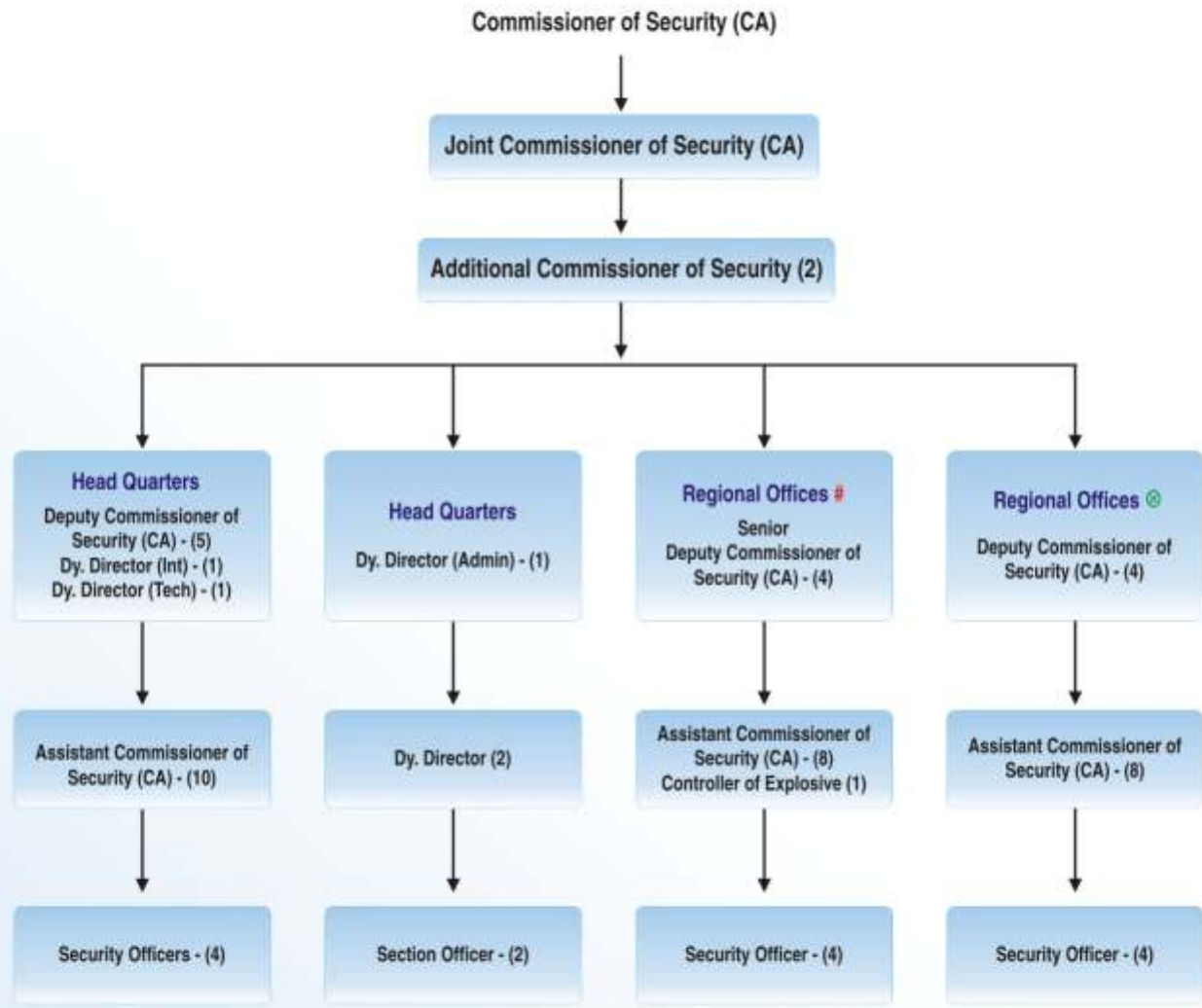
4.4 The Bureau has developed Contingency Plan to deal with emergencies arising out of hijacking and other acts of unlawful interference to Civil Aviation operations. Among other things, it provides for the establishment of Aerodrome Committee at each airport. Crisis Management Procedures are activated 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.







# ORGANISATIONAL CHART



Regional Offices # Delhi, Mumbai, Kolkata, Chennai | Regional Offices ⊕ Ahmedabad, Amritsar, Guwahati, Hyderabad



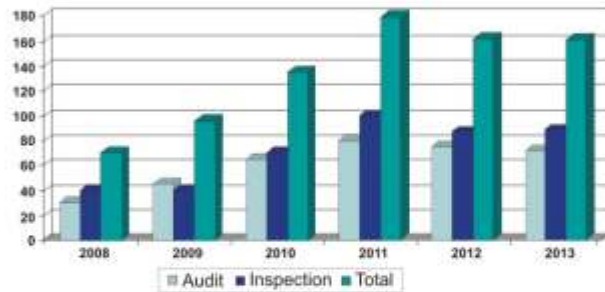
**4.5** Regulations are enforced through AVSEC orders and AVSEC circulars pertaining to different aspects of aviation security. A total of 28 numbers of AVSEC Orders/Circulars/other communications have been issued in 2013 in this regard. 13th amendment of Annex 17 to the Convention on International Civil Aviation is being implemented since 01-07-2013.

**4.6** Random screening of passengers at entry gates of terminal buildings has been introduced at airports in a phased manner. CCTV has been made mandatory for all operational airports. Survey of all airports regarding location of the cameras has been completed. Passengers are being allowed entry to Airport Terminal on the basis of soft copy/image of e-tickets on electronic device viz. smart phone, PC, laptop etc. New specification for Biometric Bases Access Control System has been formulated and issued for implementation at airports.

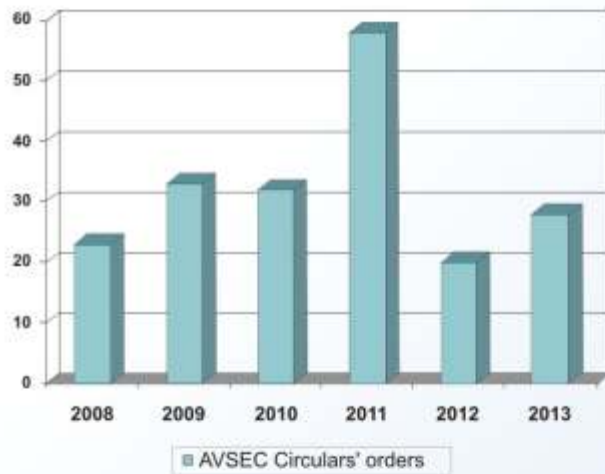
**4.7** The achievements of the Bureau against the aforesaid targets are given in the succeeding paragraphs:

**4.8 INITIATIVES TAKEN TO IMPROVE SECURITY AT AIRPORTS**

- (i) It has been decided to induct CISF in all airports in the country to bring in cohesion and uniformity in procedures and practices in regard to security at Airports. At 59 Airports in the country, CISF has already taken over the security duties.
- (ii) A comprehensive schedule has been drawn up for audits, inspections, surprise checks and dummy checks for ensuring compliance of all AVSEC Orders, Acts and Instructions at all airports to detect weakness in the security system implementation and the same are being taken up for remedial action with concerned agencies. For the year 2013, 72 audits, 89 inspections, 317 surprise checks, 41 Survey and 146 dummy checks have been carried out by BCAS. Technical visits for USA airports have been conducted. Further, Indian carrier audits have been conducted at Dhaka.



(iii) Regulations are enforced through AVSEC orders and AVSEC circulars pertaining to different aspects of aviation security. 28 AVSEC orders / Circulars/other instructions have been issued this year.



Airline Security programme and airport security program templates have been put up on website. 07 airlines security programmes and 25 Non-Schedule Operators security programme have been approved as per the latest template and 19 Airport Security Programme have been approved.

Passengers are being allowed entry to Airport Terminal on the basis of soft copy/image of e-tickets on electronic device viz. smart phone, PC, laptop etc.

All the stages of security clearance and approval of security programmes of various entities are put up on the website and updated on a weekly basis.



#### **4.9 MODERNISATION**

BCAS has engaged NIC to develop an e-governance plan for modernization and automation. Computerization work is in progress in the BCAS. 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 NICNET. 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.

Apart from the above, BCAS has installed Video Conferencing System for better interaction between the Hqrs and its regional offices. Approval of Aerodrome Entry Permits has been automated.

#### **4.10 MoA on SSI between MoCA, India and TSA, USA**

There are international obligations under Annex 17 to Convention on International Civil Aviation to protect the sensitive security information shared by one Contracting State with other. MoCA was requesting to share information for up-lifting of aviation security procedures and for updating the technical equipment installed at airports in India at par with for screening passengers their carry on items, hold baggage, cargo, protection of aircraft etc.

To receive the sensitive security information (SSI) from TSA and protect it, a Memorandum of Agreement (MoA) was signed on December 16, 2013 at Rajiv Gandhi Bhawan, New Delhi between Sh. B.B. Dash, Joint Commissioner, Bureau of Civil Aviation Security, on behalf of Ministry of Civil Aviation of Civil Aviation, Govt. of India and Ms Nancy Powel Ambassador of US in India on behalf of Transport security Administration/ USA.





**4.11 CONSTRUCTION OF NEW HEADQUARTER BUILDING**

It has been decided to construct a building for DGCA and BCAS at Safdarjung Airport, New Delhi. Land is being selected by MCA.

**4.12 STRUCTURING/STRENGTHENING OF BCAS**

70 additional posts in various grades have been created. Four new Regional Offices at Amritsar, Guwahati, Hyderabad and Ahmedabad have been created. Steps are being taken to fill up the posts and operationalizing the new Regional Offices fully. Apart from the above, a complete restructuring plan based on ICAO recommendation has been submitted. The plan envisages 24 field officers, 2 training academies and BCAS presence at all operational airports with manpower of 1452 in addition to a dedicated Aviation Security Force under DG, AVSEC.

**A. 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

**B. 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-II" Certified. Bureau also provides a "Smoke – free Environment" to its employees.

**C. 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.

**D. REPRESENTATION OF SC/ST and OBC**

The Bureau adheres to the prescribed Government policies on the subject. Position of representation of SC/ STs and OBCs as on 31.12.2013 is given below:-

| Name of the Organization | Total No. of Employees | Total No. of SC Employees | Percentage of Employees | Total No. of ST | Percentage of ST Employees | Total No. of OBC Employees | Percentage |
|--------------------------|------------------------|---------------------------|-------------------------|-----------------|----------------------------|----------------------------|------------|
| 1.                       | 2.                     | 3.                        | 4.                      | 5.              | 6.                         | 7.                         | 8.         |
| BCAS                     | 117                    | 23                        | 19.65                   | 3               | 2.56                       | 22                         | 18.80      |

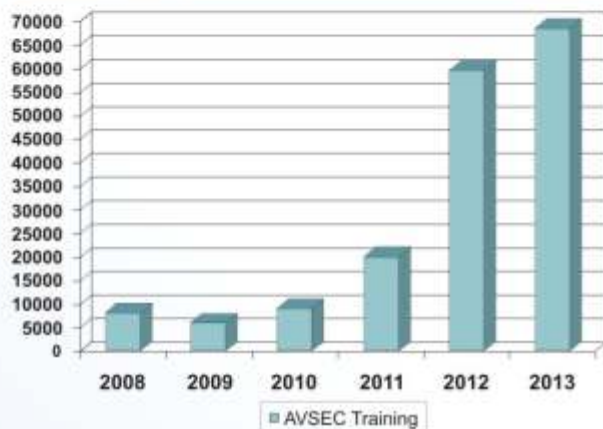
**E. TRAINING**

- I. Online AVSEC Basic exams has been introduced by BCAS from the month of August 2013 and examination is being conducted successfully at Delhi, Mumbai, Chennai and Hyderabad.
- II. Two ICAO workshops namely NCASTP and ASP workshop were conducted at Indian Aviation Academy, Delhi for the year 2013.
- III. A Common Training material for AVSEC Basic Course and Screeners Certification is being prepared. After finalization, it will be distributed to all Aviation Security Training Institutes. This will further increase the uniformity in the training material.



**IV. Details of Training programme organized by BCAS for Security personal in Aviation Sector during the year 2013 as mentioned below:**

| <b>AVSEC Courses organized in the year 2013</b> |              |
|---|--------------|
| AVSEC Awareness Training- 01 day                | 48794        |
| AVSEC Training (Different Courses) 02-12 Days   | 19715        |
| <b>Grand Total</b>                              | <b>68509</b> |



**4.13 IMPLEMENTATION OF OFFICIAL LANGUAGE**

During the year, a “Hindi Pakhwara” was organised in September 2013. During this

period, Hindi Typing, Hindi Dictation, Hindi Essay, Noting & Drafting and Quiz Competitions were organized for all officers and staff of this Bureau.

Hindi Workshops for the Officers and Staff were also organized. Official Language Inspections were carried out at the Regional Offices to ensure the progressive use of Hindi in the Regional Offices of the Bureau. Incentive scheme (cash prize) was also implemented to encourage progressive use of the Official Language

Official Language Implementation Committee meetings were held in time, in the Bureau’s Headquarters and its Regional Offices.

**4.14 STAFF GRIEVANCES CELL**

In pursuance of Government instructions, a Staff Grievances Cell operates in this Bureau with the Addl. Commissioner of Security, Civil Aviation as 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.





Annual Report 2013-14





मुख्य आयुक्त रेल संरक्षा  
CHIEF COMMISSIONER RAILWAY SAFETY





## 5. Commission of Railway Safety

### 5.1 BRIEF HISTORY

The institution of Commission of Railway Safety deals with matters pertaining to safety in rail travel and operation and for this purpose performs certain statutory functions laid down in the Railways Act, 1989 and the rules framed thereunder. Formerly called the RAILWAY INSPECTORATE, it functioned under the control of the Railway Board till May, 1941 when the Inspectorate was separated from the control of Railway Board to secure its independence from the authority administering the Railways. This separation was carried out pursuant to the recommendations of a committee called the 'Pacific Locomotive Committee' which was endorsed by the Central Legislature. After its separation, the Inspectorate was attached to

the Air Wing and placed under Department of Communications. It came under the administrative control of the Ministry of Tourism & Civil Aviation in May, 1967, subsequently redesignated as the Ministry of Civil Aviation.

While, the Railway Board in the Ministry of Railways are the safety controlling authority and are responsible for laying down and enforcing safety standards for the Indian Railways, the main task of the Commission is to direct, advise and caution the railway executives through its inspectional, investigatory and advisory functions and thereby assist them in ensuring that all stipulated measures are taken in regard to the soundness of rail construction and safety in train operation.





## 5.2 ABOUT THE ORGANISATION

The Chief Commissioner of Railway Safety is the head of organization. CCRS is also the Principal Technical Adviser to the Government of India in all matters concerning Railway Safety. The headquarters of the Commission is located at Lucknow. The Chief Commissioner directs the technical activities and issues instruction for the guidance of Commissioners of Railway Safety in respect of holding statutory inquiries into serious railway accidents, inspection of new lines including electrification of existing lines prior to their opening for public carriage of passengers, and sanction for running of new locomotives/rolling stock. He also co-ordinates the work of the Commissioners in their dealings with the Railway Board and the Railway Administration. He communicates his views, whenever necessary, to the Ministry of Railways (Railway Board) on design, standards, specifications and procedures for construction, working and maintenance of assets in all branches of railway engineering and operation including civil, mechanical, electrical and signal engineering etc. The Chief Commissioner is assisted by a Deputy Commissioner of Railway Safety (General).

There is also a Technical Wing attached to the Chief Commissioner of Railway Safety at his headquarters which has four Deputy Commissioners of Railway Safety drawn from the mechanical, electrical, signalling & telecommunication and operating disciplines of Indian Railways.

There are 9 circle offices viz. two with headquarters at Mumbai, 3 with headquarters at Kolkata and one each with headquarters at Bangaluru, New Delhi, Lucknow and Secunderabad. Each circle office is under the charge of a Commissioner. Each Commissioner is an independent statutory authority under the Railways Act, 1989.

All the posts of Dy. Commissioners (technical) were upgraded to Selection grade

w.e.f.14.06.2010. Recruitment rules for Dy. CRS (technical) in selection grade were notified vide GSR No. 136 dated 29.5.2012.

## 5.3 DUTIES & RESPONSIBILITIES

The Commissioners carry out the duties/functions assigned to them under the Railways Act, 1989, rules framed thereunder and instructions issued from time to time. A gist of main-functions are as follows:

- (i) to inspect new lines with a view to determining whether they are fit to be opened for the public carriage of passengers, and to sanction their opening after inspection on behalf of the Central Government.
- (ii) to sanction the execution of all new works and installations on the running track affecting the safety of the traveling public such as rebuilding of bridges, remodelling of station yards, line capacity works, resignalling works, etc.
- (iii) to conduct statutory inquiries into serious railway accidents and suggest safeguards.
- (iv) to make periodical inspections of railways and report to the Central Government on any condition which may endanger the safety of the traveling public and make recommendations.
- (v) to examine the technical aspects of new rolling stock, advise on their introduction on open lines and to sanction their running on other section(s) and increase in speeds.
- (vi) to authorize the carriage of oversized consignments stipulating the conditions for their movements.
- (vii) to recommend and sanction infringements to the schedule of dimensions prescribed by the Government of India.
- (viii) to grant dispensation from general rules under approved special instructions subject to stipulated safeguards.
- (ix) to oversee the accident prevention efficacy of the zonal railway administrations by reviewing the reports of departmental enquiries into less serious accidents.

The Chief Commissioner submits an Annual Report on the activities of the Commission in



the preceding financial year as required under Section 10 of the Railways Act, 1989 which is laid on the table of both the Houses of Parliament.



#### 5.4 ACTIVITIES/ACHIEVEMENTS

Agist of main activities performed during the years 2012-13 and 2013-14 are as under :-

| MAIN ACTIVITIES   | 2012-13    | 2013-14   |
|---|------------|-----------|
| (i) Statutory inquiries held into serious railway accidents.                            | 21         | 20        |
| (ii) Lines inspected and authorized.(in kms.)   |            |           |
| (a) New Lines   | 533.370    | 371.346   |
| (b) Double Lines  | 2201.133   | 298.044   |
| (c) Sections Electrified  | 1.938      | 45.820    |
| (d) Conversion of Gauge   | 401.712    | 251.715   |
| (e) Deviation lines   | 502.287    | 790.953   |
| (f) Delhi Metro Rail Corridors  |            | 9.228     |
| (iii) No. of applications New Minor works sanctioned                                    | 3080       | 3104      |
| (iv) Periodic inspection conducted  | 15,000.220 | 16468.246 |
| (v) New types of locomotives/rolling stock recommended/<br>sanctioned for introduction. | 174        | 155       |
| (vi) Applications for condonation of infringements dealt with.                          | 41         | 47        |
| (vii) No. of over-dimensional consignments authorized for movement.                     | 11         | 4         |

*Role in monitoring safety on Urban Transportation System (Metro Rail)*



The institution of CRS apart from its statutory functions regarding investigation and inspection which are performed under the Railway Act has also been actively involved in monitoring the safety aspects of the Metro Railways.

Delhi Metro is governed by Delhi Metro Railway (O&M) Act, 2002.

The Annual Report for the activities on Delhi Metro under section 12 & 13 of Act is prepared and forms the appendix of Annual Report of the Commission.

The upcoming Mumbai, Bangaluru & Hyderabad Metro systems' safety certification would also be undertaken by the strengthened CRS.

#### **5.5 PROGRESS IN USE OF HINDI**

In pursuance of the annual programme of progressive use of Hindi, achieving the target of 100% Hindi correspondence in the year 2013-14 has been stressed upon. Upto March, 2014, the 'A', 'B' & 'C' region circle offices of the Commission had corresponded 84%, 92.3% and 89.7% in Hindi respectively. The Commission published its 2013 edition of Hindi Home Magazine 'Suruchi' on 18th September, 2013 at the commencement of Hindi Fortnight. The North Eastern Circle of Commission was awarded with the Rajbhasha shield due to First position for its outstanding work in Hindi. Western Circle and Northern Circle were awarded with Second & Third prizes respectively.

All the Circle Offices of the Commission observed the Rajbhasha Day in the month of September, 2013 in which Rajbhasha prizes were distributed. Dy. CRSs are awarded with cash award of Rs.2,000/- for doing their work in Hindi.

'NARAKAS', Lucknow awarded the Technical Wing on 21.08.2013 with a Shield and a Certificate for January, 13 to June, 13 – Half yearly among the 140 Central Govt. Offices located in Lucknow.

#### **5.6 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. The vehicles used by the Officers and Staff are free from pollution.

#### **5.7 Women Welfare including gender budgetary data**

The offices of the Commission of Railway Safety are generally located in Railway office Complexes and facilities provided there such as toilets, crèche, Tiffin room etc are availed by the female employees of the Commission also. The Women employees also participate and hold office in Mahila Samiti, the Women's Welfare Organisation of Railways. The instructions on welfare of women employees, issued by Government of India from time to time are being implemented to the extent possible.

#### **5.8 PUBLIC REDRESSAL GRIEVANCES MACHINERY**

CRS has usually no public dealings. However, Right to Information Act, 2005 has been fully implemented.

#### **5.9 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.

#### **5.10 VIGILANCE ACTIVITIES:**

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

*REPRESENTATION OF SCHEDULED CASTES, SCHEDULED TRIBES AND OTHER BACKWARD CLASS EMPLOYEES IN THE COMMISSION OF RAILWAY SAFETY AS ON 31.12.2013:*





## Annual Report 2013-14

| Name of the Organization     | Total No. of Employees | Total No. of SC Employees | Percentage | Total No. of ST Employees | Percentage of ST Employees | Total No. of OBC Employees | Percentage |
|------------------------------|------------------------|---------------------------|------------|---------------------------|----------------------------|----------------------------|------------|
| Commission of Railway Safety | 103                    | 23                        | 22.33      | 05                        | 4.85                       | 10                         | 9.70       |









## 6. Airports Authority of India

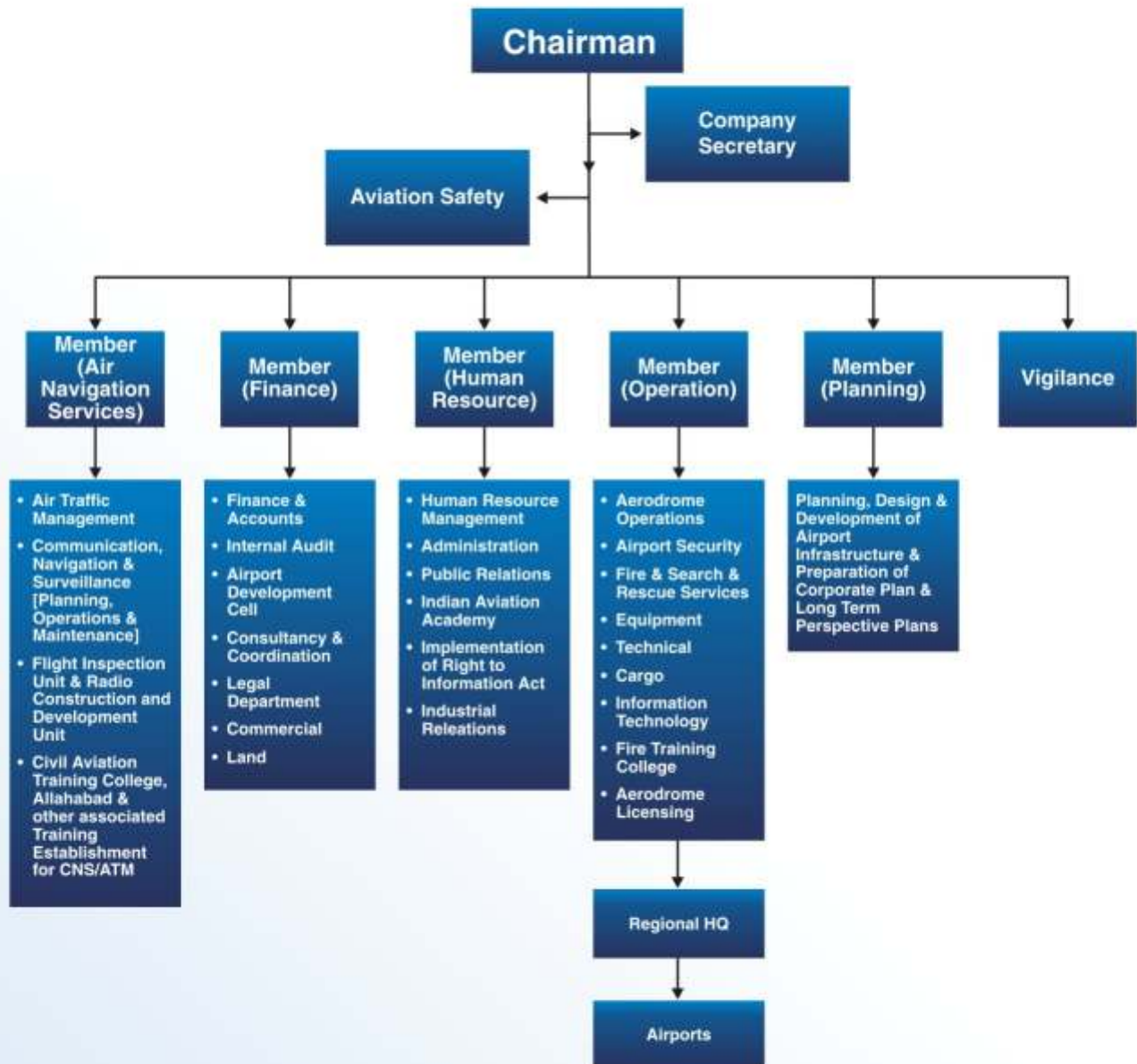
### 6.1. INTRODUCTION

- i) **Airports Authority of India (AAI)** came to 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 of India 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.
- (ii) The main functions of the Authority are as under:-
  - Control and management of the Indian air space (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.
- (iii) AAI owns and maintains 125airports comprising 68 operational airports, 26 Civil Enclaves, i.e. Civil Air Terminals at Defence controlled airports where AAI handles civil flight operations and 31 non-operational airports. In addition, AAI provides Air Navigation Services (ANS) at all civil airports in the country. AAI manages the designated Indian air space measuring 2.8 million square nautical miles which includes land area measuring 1.05 million square nautical miles and oceanic airspace measuring 1.75 million square nautical miles. Air Navigation Services are also provided by the AAI at 9 other airports that are not managed by AAI namely Bangalore, Hyderabad, Cochin, Lengpui, Diu, Latur, Mundra, Nanded and Sathya Sai Puttaparthi Airports, which are joint venture airports, State Government owned airports and private airports.
- (iv) The Authority continued with its mandate of creating more airport infrastructure and navigation infrastructure across the length and breadth of the nation. New Terminal Buildings were commissioned at Chennai, Kolkata, Raipur, Ranchi, Bhubaneswar, and Puducherry airports.





## Functional Chart of AAI







## 6.2 CORPORATE SOCIAL RESPONSIBILITY (CSR) AND SUSTAINABILITY ACTIVITIES UNDERTAKEN BY AAI

- (i) During the period the Yuvastar career development program was implemented through NIIT Foundation in Mumbai in order to provide job oriented training to over 500 youth from the under served sections of the society who live near the vicinity of the airport. AAI supported maintenance of Kendriya Vidyalaya, New Delhi benefiting over 1100 students. The Project e-shiksha- is a Digital Class project, to provide better learning environment for underprivileged children was implemented in Mumbai. A Computer Training Centre was established in an integrated residential home for children and senior citizen at Ayudham Society in Nazafgargh, New Delhi. AAI supported provision of 20 motorized tricycles for physically challenged persons in Trivandrum, Kerela. AAI undertook CSR projects on improving educational infrastructure in Bhimpur School in Bhubaneswar and Reguina Mundi School in Goa. AAI has also undertaken projects on improving rural roads connectivity in three villages in Uttar Pradesh. Moreover, project on improving traditional sports facility is undertaken in Uttar Pradesh. During the time of flood in Uttarakhand AAI established relief camps and subsequently adopted rehabilitation and rebuilding of one of the worst affected villages in Narayanbagar. AAI has undertaken a project on corrective surgery for 500 persons with disabilities in the backward district of Udaipur, Rajasthan as a part of the MoU project.
- (ii) In terms of the environmental sustainability AAI is implementing an exclusive Environment Friendly Paper Recycling Unit Project in Delhi. The initiative has received several awards and recognition including the Golden Peacock Eco-Innovation award and 3rd Asia's best CSR practice award, 2013. In addition, AAI has taken up Eco – Friendly Sustainable Development works in the areas of Waste Management (Sewage Treatment Plants) at Trivandrum, Goa, Tirupati,

Khajuraho, Puducherry airport. Water Management (Rain Water Harvesting) at Goa, Tirupati, Calicut, Imphal, Khajuraho, Cuddapah airport.

- (iii) In Carbon Management and Renewable Energy front, Solar Photo Voltaic Power Plants for Vadodara, Aurangabad, Bhavnagar, Rajkot, Udaipur, Varanasi airport and CATC Allahabad is under implementation.
- (iv) Solar water heating system has been completed at Civil Aviation Training College (CATC) Allahabad, Safdarjung officers club and work is in progress for AAI guest house at Rangpuri, New Delhi.
- (v) Energy Management Initiatives are undertaken by taking up energy audit at 15(fifteen) Airports in first phase and by providing energy efficient LED type lighting for building, outdoor lighting & air field (Taxiway) lighting. LED type taxiway lighting systems are under implementation at Bhopal, Rajkot, Ahmedabad, Trichy, Bhubaneswar and Ranchi Airport.

## 6.3 HIGHLIGHTS IN RESPECT OF AIR NAVIGATION SERVICES

Airports Authority of India has taken number of initiatives to upgrade Airport and Airspace infrastructure to cater for the continued growth in air traffic with enhanced Safety and efficiency.

- (ii) AAI as Air Navigation Service Provider has embarked upon ANS infrastructure up gradation strategy with the objective of ensuring safety, efficiency, cost-effectiveness of aircraft operations with environmental benefits.
- (ii) The comprehensive strategy has been to transition from voice to data-link, Transition from ground based Navigation to Satellite – based Navigation, Augmentation of Radar surveillance, implementation of ATM Automation, enhancement in ATM procedures, state-of-the Art Training and developing a sound R & D capability.



### **6.3.1 Navigation:**

- (i) In addition to the existing, 66 Instrument landing systems and 93 VOR/DME which provide navigational guidance to aircraft, four more ILS are under implementation at Durgapur, Jabalpur and Barapani & Cochin.. Order is already placed and equipment delivery is expected by May 2014
- (ii) ILS has been transinstalled & put in operation at Mumbai & Trichy. New DVOR-DME has been commissioned at Lucknow and put into operations, improving access to the airport. DVORs have also been implemented at Delhi, Varanasi, Fursatganj, Simla and Dimapur.

### **6.3.2 Radars:**

- (i) As part of implementation of 9 MSSR across the country, Monopulse Secondary Surveillance Radar (MSSR) have been installed and operationalized at all 9 sites. The sensor data from these Radars have been integrated into Automation systems at Chennai, Ahmedabad, Guwahati, Mumbai and Nagpur Automation Systems providing overlapping and enhanced surveillance and contributing to safety of aircraft operations.
- (ii) All in all ,MSSRs have been commissioned at Chennai, Bellary, Vizag, Bhopal, Udaipur, Kolkata, Porbander and Jharsaguda. DGCA approval for commissioning the facility in Katihar is under process. As part of installation of 8 ASR/MSSR at various airports in the country, installation and Site acceptance Test has been completed at Cochin, Delhi, Kolkata, Ahemadabad, Mumbai& Trivandrum.
- (iii) ASR/MSSR has been commissioned at Cochin, Trivandrum and Ahemdabad, after DGCA approval. Approval for Mumbai & Kolkata is awaited. Thus surveillance capability in the critical airspace around Cochin, Calicut, Trivandrum and safety of aircraft operations in the region has been enhanced. The aircraft would also get User Preferred Flight profile and direct routing thereby resulting in fuel savings and reduced

emission, in addition to improved on-time performance.

### **6.3.3 ASMGCS (Advanced Surface Movement Guidance and Control systems):**

In addition to the six Advanced surface movement Guidance and control systems installed at all major airports to monitor and control the movement of aircraft on the ground even during poor visibility conditions, 5 more such systems are under implementation at Amritsar, Lucknow, Jaipur, Ahmadabad and Guwahati.

### **6.3.4 ADS-B (Automatic Dependent Surveillance –Broadcast):**

ADS-B (Automatic Dependent Surveillance –Broadcast) systems which support Radar-like services have also been implemented at 21 airports (Agartala, Amritsar, Jaipur, Lucknow, Varanasi, Ahmedabad, Nagpur, Guwahati, Calicut, Cochin, Coimbatore, Mangalore, Port Blair, Trivandrum, Bhuvneshwar, Patna, Trichy, Dibrugarh, Vijayawada, Jaisalmer & Srinagar) to provide back-up cover to Radars and ADS-B will also provide direct routing to aircraft in medium-density airports (where Radar is not installed), thereby accommodating more number of arrivals/departures from those airports.

### **6.3.5 GAGAN Certification:**

GAGAN system has been certified by DGCA for RNP 0.1 operations over Indian Flight Information Region.

### **6.3.6 Route Optimization:**

- (i) PBN-RNAV 1 Standard Instrument Departure Routes and Arrival Routes have been established at Guwahati, permitting optimized departure and arrival paths for the aircraft and enhancing safety of aircraft operations, in addition to reduced pilot and controller workload.
- (ii) RNAV-5 ATS routes between Chennai &Kolkata, Chennai & Mumbai, Mumbai & Delhi and Mumbai & Trivandrum have been implemented. The routes provide direct





## Annual Report 2013-14

connectivity between the above metros, thereby reducing the flying distance significantly. Reduced separation minimum of 50NM between aircraft flying on this routes will enable aircraft to get their preferred flight profile with considerable fuel savings and reduction in emission. The initiative will also lead to enhanced airspace capacity.

- (iii) Helicopter routings facilitating day VFR operations in Arunachal Pradesh have been implemented. The Helicopter routings have been designed for providing connectivity to many helipads in Arunachal Pradesh. The routes provide safety of helicopter operations, considering the hilly terrains of Arunachal Pradesh.

### 6.3.7 ATM Automation:

- (i) ATM automation system included at Metro & Non-Metro airports enhance Air safety & Surveillance of Air Traffic in a efficient way. It provides tools to controllers which generates alerts in case of violence of Air-Safety standards defined by ICAO. These system also reduces delays & congestion over busy route. AAI has implemented ATM Automation Systems at 38 airports (in addition to Metro airports) providing the controllers with advanced Safety nets, tools and safety features for enhancing safety and efficiency,
- (ii) Installation and SAT of Advanced ATM System for Kolkata has been completed and training is in progress. The system will be given for parallel operation from August 2014. Trans-installation of CNS-ATM facilities at the new Control Tower at Mumbai has been completed.

### 6.3.8 Training:

Civil Aviation Training College, after a rigorous assessment of quality management system, documentation, infrastructure and training methodology, has been conferred with Trainair Plus full membership by ICAO. The membership is a big step in grooming the next generation aviation personnel to meet the challenges of aviation industry, through quality and standardized training.

### 6.3.9. Integrated ATC Simulators:

New Integrated Air Traffic Simulators have been installed at Chennai, Mumbai and Kolkata and being installed at Delhi in New ATS complex. This is a big step in ensuring quality of Training to upgrade skill levels of ATCOs and provide them with capability/ expertise for handling unusual occurrences/ emergencies leading to enhanced safety of Aircraft operations.

### 6.3.10 Air Traffic Flow management:

- (i) Airports Authority of India has taken initiatives to implement Central Air Traffic Flow Management system to optimize the capacity versus demand both strategically and dynamically by integrating various operational constraints and weather parameters. Mitigating measures and alternate actions to avoid congestion and delay for Air Traffic both in terminal /en route airspace and airports will be achieved through collaborative decision making process involving all stake holders including Airlines.
- (ii) The implementation of ATFM will not only benefit the Indian Aviation Industry in terms of enhancement in ATM capabilities for improving Safety, Efficiency, Capacity of the Airspace/Airports and environmental benefits but also will contribute to Regional and Global ATM harmonization .Implementation of Air Traffic Flow Management covering major airports is planned in the first phase . In the second phase, all airports and the entire Indian Airspace will be covered. The evaluation of technical bids is already completed and order is likely to be placed shortly.

### 6.3.11 Airport Collaborative Decision Making: (A-CDM):

Delhi Airport Collaborative Decision Making has been implemented at IGI Airport on 05th June 2013 i.e. World Environment Day, with a vision to reduce the delays to aircraft operations by sharing the situational awareness among all the airport partners on real time basis, thereby





## Airports Authority of India

reducing the operational inefficiencies and fuel wastages and hence achieving reduced CO2 emissions in the environment.

### 6.3.12 Business initiative:

A consultancy service with Sharjah Airports Authority has been signed for designing Instrument Approach procedures for Sharjah Airport. This is the first project of its kind taken up by AAI for designing PBN procedures outside India, vindicating our expertise and capability in PBN procedure design.

### 6.3.13 Environment:

As part of the Collaborative Environmental initiative, that is, INSPIRE (Indian Ocean Strategic Partnership to Reduce Emission), UPR (User Preferred Routes) geographic zone has been established in Chennai and Mumbai FIR to be effective from 17th October 2013. The establishment of the zone will facilitate UPR operations, thereby permitting aircraft to follow the best possible lateral flight profile depending upon the prevailing weather conditions. The initiative will result in substantial savings in fuel and reduction in emission. In this regard, AAI has already facilitated over 1000 city-pair INSPIRE flights with a cumulative carbon emission reduction of 680 tonnes.

### 6.3.14 Contribution to ICAO Assembly session:

AAI submitted two Working Papers, one on "the need for review of criteria for Obstacle Limitation Surfaces" and another on "the need for ICAO to develop suitable guidelines for near parallel runway operations at the 38 Assembly Session of ICAO in Montreal. The papers have been well received by other States and have been referred by Assembly to the Council for further action

### 6.3.15 Research and Development:

- (i) The R&D Technical center is being set up at Hyderabad with Technical support from

MITRE which will provide Comprehensive Laboratory capabilities to support AAI's daily ATM operations & maintenance, performance analysis and research & development. The technical center will pave way for AAI to ensure inter-operability among diverse systems, financial, technical and operational feasibility of new CNS/ATM solutions and proper return on investment.

- (ii) The Research and Development Unit of Airports Authority of India has developed an In-House software system wherein all the filed Flight Plans submitted by Airlines on-line will be transmitted to the concerned Air Traffic Services Units automatically resulting in enhanced operational efficiency and elimination of possible human errors.

### 6.3.16 Global Recognition:

- (i) AAI has won the prestigious International Jane's ATC Award for the year 2014 adding to its tally of earlier awards, ie, Jane's ATC Award in 2012 & the twin ATC Global Awards in 2013 and making it a hat-trick of awards in the International Aviation arena. The International ATC award for the third consecutive year symbolizes another Milestone in Indian air Navigation Services and deservedly pitchforks AAI as a world-class ANSP.
- (ii) AAI has won the prestigious IHS Jane's ATC Award 2014 for its leadership role in its collaborative work program in establishing the Arabian Sea Indian Ocean UPR Geographic Zone through ASIOACG (Arabian Sea Indian Ocean ATC Coordination Group) under the Service Provision category.

## 6.4 MAJOR AERODROME WORKS COMPLETED

- Integrated Terminal and associated works at Kolkata Airport.
- Construction of New Terminal Building and associate work at Bhubaneswar Airport.



- Construction of Integrated Terminal Building at Raipur Airport.
- Construction of Integrated Terminal Building at Ranchi Airport.
- Construction of Integrated Terminal Building at Goa Airport.
- Construction of Terminal Building, apron and car park at Bikaner Airport.
- Construction of New Terminal Building at Cuddapah Airport.
- Construction of New Terminal Building including car park at Puducherry Airport.
- Extension of security hold area at Imphal Airport.
- Construction of Doppler Weather Radar for Meteorological Department at Dibrugarh Airport at Dibrugarh.
- Construction of hangar, annex building, apron and link taxiway etc. at Port Blair Airport.
- Construction of Angular Taxi Track F-1 connecting Main Runway 07-25 and B taxi track at Chennai Airport (C+E) at Chennai.
- Extension of apron and allied works at Chandigarh Airport.

- Extension and strengthening of runway and parallel taxiway at Gondia Airport.
- Expansion of apron at Jorhat Airport.
- Construction of parallel taxi track (PTT) from Runway 34 beginning upto taxiway F at Amritsar Airport.
- Widening and strengthening of perimeter road from existing domestic apron side to NITB through south side of Trivandrum Airport at Trivandrum Airport.
- Construction of boundary wall at Tezu Airport.
- Relocation of Hindi Bengali Medium School at Kolkata Airport.
- Construction of ATC tower and technical block at Mangalore Airport.

#### 6.5 FINANCIAL PERFORMANCE

A) The Operating Results for the year 2011-12 & 2012-13 (Actuals) are as follows:

(Rs. in crores)

| Sl. No. | Particulars       | 2011-12 (Actuals) | 2012-13 (Actuals) | 2013-14 (Provisional) |
|---------|-------------------|-------------------|-------------------|-----------------------|
| a)      | Revenue           | 5878.66           | 6917.36           | 7948.47               |
| b)      | Expenditure       | 4514.53           | 5580.16           | 6494.12               |
| c)      | Profit before tax | 1364.13           | 1337.21           | 1454.35               |
| d)      | Profit after tax  | 859.01            | 734.99            | 796.33                |

#### B) Financial Highlights:

(Rs. in crores)

| Sl No. | Particulars                    | 2007-08 | 2008-09 | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 (Provisional) |
|--------|--------------------------------|---------|---------|---------|---------|---------|---------|-----------------------|
| a)     | Revenue                        | 4289.21 | 4185.95 | 4615.29 | 5139.21 | 5878.66 | 6917.36 | 7948.47               |
| b)     | Expenditure                    | 2549.84 | 3070.23 | 3386.85 | 3792.92 | 4514.53 | 5580.16 | 6494.12               |
| c)     | Profit before tax              | 1739.37 | 1115.72 | 1228.44 | 1346.29 | 1364.13 | 1337.20 | 1454.35               |
| d)     | Provision for tax              | 776.07  | 535.57  | 575.65  | 566.90  | 667.70  | 782.00  | 658.02                |
| e)     | Deferred tax liability (Asset) | -118.57 | -107.06 | -59.5   | -67     | -162.58 | -179.78 | 0                     |
| f)     | Profit after tax               | 1081.87 | 687.21  | 712.29  | 846.39  | 859.01  | 734.98  | 796.33                |



**C) Capital Structure of AAI as on 01.4.2012 and 1.04.2013**

(Rs. in crores)

| Sl. No. | Particulars          | 01.04.2012 | 01.04.2013 | 01.04.2014<br>(provisional) |
|---------|----------------------|------------|------------|-----------------------------|
| a)      | Government Capital   | 656.56     | 656.56     | 656.56                      |
| b)      | Reserves and Surplus | 7610.44    | 8174.58    | 8784.59                     |
| c)      | Borrowings           | 2142.24    | 1927.19    | 1656.49                     |
| d)      | Net Worth            | 8266.99    | 8831.14    | 9456.25                     |
| e)      | Capital Employed     | 4658.16    | 7498.64    | 7882.18                     |

The Capital outlay for the year 2013-14 is Rs. 1336 crores (Provisional)

**D) Capital Structure of AAI**

(Rs. in crores)

| Sl. No. | Particulars          | 1.4.2007 | 1.4.2008 | 1.4.2009 | 1.4.2010 | 1.4.2011 | 1.4.2012 | 1.4.2013 | 1.4.2014<br>(Provisional) |
|---------|----------------------|----------|----------|----------|----------|----------|----------|----------|---------------------------|
| a)      | Government Capital   | 463.63   | 501.13   | 573.76   | 623.34   | 655.61   | 656.56   | 656.56   | 656.56                    |
| b)      | Reserves and Surplus | 4381.76  | 5299.86  | 8789.83  | 669.24   | 6960.97  | 7610.44  | 8174.58  | 8784.59                   |
| c)      | Borrowings           | 65.28    | 60.85    | 230.05   | 671.94   | 1225.24  | 2142.24  | 1927.19  | 1656.49                   |
| d)      | Net Worth            | 4542.99  | 5409.21  | 6209.56  | 7134.31  | 7616.58  | 8266.99  | 8831.14  | 9456.25                   |
| e)      | Capital Employed     | 3627.69  | 3606.29  | 3230.54  | 3284.98  | 3891.6   | 4658.16  | 7498.64  | 7882.18                   |
| f)      | Working Capital      | 1467.18  | 832.04   | -313.6   | -1030.99 | -1468.55 | 1254.27  | -1731.53 | -1010.99                  |

**E) Contribution to Exchequer by AAI**

(Rs. in crores)

| Sl. No. | Particulars  | 2006-07        | 2007-08        | 2008-09        | 2009-10        | 2010-11        | 2011-12        | 2012-13        | 2013-14<br>(Provisional) |
|---------|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|--------------------------|
| a)      | Income Tax**   | 805.92         | 793.94         | 688.00         | 611.40         | 562.20         | 671.00         | 767.13         | 721.64                   |
| b)      | FBT  | 13.41          | 14.50          | 18.00          | 0.00           | 0.00           | 0.00           | 0.00           | 0.00                     |
| c)      | Service Tax  | 298.81         | 399.83         | 351.49         | 314.23         | 310.26         | 394.89         | 539.40         | 591.53                   |
| d)      | Dividend paid/payable                                  | 172.00         | 216.38         | 137.40         | 142.50         | 169.30         | 171.90         | 147.00         | 159.00                   |
| e)      | Tax on Dividend  | 27.45          | 36.77          | 23.35          | 23.67          | 27.46          | 27.89          | 23.84          | 27.07                    |
| f)      | Interest payments on Loan Portion of Budgetary Support | 0.54           | 0.30           | 1.44           | 4.77           | 2.77           | 0.17           | 0.00           | 0.00                     |
| g)      | Guarantee Fee  | 0.59           | 0.49           | 2.19           | 2.10           | 2.90           | 2.10           | 2.15           | 2.10                     |
|         | <b>Total</b>   | <b>1318.72</b> | <b>1462.21</b> | <b>1221.87</b> | <b>1098.67</b> | <b>1074.89</b> | <b>1267.95</b> | <b>1479.52</b> | <b>1501.34</b>           |

\*\* This represents Advance Tax & TDS

**6.6 TRAFFIC HANDLED**

The details of aircraft movement, passengers and cargo handled at all the Indian airports for the period of 2013-14 vis-à-vis 2012-13 are given below:



| Traffic Category                | Apr-Mar 2013-14 | Apr-Mar 2012-13 |
|---------------------------------|-----------------|-----------------|
| <b>A/c Movement (in ₹000)</b>   |                 |                 |
| International                   | 336.03          | 313.91          |
| Domestic                        | 1200.73         | 1164.90         |
| Total                           | 1536.76         | 1478.81         |
| <b>Passenger (in Million)</b>   |                 |                 |
| International                   | 46.63           | 43.03           |
| Domestic                        | 122.42          | 116.37          |
| Total                           | 169.04          | 159.40          |
| <b>Freight (in ₹000 tonnes)</b> |                 |                 |
| International                   | 1442.51         | 1406.33         |
| Domestic                        | 835.40          | 784.22          |
| Total                           | 2277.91         | 2190.55         |

### 6.7 FACILITIES PROVIDED TO PERSONS WITH DISABILITIES AT MAJOR AIRPORTS

- i) Free wheel chairs and ramps for physically challenged in the Terminal Building on city side and air side at airports.
- ii) Toilets for physically challenged in each of the facilitation area with appropriate signage and lifts for free movements of wheel chairs.
- iii) A separate ramp and a loading dock on the airside for wheel chairs movement into the commissary truck and to remote parked aircraft.
- iv) Allocated manned PCO booths for persons with disabilities and parking slots in the car parking area at airports, especially earmarked for physically challenged passengers driving their own vehicles.
- v) Barrier free booking facilities and security check enclosures are designed to permit movement of wheel chairs in the security check at the airports.
- vi) Disabled friendly Immigration Counter at international airports is being designed to provide the facility.

### 6.8 DEVELOPMENT OF AIRPORTS IN THE NORTH EAST REGION

#### A. Works Planned (State – Wise)

##### (i) ASSAM

Guwahati declared International Airport in May'2000

Guwahati (being developed as Inter Regional Hub)

#### Projects planned / Planning:

- Expansion of existing terminal building. i/c two PBBs
- Parallel taxi-track, New ASSR / MSSR.
- Strengthening & Extension of Runway by 550m for 'E' Cat Aircrafts
- Up gradation of Safety & Security Infrastructure
- Construction of New Terminal Building
- Construction of New Technical Block & Control Tower & Fire Station (Cat-IX)

*It is planned to take up these projects at Guwahati Airport through PPP mode for which the process of tendering is in progress.*

#### Dibrugarh (being developed as Intra-Regional Hub)

#### Development Plan

- Runway extension from 6000' to 7500' and isolation Bay. State Govt. has to provide 32.5 Acres land after removal of encumbrances.
- DPR for one Hangar and apron for A321 submitted to NEC for grant-in aid



- Construction of new Control Tower cum Technical Block.
- Up gradation of Safety & Security Infrastructure in Operational Area

#### **Lilabari**

##### **Development Plan**

- ILS Installation (For all weather operations)

#### **Jorhat (CE)**

##### **Development Plan**

- New Domestic Terminal Building for handling 250 pax. State Government has to acquire and provide 50 Acres of land free of cost and free from all encumbrances.

#### **Rupsi (Non Operational Airport)**

##### **Development plan**

- IAF to develop the airport for operations for ATR-72 type of Aircrafts and AAI will construct a Civil Enclave. State Govt. has to carry out the survey of the airport land and fix the boundary, which is in progress.

#### **(ii) NAGALAND**

##### **Dimapur**

##### **Development Plan**

- Up gradation of Safety & Security Infrastructure.

#### **(iii) MANIPUR**

##### **Imphal (being developed as Intra Regional Hub)**

##### **Development Plan**

- Extension of Runway upto 11,500 ft. to accommodate bigger aircraft based on demand.
- Construction of one hangar for A321 / ATR-72. DPR submitted to NEC for grant-in aid.

#### **(iv) MIZORAM**

##### **Lengpui (State Govt.)**

- Draft MoU for taking over of the airport by AAI from State Govt. has been sent to the State Govt. for acceptance.

#### **(v) MEGHALAYA**

##### **Shillong (Barapani)**

#### **Work In progress**

- Compound wall on newly acquired land. The work stopped by villagers since Aug.2012 stating non-payment of compensation. State Govt. has been requested to sort out the issue.

#### **Projects planned – For upgradation of airport for A321 type of Aircraft**

Expansion of Apron for 4 bays, Expansion & Strengthening of Runway upto 7500 ft. DPR for Apron & Runway Extn submitted to NEC for Grant-in Aid . Safety and Security Infrastructure including technical block & Control tower and Fire Station at an estimated cost Rs. 26.7 Crores, Isolation Bay and other ancillary works.

#### **Tura (Baljek) - State Govt.**

Draft MoU for taking over of the airport by AAI from State Govt. has been provided to the State Govt. for acceptance.

- Proposed to upgrade the airport for ATR-72 type of aircrafts for which State Government has to acquire 50.50 Acres of land. DPR submitted to Ministry of DoNER.

#### **(vi) TRIPURA**

##### **Agartala (being developed as Intra-Regional Hub)**

##### **Development Plan**

- Construction of New Integrated Terminal Building and Ancillary works.
- Extension of Runway
- Construction of One Hangar for A321 / ATR-72 type of Aircrafts.
- Upgradation of safety and security infrastructure in operational area.

#### **GREENFIELD AIRPORTS**

##### **(vii) Arunachal Pradesh (Itanagar)**

- State Govt. has approved the construction of a Greenfield airport at Holongi site on 24th July 2012. Accordingly, AAI forwarded a draft Master Plan for ultimate development (Phase-I & II) to Chief Secretary, Govt. of Arunachal Pradesh on 24th August 2012, for acquisition of land of 320 Hac. (790 Acres).





- AAI has submitted the Pre-Feasibility Report to MoCA on 31st August 2012 for processing formal approval from the Steering Committee for the new Greenfield airport. NOC for construction of the new Greenfield Airport has been obtained from the Ministry of Defence (MoD), Ministry of Home Affairs (MHA) and Ministry of Finance (Economic Affairs).
- The Engineering Consultancy work awarded for preparing DPR and Environment Impact Assessment..

**(viii) Sikkim ( Pakyong )**

- New Greenfield Airport which can cater for ATR-72 type of aircraft operations is under construction by AAI. AA&ES Rs.310 Cr
- Present Physical Progress 82%. PDC June, 2015. (Work stopped by local people on rehabilitation issue).

**B. NON-OPERATIONAL AIRPORTS**

**(i) ARUNACHAL PRADESH**

**Tezu (by AAI)**

- Presently suitable for Helicopter operations only. AAI has been entrusted to develop, operate and maintain the airport for ATR 72 - 500 operations.
- Govt. has approved construction of Tezu airport at a cost of Rs. 79 crores with 100% Grant-in-Aid by Govt. of India.
- State Govt had handed over the airport alongwith 208.25 acres of land to AAI.
- Construction of Boundary wall completed.
- Pavement works (Runway, Apron, Taxiway), Terminal Building and other ancillary building works are in progress.
- Tezu Airport is expected to be operational by Dec..2015.

**Daparizo (by AAI)**

- Presently suitable for Helicopter operations only. AAI has been entrusted to develop the airport for ATR-42 type of aircraft operations, subject to removal of identified obstructions by State Govt.

- State Govt. was requested to provide 34.3 acres of land for extension of runway and for provision of other structures.
- DPR submitted to NEC for grant-in aid.

**Along (by Defence)**

- Presently suitable for Helicopter operations only. To be developed by Ministry of Defence as per Govt. decision.
- 7 Acres of land to be acquired by State Govt for development of Civil Enclave for ATR-42 operations. AAI to develop civil enclave.
- DPR submitted to NEC for Grant-in aid.

**Passighat (by Defence)**

- Presently suitable for Helicopter operations only. To be developed by Ministry of Defence as per Govt. decision.
- AAI to develop civil enclave.
- DPR submitted to NEC for Grant-in aid.

**Ziro (by Defence)**

- Presently suitable for Helicopter operations only. To be developed by Ministry of Defence as per Govt. decision.
- 10.0 Acres of land to be acquired by State Govt. for development of Civil Enclave for ATR-42 operation. AAI to develop civil enclave.
- DPR submitted to NEC for grant-in aid.

**(ii) TRIPURA**

**Kamalpur**

- Master plan prepared for development of airport for ATR72-500 type of aircraft.
- State Govt. has to acquire 50.5 acres land
- Kailashahar
- Master Plan prepared for development of airport for ATR 72-500 type of Aircraft.
- State Govt. has to acquire 75 acres land.

**6.9 AERODROME LICENSING**

1. 40 aerodrome licenses of the following airports have been renewed by DGCA: Khajuraho, Ranchi, Coimbatore, Rajkot,



Jaipur, Imphal, Tirupati, Tuticorin, Barapani, Calicut, Jabalpur, Hubli, Lilabari, Agartala, Salem, Lucknow, Dehradun, Rajahmundry, Belgaum, Varanasi, Bhavnagar, Kandla, Surat, Pantnagar, Kangra, Gaya, Mangalore, Puducherry, Shimla, Vijayawada, Amritsar, Kullu-Manali, Ludhiana, Agatti, Porbandar, Juhu, Thiruvananthapuram, Chennai, Kolkata and Ahmedabad.

2. Quarterly ATRs (DGCA Inspection Reports, CAR Non-Compliances & DGCA Surveillance Inspection Report etc.) of various airports have been submitted to DGCA on regular basis.
3. All required documents of Safdarjung, Patna, Gondia, Kolhapur and Jalgaon Airports have been submitted to DGCA for issue of Aerodrome License. Process has been initiated for licensing of Sholapur and Kadappa airports.
4. Till on date 55 airports have been licensed.

#### **6.10 Airport Service Quality (ASQ) Achievement**

In the last year, new integrated terminal buildings at Chennai, Kolkata, Ranchi, Bhubneswar and Puducherry were commissioned. In respect of customer satisfaction out of 11 airports, 7 airports scored ASQ rating above world average of 4.07 (Airport Service Quality survey by Airport Council International).

#### **6.11 Grievance Redressal System**

To strengthen the grievance redressal system, a mobile based application using QR code has been developed in-house to enable passengers to access AAI's grievance redressal portal using mobile phones. The same has been implemented successfully at five airports (Amritsar, Bhubaneswar, Jaipur, Pune and Trichy).

#### **6.12 Realisation of Dues**

To streamline the system of realization of dues, a procedure has been created by Operations Dte by ensuring that parking permission is granted only after taking no dues

certificate. This has resulted into realization of dues amounting Rs. 35 crores approx. in the year 2013-14.

#### **6.13 Setting up of Airport Operations Control Centre (AOCC)**

AOCC set up is being created at 10 airports. Work is in advance stage. At major airports i.e. Kolkata and Chennai AOCC will be operationalized by July 2014.

- 6.14 Trainair Plus certification has been obtained for Fire Training Centre at New Delhi from ICAO to enhance standard of training for fire staff.

#### **6.15 IT Infrastructure**

Regarding process improvement, IT Directorate has implemented electronic tendering and procurement system with reverse auction provision. Abridged version of Airport Information Management System has been implemented at 22 more airports. With this the total number of airports under AIMS has gone up to 96.

#### **6.16 Environment Management**

In area of Environment Management, process has been initiated for ISO: 14001 Certification for 19 airports and in 2014, all other major airports shall also be covered for ISO: 14001 Certification.

#### **6.17 HIGHLIGHTS OF CARGO DEPARTMENT**

At present, AAI is managing cargo operations at ten airports namely Chennai, Kolkata, Coimbatore, Amritsar, Lucknow, Guwahati, Trichy, Mangalore, Port Blair & Jaipur.

#### **Physical performance:**

- (A) Cargo tonnage handled at AAI managed airports:

(source: Individual cargo units of AAI managed airports)

Total Cargo tonnage handled during the F.Y. 2013-14 = **328054.72 MT.**

- (B) New Cargo Terminals commissioned / under construction / likely to be commissioned during the year 2013-14:





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- Mangalore Air Cargo Complex inaugurated on 18.03.2013 for both international and domestic cargo operations. International cargo operations commissioned from 27.05.2013.
  - Common User Domestic Cargo Terminal commissioned at Coimbatore Airport on 05.04.2013.
  - Common User Domestic Cargo Terminal commissioned at Kolkata Airport on 12.7.2013.
  - Common User Domestic Cargo Terminal commissioned at Jaipur Airport on 24.7.2013.
  - Modification work in the old PAX Terminal at Vizag Airport is in progress for commencing both International & Domestic cargo operations very soon.
  - Modification works is in progress at old PAX Terminal at Madurai Airport to commission international cargo operations very soon.
  - The budgetary support from Govt. of India is sought for construction of Air Cargo Complex at Srinagar Airport.
- (C) A state-of-the-art cargo storage equipment – Automated Storage & Retrieval System (ASRS) having 800 bins (capacity 1200 kg.) launched at Chennai Airport in April, 2013
- (D) A new cold storage facility for import cargo admeasuring 75 sqm. launched in March, 2014.
- (E) Chennai Airport has disposed off 85.18 MT of old / uncleared import cargo by conducting e-auction during FY 2013-14.
- (F) Chennai Airport has disposed off 79 MT of hazardous waste, expired dated drugs, medicines, food items, bio-waste, chemical etc. cargo by way of eco-friendly destruction after adhering to Tamil Nadu Pollution Control Board (TNPCB) / Customs guidelines during FY 2013-14.
- (G) Kolkata Airport has also conducted e-auction during F.Y. 2013-14 and disposed off 1543 packages of uncleared import cargo.

### 6.18 VIGILANCE

#### (a) 'Integrity Pact' in AAI

- Integrity Pact (IP) was implemented in AAI from 01.04.2008. So far 105 number of projects valued at Rs.9891.29 crores came under the purview of IP.
- Revised format of 'IP' duly approved by Ministry of Civil Aviation alongwith revised threshold values of contracts was implemented in all contracts of AAI vide Circular No.AAI/PMQA/7001/2013 dt.27.05.2013.
- A Vendors Meet with Architects & Consultants was organized on 18.06.2013 in Corporate Hqrs. under the aegis of Integrity Pact.
- A Memorandum of Understanding (MoU) was renewed and signed between Chairman, AAI and Chairman, Transparency International India (TII) towards implementation of Integrity Pact in AAI for a period of 5 years w.e.f. 22.1.2014.

#### (b) Vigilance Issues and Activities

- In compliance with the directions issued by the Ministry of Civil Aviation, an agenda on '**Vigilance Issues and Activities**' was placed before the AAI Board in its meeting held on 19.09.2013 and a detailed presentation on various vigilance issues and activities from June, 2012 to August, 2013 was made.
- **Quarterly Vigilance Review Meetings** (QVRMs) for the period ending 28.02.2013 and 30.11.2013 chaired by Chairman were held on 19.03.2013 and 10.12.2013. The review meetings were attended by Members and CVO.

#### (c) Observance of Vigilance Awareness Week (VAW), 2012

- i) In accordance with CVC's guidelines, '**Vigilance Awareness Week – 2013**' was organized w.e.f. 28.10.2013 to 02.11.2013 in all the offices, airports and units of AAI. The highlights of its



observance at Corporate Headquarter is as follows:

- ii) Administering of '**Pledge**' by the Chairman on 28.10.2013 and releasing of '**Handbook on Departmental Proceedings**'.
- iii) **Motivational lecture** by Swami Sukhabadhanand Ji, Prassanna Trust, Bangalore on 28.10.2013.
- iv) Lecture on '**Good Governance: Transparency and Fairness**' by Shri Ashok Chawla, IAS (Retd.), Chairperson, Competition Commission of India on 29.10.2013.
- v) **Benefits of SAP-ERP implementation to AAI** – presentation by GM(IT) on 30.10.2013.
- vi) Lecture by Shri Anil Singhal, CTE/CVC on '**Commonly Observed Irregularities in Public Procurement**' on 31.10.2013.
- vii) **Closing ceremony address** and release of **softcopy of E-compilation of CVC's instructions** by Shri K. Salim Ali, Special Director, CBI, New Delhi.

**(d) Workshops/ Training Programmes**

- A workshop on '**Commercial Contracts and its implementation thereof**' was conducted in New Delhi during 04-05 July, 2013.
- A lecture on '**Commonly Observed irregularities in public procurement**' was delivered on 31st October, 2013 by Sh. Anil Singhal, CTE/CVC in New Delhi.
- An orientation workshop newly workshop for newly inducted vigilance officers was conducted on 15th April, 2013 at IAA, New Delhi.
- Workshops on 'Effective Management of Contract - Promoting Good Governance' was conducted from 07.01.2014 to 09.01.2014 at Trivandrum and

from 19.02.2014 to 21.02.2014 at Guwahati. A note dated 27.02.14 has been issued to Chairman, AAI recommending systemic improvements on some important issues raised by the participants during the workshop at Trivandrum.

**(e) CTE Type Inspections**

Vigilance Department had conducted six CTE Type Inspections of major works pertaining to Civil and Electrical works etc. at Goa, New Delhi, Amritsar, Gondia Pant Nagar and Jammu airports.

**(f) Leveraging of IT**

Steps taken / implemented on vigilance initiatives:

- Steps taken/implementation of '**Online Project Monitoring System (OPMS)**'.
- Uploading of **Transfer Profiles** of employees on website.
- Improvement in processing of granting online '**No Objection Certificates (NOCs)**'.
- Improvement in the format of **posting of tenders on AAI website**.
- Maintenance of **GIS based Land & Asset Management System (GLAMS)**.
- Implementation of **unique ID for Commercial vendors**.
- **Online Vigilance Clearance System (OVCS)** is at advance stage of implementation.
- Making **e-tendering** mandatory.
- **E-compilation of CVC's instructions**.

**(g) Issuance of Technical / Administrative Instructions**

During this period 15 number of Technical Instructions/Circulars and 8 numbers of Administrative / Recommendations / Circulars have been issued for bringing clarity and improvement in system due to initiative of Vigilance Department.



**(h) Releasing of Finance Manual**

On vigilance initiative and persuasion, Finance Manual was released and uploaded on AAI website on 14.10.2013.

**(i) Disciplinary Cases**

During this period, 25 major penalty proceedings and 20 minor penalty proceedings have been finalized.

**(j) Vigilance Investigation**

Vigilance Investigation has been completed in 46 cases involving 122 officials during the reference period.

**(k) Recovery due to initiatives of CVD**

A total amount of Rs.3,64,71,866.77 was recovered as a result of vigilance initiative on the basis of investigation and inspections.

**6.19 HUMAN RESOURCES MANAGEMENT**

**(a) REPRESENTATION OF SC/ST/OBC & PWD AS ON 28.2.2014**

The manpower strength of Airports Authority of India is as under:

| Total No. of Emp. | Total No. of SC Emp | % of SC Emp | Total No. of ST Emp | % of ST Emp | Total No. of OBC Emp | % of OBC Emp |
|-------------------|---------------------|-------------|---------------------|-------------|----------------------|--------------|
| 18036             | 3957                | 21.94       | 1219                | 6.76        | 2572                 | 14.26        |

Total No. of employees and the number of persons with disabilities as on 28.2.14:

| Total No. of Emp. | Visually handicapped | Hearing handicapped | Ortho. handicapped | Total No. of PWDs | % of PWDs |
|-------------------|----------------------|---------------------|--------------------|-------------------|-----------|
| 18036             | 27                   | 22                  | 161                | 210               | 1.16      |

**(b) Important Policy Initiatives**

- 1) The special Voluntary Retirement Scheme – 2013 to the redeployed employees of Delhi & Mumbai Airports was introduced w.e.f. 14.3.2013.
- 2) AAI has taken an important step towards e-Governance under the SAP-ERP Programme, which was inaugurated by Secretary, Ministry of Civil Aviation and the same has been implemented w.e.f. 1st April, 2013 covering Pay Roll, Personnel Data, Leave, PMS, Promotions, Loans & Advances, HBA, e-Recruitment and training for the officials of Airports Authority of India.
- 3) The organization was eventually able to settle the long pending issues of inter-se-seniority by adopting an approach which was acceptable to all stakeholders. As a

sequel to the merger of seniority, the HR Department embarked upon the voluminous process of review of all DPC's conducted from the date of merger (01.02.2005) till date.

- 4) HR Audit of five regions.
- 5) Formulation of Employees' Service Charter.
- 6) Stagnation Relief Scheme for blind alley cadres.
- 7) Job Rotation Policy.
- 8) Guidelines for review DPCs as a sequel to merger of seniority.
- 9) Establishment of help desk and designating Nodal Officers for contract workers.
- 10) Disclosure of personal information under the RTI Act, 2005.



- 11) Review of modalities related to Children Higher Education Loan.
  - 12) Consolidated guidelines on service uniform for rescue and fire services-Uniform.
  - 13) Provision of Self-Certification of Documents.
  - 14) Modification in suitability conditions of eligibility for recruitment – Jr. Executive Fire Service – (Heavy vehicle driving License)
  - 15) Internal deputation policy circular issued.
  - 16) Circular on Expeditious Disposal of Disciplinary/vigilance cases.
  - 17) Clarification regarding merger of seniority of EOA (Grade-II and Grade – I) with the Ministerial cadre (HR).
  - 18) Amendment made on transfer policy of AAI.
  - 19) Consolidated guidelines on service uniform for AAI employees (other than rescue and fire personnel ) were issued.
  - 20) Clarification issued on consolidated guidelines on service uniform for AAI employees.
  - 21) Circular issued regarding recruitment in various disciplines in AAI through GATE.
  - 22) Benefit of two HRAs and Emergency passage concession – Leh airport.
  - 23) Local recruitment at Leh, Srinagar, Pakyong, Agatti, Port Blair and stations in north eastern Region issued.
  - 24) Time limit to undertake journey after retirement to settle down at a station of choice.
  - 25) Review DPC-qualification/training course in fire service.
  - 26) Employees service charter.
  - 27) Review of PAR which has attained finality procedure-revised guidelines reg.
  - 28) Amendment in the transfer policy of AAI-posting of physically challenged employees.
  - 29) Trade test in rect. & promotion as per R&P guidelines.
- (c) **ACHIEVEMENT OF GRIEVANCE CELL:**
- The steps taken to improve Public Grievance Redressal Machinery:
1. **Action taken:** During the year, the focus was to improve the timeliness in first response to the grievances received through electronic media and documentation. In the process the grievance redressal machinery was geared up. The continuous monitoring on response time resulted in steady improvement. During the year AAI achieved 82.75% response within 4 hours (this is based on the receipt on 24X7 including weekly offs and holidays). To improve the documentation, annual report on grievances was prepared giving complete details of the activities and grievance patterns during the year.
  2. **FUTURE COURSE OF ACTION:** To strengthen the grievance redressal system at AAI airports, a mobile based application using QR code has been developed which shall help passengers to access AAI's grievance redressal portal using mobile phones. This application is under trial at 5 airports namely Amritsar, Bhubaneswar, Jaipur, Pune, Trichy. After successful trial this shall be available at all AAI airports.

#### 6.20 Progressive Use of Hindi

Airports Authority of India ensures compliance of Act and Rules under Official Language Policy of Govt. of India. During the year, Hindi workshops were conducted at CHQ, Regional Headquarters and field stations to encourage the employees for the use of Hindi & to review the progress of Hindi. Official Language Implementation Committee meetings were





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conducted at CHQ & all other stations. Official Language Inspection of Madurai airport has been conducted by second sub-committee of Parliament on Official Language. At present in-house journal 'Arpan' are being published quarterly in Hindi by CHQ. Official Language seminar has been organized in North – East Region in March 2014 to apprise Heads of subordinate offices, Rajbhasha Nodal Officers & Officers / Staff of Official Language cadre about Official Language Policy & means of its implementation.

### 6.21 CENTRALIZED PUBLIC GRIEVANCE REDRESS & MONITORING SYSTEM

Centralized Public Grievance Redressal and Monitoring System (CPGRAMS) has started functioning fully and is logged-on daily basis for any new grievance appearing on the system and regular follow up on pending grievances with subordinate offices.

### 6.22 CITIZEN CHARTER

The Citizen Charter of AAI has been sent to the Ministry and is also available on the public domain of AAI.

### 6.23 RECOGNITION AND ACCOLADES

Airports Authority of India received various accolades key being –

- **Janes International ATC Award 2014** (2nd year in succession)
- **Two ATC Global Awards 2013** for Excellence in ANSP Management as well as for Strategic Advancement in Air Transport.
- **India Pride Award 2013-14** for Excellence in Infrastructure and Development in the category of 'Public Sector Undertaking – Central'.
- **Today's Traveller Award 2013** for 'Excellence in development of Airports Infrastructure in India'.
- **Engineering Excellence Awards** conferred by Engineering Watch Magazine for five AAI Airports namely Kolkata, Bhubaneswar,

Raipur, Chennai and Ranchi in various categories as under:-

- New Integrated Terminal Building of NSCBI Airport, Kolkata – **2nd Best Engineering Marvel for the year 2013 and 2nd Most Impactful Engineering Marvel.**
- New Integrated Terminal Building of Biju Patnaik Airport, Bhubaneswar - **Best Future - Ready Engineering Marvel.**
- New Expandable Modular Integrated Terminal Building, Raipur Airport – **Public Choice Award.**
- New Integrated Terminal Building at Birsa Munda Airport, Ranchi – **Special Mention Awards.**
- New Domestic and International Terminals at Chennai Airport – **Special Mention Awards.**
- NSCBI Airport, Kolkata won the award for **Excellence in Built Environment 2013 by Indian Building Congress (IBC).**
- NSCBI Airport, Kolkata has been conferred with **Best Improvement Award – Asia Pacific (1st Place) for the year 2013-14** by Airports Council International (ACI) the international body of airport operators.
- NSCBI Airport, Kolkata got **Vishwakarma Award 2014** under category of **Best Construction Projects** conferred by construction Industry Development Council (CIDC) [under Planning Commission, Govt. of India.
- New Integrated Terminal Buildings at Bhopal and Indore were declared as **1st and 2nd Best Buildings for its optimal design and quality of steel work** execution by Institute of Steel Development and Growth 2012 (INSDAG) under Ministry of Steel, Govt. of India in competition with Buildings constructed in Govt. and private sector.
- New Integrated Terminal Building at Goa Airport conferred with **Outstanding**



**Concrete Structure Award, 2013**  
[Infrastructure Category] by Indian  
Concrete Institute (ICI).

- AAI has received **Hospitality India Award** in the category for creation of **Best Infrastructure for the year 2013**.
- Swami Vivekananda Airport, Raipur – (1) National Tourism Award in Best Non-Metro Airport (Rest of India) conferred by Ministry of Tourism, Govt. of India.
- On the CSR front AAI won –
  - **Golden Peacock Eco – Innovation Award 2012.**
  - Times of India and Teflas **Frame CSR Award** for the year 2012.
  - **3rd Asia Best CSR Practice Award 2013.**
- AAI's Lounge Magazine (Airports India) received the Best Magazine Award by Hospitality India for the year 2013.
- Adjudged 2nd runners up in the Best Cargo Airport of the year category during the 40th ACAAI Convention held on 24.10.2013 at Jaipur.
- AAI has been awarded TRAINAIR PLUS Certificate and Membership Plaque by ICAO.

**Way Forward**

AAI will continue to strive towards its mission achieving highest standards of safety and quality in air traffic services and airport management by providing state-of-the-art infrastructure for total customer satisfaction thereby contributing to economic growth and prosperity of the nation. In this endeavor AAI will focus on Tier 2 / Tier 3 cities to improve regional and remote area connectivity through development of self-sustaining low cost airports. To develop regional hubs airports business interest will be aligned with the airlines business interest to embark upon aviation growth.





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## 7. Air India Limited

### 7.1 INCORPORATION

National Aviation Company of India Limited (NACIL) was incorporated under the Companies Act 1956 on 30 March 2007. The Registered Office and Corporate Office is at Airlines House, 113 Gurudwara Rakabganj Road, New Delhi Effective 24 November 2010 the name of "National Aviation Company of India Limited" has been changed to "Air India Limited".

### 7.2 BOARD OF DIRECTORS (as on 31st March 2014)

As on 31st March 2014, the Board of Directors of Air India comprises the following :

|                     |                              |
|---------------------|------------------------------|
| Shri Rohit Nandan   | Chairman & Managing Director |
| Shri Syed Nasir Ali | Jt. Managing Director        |

#### *Functional Directors*

|                        |                      |
|------------------------|----------------------|
| Shri S Venkat          | Director (Finance)   |
| Shri N K Jain          | Director (Personnel) |
| Shri Pankaj Srivastava | Director-Commercial  |

#### *Government Directors*

Smt. M Sathiyavathy  
Addl. Secretary & Financial Advisor, Ministry of Civil Aviation  
Shri G Asok Kumar  
Jt. Secretary, Ministry of Civil Aviation

#### *Non-Official Directors*

|                                 |  |
|---------------------------------|--|
| Shri Gurcharan Das,             | Management Consultant & Author                                       |
| Dr. Prem Vrat,                  | Vice Chancellor & Professor, ITM University Gurgaon                  |
| Air Marshal (Retd) K.K. Nohwar, | PVSM VM  |
| Dr. Ravindra H. Dholkia,        | Professor, IIM, Ahmedabad  |
| Smt. Renuka Ramnath,            | Founder-Multiples Alternate Asset Management Private Limited, Mumbai |

#### **During the year 2012-14 following Directors ceased to be on the Board of Air India Limited**

|                           |   |
|---------------------------|---|
| Shri Anil Srivastava      | Jt. Secretary, Ministry of Civil Aviation                       |
| Shri Yusuffali MA         | Non-Official Director   |
| Shri Harshavardhan Neotia | Non-Official Director   |
| ACM Fali H. Major (Retd.) | Non-Official Director.  |
| Shri V. K. Sharma         | SBU Head-MRO (Eng. & Comp.)                                     |
| Shri G D Brara            | Director (Commercial)   |
| Shri K. M. Unni           | SBU Head-MRO(Air Frame)   |
| Shri S Machendranathan    | Addl. Secretary & Financial Advisor, Ministry of Civil Aviation |
| Shri (Dr.) Prabhat Kumar  | Jt. Secretary, Ministry of Civil Aviation                       |



### 7.3 HIGHLIGHTS

#### Awards & Recognition

- Air India was presented the Gold Award in the Reader's Digest Trusted Brand 2013 Survey, India, in the airlines' category for a record eighth consecutive year.
- Air India was awarded the Second Prize in the General Category (Sub-Sectors of EC Award) Sector in the National Energy Conservation Award – 2013 in a ceremony held at New Delhi on December 16, 2013.

### 7.4 CAPITAL (as on 1 January 2014)

#### Authorised Share Capital

The Authorised Share Capital of the Company is Rs.20,000 crores divided into 20,000,000,000 equity shares of Rs.10/- each.

#### Issued, Subscribed & Paid-up Share Capital

As on 31 March 2014 the Issued, Subscribed & Paid-up Share Capital of the Company was Rs. 14345 crores divided into 14,345,000,000 fully paid up equity shares of Rs.10 each. During the year 2013-14, Government of India infused Rs. 6000 crores towards equity capital.

### 7.5 SUBSIDIARY COMPANIES

The following are the wholly owned subsidiaries of Air India:

As on 31 March 2014, Air India's investments in subsidiary Companies are as

under:

|  |                |
|--|----------------|
| ■ Air India Air Transport Services Ltd | ₹ 5.00 lakhs   |
| ■ Air India Charters Ltd               | ₹ 30.00 crores |
| ■ Air India Engineering Services Ltd   | ₹ 5.00 lakhs   |
| ■ Airline Allied Services Limited      | ₹ 2.25 crores  |
| ■ Hotel Corporation of India           | ₹ 40.60 crores |
| ■ Vayudoot Limited                     | ₹36.42 crores  |

### 7.6 Air India Air Transport Services Limited (AIATSL):

(Rs. in Crores)

| Particulars              | 2013-14 | 2012-13 |
|--------------------------|---------|---------|
| Total Income             | 689.00  | 75.00   |
| Profit/(Loss) Before Tax | 42.00   | 0.98    |

AIATSL, a wholly owned subsidiary of Air India was operationalised on 1 February 2013. It provides ground handling services covering passenger, ramp, cargo at 59 airports. It also provides security and technical handling at some airports.

Apart from Air India, Air India Express and Alliance Air, it provides ground handling to 29 foreign airlines at 14 international airports and 3 domestic airlines at Kochi.

4275 employees have been transferred/deputed from Air India apart from its own 3530 employees who are on contract basis.





**7.7 Air India Charters Limited (AICL):**

(Rs. in Crores)

| Particulars                 | 2013-14<br>(Provisional) | 2012-13 |
|-----------------------------|--------------------------|---------|
| Total Income                | 2014.15                  | 1560.23 |
| Profit/(Loss)<br>Before Tax | -98.09                   | -351.97 |

AICL, a wholly owned subsidiary of Air India, started operations under the Brand Name Air India Express from 29 April 2005 with 26 flights per week using 3 leased B737-800 aircraft. It connected 3 cities in Kerala to 6 points in Gulf. It now has 17 owned aircraft and operates 160 weekly flights linking 11 Indian stations and 12 international stations in Middle East and South East Asia.

AICL has carried 2.8 million passengers during the year 2013-14. This is an increase of almost 33% over last year.

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

AIESL, a wholly owned subsidiary of Air India was operationalised on 1 February 2013. It has bases at Delhi, Mumbai, Hyderabad, Trivandrum, Nagpur and Kolkata for carrying out the Maintenance, Repair and Overhaul (MRO) activities for various types of Airbus and Boeing fleet. The income from third party certification during the year was approximately Rs. 25 crores.

**7.9 Airline Allied Services Limited (AASL):**

(Rs. in Crores)

| Particulars                | 2013-14<br>(Provisional) | 2012-13 |
|----------------------------|--------------------------|---------|
| Total Income               | 217.66                   | 281.14  |
| Profit/(Loss)<br>After Tax | -221.22                  | -133.39 |

AASL, a wholly owned subsidiary company of Air India Limited, which operates under the brand name Alliance Air, commenced operations from 15 April 1996. It provides connectivity to Tier II and Tier III cities and

acts as a feeder to Air India and Air India Express. It has four bases viz. Delhi, Mumbai, Bangalore and Kolkata. Currently, it operates passenger services with 8 leased aircraft (4 ATRs and 4 CRJs). It operates to 19 destinations and carries approximately 1100 passengers daily.

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

(Rs.in Crores)

| Particulars                 | 2013-14<br>(Provisional) | 2012-13 |
|-----------------------------|--------------------------|---------|
| Total Income                | 40.91                    | 46.36   |
| Profit/(Loss)<br>Before Tax | -36.54                   | -35.62  |

HCI has four Units viz Chefair Flight Catering, Mumbai, Centaur Lake View Hotel, Srinagar and Centaur Hotel Delhi and Chefair Delhi.



**7.11 Vayudoot**

Vayudoot, the wholly owned subsidiary of Air India Limited was amalgamated with Air India effective 1 April 2013.

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

Besides the above, Air India has a 50:50 joint venture with Singapore Airport Terminal Services (SATS). The JV Company AI-SATS Airport Services Private Limited is carrying out ground handling activities at Hyderabad, Bangalore, Delhi, Trivandrum and Mangalore.



### 7.13 Fleet Size (as on 31 March 2014)

| Aircraft type                  | Owned      | Sale & Lease Back | Dry Lease | Total      |
|--------------------------------|------------|-------------------|-----------|------------|
| <b>Operational Fleet</b>       |            |                   |           |            |
| Wide Body                      |            |                   |           |            |
| B777-200LR                     | 3          | -                 | -         | 3          |
| B777-300ER                     | 12         | -                 | -         | 12         |
| B747-400                       | 3          | 2                 | -         | 5          |
| B787-800                       | 9          | 4                 | -         | 13         |
| A330-200                       | -          | -                 | 2         | 2          |
| Wide Body Total                | 27         | 6                 | 2         | 35         |
| <b>Narrow Body</b>             |            |                   |           |            |
| B737-800 (AIX)                 | 17         | 0                 | 4         | 21         |
| A320                           | 18         | 0                 | 0         | 18         |
| A319                           | 19         | 0                 | 3         | 22         |
| A321                           | 20         | 0                 | 0         | 20         |
| Narrow Body Total              | 74         | 0                 | 7         | 81         |
| <b>Regional Aircraft</b>       |            |                   |           |            |
| CRJ-700                        | 0          | 0                 | 4         | 4          |
| ATR42                          | 0          | 0                 | 3         | 3          |
| Regional Aircraft Total        | 0          | 0                 | 7         | 7          |
| <b>Total Operational Fleet</b> | <b>101</b> | <b>6</b>          | <b>16</b> | <b>123</b> |

7.13.1 The pattern of international operations during 2013-14 is as given in the table below:

| FY 2013-14            |             |                       |
|-----------------------|-------------|-----------------------|
| Routes                | Winter 2013 | Summer 2013           |
| India/New York        | 7           | 7                     |
| India/London          | 21          | 21                    |
| India/Birmingham      | 4           | 4 (eff 1st Aug 2013)  |
| India/Chicago         | 7           | 7                     |
| India/Frankfurt       | 7           | 7                     |
| India/Newark          | 7           | 7                     |
| India/Paris           | 7           | 7                     |
| India/Gulf            | 141         | 155                   |
| India/Australia       | 7           | 7 (eff 29th Aug 2013) |
| India/Tokyo           | 3           | 3                     |
| India/Shanghai        | 4           | 4                     |
| India/Hong Kong/Osaka | 3           | 3                     |
| India/Hong Kong/Seoul | 4           | 4                     |
| India/Singapore       | 21          | 28                    |
| India/Bangkok         | 14          | 14                    |
| India/Yangon          | 3           | 3                     |
| India/Kathmandu       | 22          | 22                    |
| India/Colombo         | 6           | 6                     |
| India/Male            | 14          | 14                    |
| India/Kabul           | 6           | 6                     |
| India/Dhaka           | 14          | 14                    |

### 7.13.2 Special Extra Section Flights

During the year 2013-14 Air India operated 18 VVIP flights on behalf of the Government of India.

### 7.13.3 Joint Ventures and Code share Arrangements

Code Share Agreements

As of 31 Mar, 2014, Air India has the following code share agreements with its partner airlines:





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| Sr. No. | Operating Airline          | Marketing Airline          | Sectors   | Type of Code Share |
|---------|----------------------------|----------------------------|---|--------------------|
| 1       | Kuwait Airways (KU)        | Air India (AI)             | London - New York vv  | Block Space        |
| 2       | Lufthansa (LH)             | Air India (AI)             | Frankfurt - Bangalore vv<br>Frankfurt - Chennai vv<br>Frankfurt - Delhi vv<br>Frankfurt - Mumbai vv<br>Frankfurt - Pune vv<br>Munich - Delhi vv<br>Munich - Mumbai vv<br>Frankfurt - Berlin vv*<br>Frankfurt - Munich vv*<br>Frankfurt - Dusseldorf vv*<br>Frankfurt - Stuttgart vv*<br>Frankfurt - Amsterdam vv*<br>Frankfurt - Copenhagen vv*<br>Frankfurt - Oslo vv*<br>Frankfurt - Stockholm vv*<br>Frankfurt - Chicago vv*<br>Frankfurt - Los Angeles vv*<br>Frankfurt - Washington vv*<br>Frankfurt - Denver vv*<br>Frankfurt - Detroit vv* | Free Flow          |
|         | Air India (AI)             | Lufthansa (L) H            | Delhi - Frankfurt vv  |                    |
| 3       | Air Mauritius (MK)         | Air India (AI)             | Mauritius - Bangalore - Chennai - Mauritius<br>Mauritius - Delhi vv<br>Mauritius - Mumbai vv  | Block Space        |
| 4       | Austrian Airlines (OS)     | Air India (AI)             | Vienna - Delhi vv   | Block Space        |
| 5       | Air India (AI)             | South African Airways (SA) | Mumbai - Bangalore vv*<br>Mumbai - Chennai vv*<br>Mumbai - Delhi vv*<br>Mumbai - Hyderabad vv*<br>Mumbai - Trivandrum vv*   | Free Flow          |
|         | South African Airways (SA) | Air India (AI)             | Mumbai - Johannesburg vv<br>Johannesburg - Durban vv*<br>Johannesburg - Cape Town vv*   |                    |
| 6       | Sri Lankan Airlines (UL)   | Air India (AI)             | Colombo - Delhi vv<br>Colombo - Mumbai vv   | Block Space        |
| 7       | SWISS (LX)                 | Air India (AI)             | Mumbai - Zurich vv<br>Delhi - Zurich vv   | Block Space        |



|    |                         |                       |   |           |
|----|-------------------------|-----------------------|---|-----------|
| 8  | Singapore Airlines (SQ) | Air India (AI)        | Singapore - Kolkata vv<br>Singapore - Bangkok vv<br>Singapore - Kuala Lumpur vv<br>Singapore - San Francisco vv<br>Singapore - Los Angeles vv   | Free Flow |
| 9  | Ethiopian Airlines (ET) | Air India (AI)        | Addis Ababa - Mumbai vv<br>Addis Ababa - Delhi vv<br>Addis Ababa - Dar es Salaam vv*<br>Addis Ababa - Nairobi vv*   | Free Flow |
| 10 | Air India (AI)          | Turkish Airlines (TK) | Domestic sectors within India:<br>Mumbai - Hyderabad vv*<br>Mumbai - Ahmedabad vv*<br>Mumbai - Bangalore vv*<br>Mumbai - Chennai vv*<br>Mumbai - Kolkata vv*<br>Delhi - Hyderabad vv*<br>Delhi - Ahmedabad vv*<br>Delhi - Bangalore vv*<br>Delhi - Chennai vv*<br>Delhi - Kolkata vv*<br>Delhi - Amritsar vv* | Free Flow |
|    | Turkish Airlines (TK)   | Air India (AI)        | Mumbai - Istanbul vv<br>Delhi - Istanbul vv<br>Istanbul - Ankara vv*<br>Istanbul - Izmir vv*<br>Istanbul - Antalya vv*<br>Istanbul - Adana vv*<br>Istanbul - Dalaman vv*  |           |
| 11 | Air India (AI)          | EgyptAir (MS)         | Mumbai - Delhi vv*  | Free Flow |
|    | EgyptAir (MS)           | Air India (AI)        | Mumbai - Cairo vv<br>Cairo - Alexandria vv*   |           |
| 12 | Air India (AI)          | Asiana Airlines       | Delhi-Seoul vv  | Free Flow |
|    | Asiana Airlines         | Air India (AI)        | Seoul-Delhi vv  |           |

**Notes :** \* For carriage of through 3rd/4th freedom traffic only and subject to connectivity.

**7.14. Net Worth of the company is Rs (15333.29) Crores as on 31.03.2014**



### 7.14.1 Financial Performance:

The financial performance of the Company during the year 2013-14 (Prov.) is as under:

(Rupees in Million)

| Particulars   | 2013-14<br>(Prov) | 2012-13   | 2011-12   |
|---|-------------------|-----------|-----------|
| Total Revenue   | 192303.8          | 160721.1  | 147138.1  |
| Total Expenses  | 250506            | 237039.5  | 234594.8  |
| Profit/(Loss) before<br>Exceptional and<br>Extraordinary<br>Items & Tax | (58202.2)         | (76318.4) | (87456.7) |
| Extraordinary Items   | 3744              | 10217.8   | 2665.7    |
| Exceptional Items   | 570               | 11199     | 9224.1    |
| Profit/(Loss) after<br>Exceptional and<br>Extraordinary Items           | (53888.2)         | (54901.6) | (75576.9) |
| Less: Provision<br>for Tax  | 0                 | 0         | 20.5      |
| Net Profit/(Loss)   | (53888.2)         | (54901.6) | (75597.4) |

### 7.15 Physical Performance:

| Particulars                                      | Unit    | 2013-14<br>(Prov) | 2012-13 | 2011-12 |
|--|---------|-------------------|---------|---------|
| ASKMs<br>(Scheduled<br>Services)                 | Million | 45026             | 39909   | 45015   |
| PKMs<br>(Scheduled<br>Services)                  | Million | 33153             | 28879   | 30577   |
| Passenger<br>Load Factor                         | %       | 73.6              | 72.4    | 67.9    |
| No. of Pax<br>Carried<br>(Scheduled<br>Services) | Million | 15.3              | 14.1    | 13.4    |
| Total Revenue<br>Hours Flown                     | No.     | 347039            | 305783  | 318910  |

### 7.16 ANALYSIS OF THE PHYSICAL/ FINANCIAL PERFORMANCE

The Company has shown a considerable improvement both in terms of Operational

and Financial Parameters in FY 2013-14(Prov.) as compared to FY 2012-13.

- The Operating Loss is estimated to reduce by 44% i.e. by Rs. 1683 crores. The Operating Loss is expected to be Rs. 2124 crores as against the previous year Operating Loss of Rs. 5139 crores.
- The Net Loss during 2013-14 is expected to be Rs. 5388.82 crores as against previous year loss of Rs. 5490 crores.
- The Company is expected to be EBIDTA positive by Rs. 771 crores as against the previous year EBIDTA positive of Rs. 192 crores.
- The Seat Factor achieved during the year is 73.6% as against the previous year figure of 72.4%.
- Total Revenue increased by Rs. 3158.27 crores i.e. 20%
- The Total Revenue during 2013-14(RE) is Rs. 19230.38 crores as against Rs. 16072 crores as 2012-13. Increase in the Total Revenue is on account of the following:-
  - Passenger Revenue increased by Rs.1805 crores i.e. by approx 14%.
  - Cargo Revenue increased by Rs. 345.10 crores.
  - Revenue of Rs. 706.84 crores from Sale & Lease Back of Boeing 787 Aircraft
  - Pax Cargo by Rs.155 crores.
- Total Expenses increased by Rs.1346.65 crores i.e. 5.7%
- Total Expenses during 2013-14(Prov.) is Rs.25050.60 crores as against Rs.23703.95 crores in previous year. The increase in expenses are on account of the following:-
  - Increase in Fuel Cost by Rs.777.61crores due to increase in Operation by 13% approximately.
  - Aircraft Material Consumption increased by Rs.892.19 crores due to increase in Aircraft Maintenance by Rs.604.19 crores, Expenditure as well as Re-delivery Expenses by Rs.288 crores.



- Aircraft Landing & Parking increased by Rs.108.62 crores due to increase in Operation by 9.81% exchange effect.

### 7.17 MEASURES TO IMPROVE PERFORMANCE

#### Plans to turnaround performance :

The Company continued to take several initiatives to improve the performance of the Company including, inter-alia, the following:

- Rationalization of certain loss making routes.
- Return of leased aircraft.
- Induction of brand new fleet on several domestic & international routes thereby increasing passenger appeal.
- Phasing out old fleet and consequent reduction of maintenance cost.
- Reduction of contractual employment & outsourced agencies.
- Critical analysis of Fuel consumption on all flights by setting up a Fuel Council and Fuel Manager.
- Implementation of the recommendations made by IATA Group of Fuel Efficiency Gap Analysis (FEGA).
- Increase in passenger, cargo, excess baggage revenue through aggressive sales & marketing strategy including a separate Cell for attracting Government traffic.
- Implementation of Quickwin IT Solutions including upgrade of Revenue Management System, introduction of SAP-ERP throughout the network.
- Upgradation of FFP and Introduction of several marketing initiatives including Companion Free Schemes, Apex fare, GOI packages, Preferred Agents Partnership, Promotion of web bookings and other promotional schemes like AI Holidays, etc.
- Operationalisation of the two subsidiary companies formed for Ground Handling and MRO activities in the year 2013.

### 7.18 PRODUCT DEVELOPMENT

#### A) Premier Clubs

The Flying Returns Programme has four levels of membership viz. Base, The Silver Edge Club, The Golden Edge Club and the Maharajah Club. Currently the club memberships are open to members globally:

##### The Maharajah Club (TMC)

The Maharajah Club is the highest Tier in the Flying Returns Programme. Membership of this Club is on the basis of earning 75,000 miles in a span of twelve months. Members may also be invited to join the Club on the basis of their status. Membership of the Club entitles members to enhanced privileges which are :

30% bonus mileage points, additional baggage allowance, priority check-in, priority confirmation from the waitlist and lounge access at select airports.

The membership base as on 31 March 2014 was 1659

##### Golden Edge Club (GEC)

The Golden Edge Club is the second highest Tier in the Flying Returns Programme. Membership of this Club is on the basis of earning 50,000 miles in a span of twelve months. Members may also be invited to join the Club on the basis of their status. Membership of the Club entitles members to enhanced privileges which are :

25% bonus mileage points, additional baggage allowance, priority check-in, priority confirmation from the waitlist and lounge access at select airports.

The membership base as on 31 March 2014 was 3317

##### Silver Edge Club (SEC)

The Silver Edge Club is the third highest Tier in the Flying Returns Programme.



Membership of this Club is on the basis of earning 25,000 miles in a span of twelve months. Members may also be invited to join the Club on the basis of their status. Membership of the Club entitles members to enhanced privileges which are :

10% bonus mileage points, additional baggage allowance and priority check-in.

The membership base as on 31 March 2014 was 16,616

#### B) Flying Returns Programme

Flying Returns Programme is designed to recognise and reward frequent flyers of Air India. The benefits and privileges of Flying Returns include :

- ❖ Increased check-in baggage allowance, tele check-in, personalized check-in counters at select airports, priority for confirmation from the waitlist, priority baggage handling, pooling of mileage points and wide array of special offers.
- ❖ Apart from earning and redeeming on Air India, members can also earn and redeem on our airline partners - Lufthansa German Airlines and Singapore Airlines.
- ❖ Members can accrue miles while traveling on select flights of our code share partner airlines.
- ❖ Members can transfer reward points from our non-airline partners to Flying Returns.
- ❖ Non-airline partners are American Express, HDFC Bank, ITC Welcome Group, Emirates Bank Group, SBI, Kotak Bank and Citibank.

The membership base as on 31st March 2014 was 13,90,423 as under:

The highlights of Flying Returns Programme are as follows:

- Membership extended worldwide
- Update profile details online
- Claim missing miles online

- Redeem miles online at [www.flyingreturns.co.in](http://www.flyingreturns.co.in)
- No redemption threshold limit for redemption tickets
- Purchase miles at Re.1 per mile on shortfall of redemption

#### C) Marketing initiatives :

##### Companion Free Scheme

Passengers travelling on First/Executive/Full IATA Economy fares to international destinations except SAARC countries can take a companion free of cost in the same class and flight, by paying the applicable taxes/surcharges on the free ticket.

##### Preferred Agent Programme (PAP)

Target based incentives are offered to preferred agents, for sale on international sectors, to achieve higher growth and increased productivity on Air India.

##### Corporate House Scheme

Under Corporate House Scheme special offers are made to Corporate Houses having significant travel budgets. Target or growth based incentives are offered separately for international sales and domestic sales. In addition to the above, Frozen Fares and Private Fares are also offered to Corporates on certain domestic sectors. There are other associated soft benefits offered to Corporate Houses in the form of Upgrades and Excess Baggage Tickets.

Upgrade scheme branded/promoted as 'Get Up Front'

An airport upgrade scheme to Business class, is available for economy class passengers, subject to availability of seats, on payment of Rs. 5000/- (distance up to 750 Km) / Rs. 7000/- (distance above 750 Km). The scheme is available from 43 domestic airports and some international airports





## Air India Limited

### Air India Holidays

Air India Holidays offers holiday packages in a unique online, interactive B2C format, in partnership with M/s Make MyTrip.com. Packages are available in all classes of tickets to suit all categories of travellers covering 122 tourist, business and religious cities in India and abroad.

### Air India Stopovers

Air India has Stopover packages to facilitate transfer connections at Terminal 3 in Delhi. The competitively priced and convenient-to-book stopover packages offer the facility of web-based hotel booking.

In addition to the above, Air India offers advance purchase fares, link fares, return fares, special fares to promote web sales etc, from time to time.

## 7.19 RISK MITIGATION STRATEGIES

The Company continuously monitored the risks perceptions and has taken preventive action for mitigation of risks on various fronts.

## 7.20 INTERNAL CONTROL SYSTEMS

The Company continues to ensure proper and adequate internal control systems and procedures commensurate with its size and nature of business. These control systems ensure that all assets are safeguarded and protected against loss from unauthorized use and that transactions are authorized, recorded and reported correctly. The internal control system enables documented policies, guidelines, authorization and approval procedures

The Company has an extensive system of internal controls which ensures optimal utilization and protection of resources, IT security, accurate reporting of financial transactions and compliance with applicable laws and regulations as also internal policies and procedures. The internal control system is supplemented by extensive internal audits,

regular reviews by management and well documented policies and guidelines to ensure reliability of financial and other records to prepare financial statements and other data.

The Company has a well defined manual on delegation of authority and administrative powers, based on which, the authorities exercise their powers. This manual is reviewed periodically to cope with the changes necessitated by the needs of the organization. The said manual, along with the Company's key functional process manuals, further strengthens the internal control system of the organization. The Company has independent internal audit systems to monitor the entire operations and services spanning over all locations, business and functions on a regular basis. The Company has also employed outside consultants in its various areas of functioning in order to reduce/monitor its cost platform.

## 7.21 STEPS TAKEN TO DEVELOP THE ACTIVITIES IN NORTH-EAST

Air India and its subsidiary Alliance Air operated to/from 7 stations in the North East. These stations are connected ex-Kolkata. Two of the station in the North East viz Guwahati and Imphal are connected to Delhi with direct flights.

## 7.22 HAJ OPERATIONS 2013

Haj 2013 operations were carried out from 7 September 2013 to 18 November 2013. Air India operated from 12 stations and carried 46401 pilgrims.

## 7.23 ENGINEERING

### 7.23.1 Fleet Utilisation & Despatch Reliability

Utilisation in terms of average daily utilisation per aircraft in block hours and the Technical despatch reliability after considering technical delays of 15 minutes and above are given hereunder for the year 2012-13 and for the period April to December 2013 :



| During 2012-13 |                               |                               |
|----------------|-------------------------------|-------------------------------|
| Aircraft Type  | Block hrs flown/ day/aircraft | Tech Despatch Reliability (%) |
| B747-400       | 8.90                          | 99.52                         |
| A320           | 8.80                          | 98.87                         |
| A319           | 10.10                         | 99.44                         |
| A321           | 10.80                         | 99.56                         |
| A330           | 6.80                          | 99.57                         |
| B777-200LR     | 14.50                         | 99.52                         |
| B777-300ER     | 14.20                         | 99.52                         |
| B787-8         | 7.30                          | 98.7                          |

| During April-November*/December 2013 |                               |                               |
|--------------------------------------|-------------------------------|-------------------------------|
| Aircraft Type                        | Block hrs flown/ day/aircraft | Tech Despatch Reliability (%) |
| A320                                 | 9.40*                         | 98.50*                        |
| A319                                 | 9.50*                         | 99.46*                        |
| A321                                 | 11.50*                        | 99.60*                        |
| A330                                 | 7.30*                         | 98.84*                        |
| B777-200LR                           | 9.74                          | 99.33                         |
| B777-300ER                           | 12.15                         | 99.14                         |
| B787-8                               | 11.62                         | 96.75                         |
| B747-400                             | 4.60                          | 98.41                         |

### 7.23.2 Aircraft Availability

On an average, 87% of the fleet was available for service during the year under report and 87.46 % of the fleet was available for service during the period from 1 April 2013 to 31 December 2013.

### 7.24 INTERNAL AUDIT

All the activities of Internal Audit are being carried out in house except the Physical Verification of Assets and Stores and Transaction Audit at Mumbai which have been outsourced.

The firms appointed to carry out the Physical Verification of Assets and Stores for the biennial period 2012-14 are:

| Sr. No. | Name of the Outsourced Party   | Region    |
|---------|--------------------------------|-----------|
| 1       | M/s Pee Dee Kapur & Co.        | Northern  |
| 2       | M/s U.S. Aggarwal & Associates | Eastern   |
| 3       | M/s Kochar & Associates        | Western   |
| 4       | M/s Sanjeev Shah & Associates  | Southern  |
| 5       | M/s Ramchandran & Company      | Hyderabad |

As on 1 January 2014, there are 4 C&AG Paras, replies in respect of which have been furnished to the Ministry of Civil Aviation.

### 7.25 OFFICIAL LANGUAGE

The Company monitors the progressive use of Hindi in the office. In order to facilitate officers/employees in doing their official work in Hindi, many Hindi workshop training programmes were organized during the year.

Under the category of Hindi Magazines published in 'A' region by subordinate organizations of Ministry of Civil Aviation, "Vimanika" was awarded First Prize. "Vimanika" was awarded as a "Best Inhouse Magazine 2012" by the well known literary, socio-cultural organization Ashirwad. Air India CTE, Hyderabad was awarded Third Prize in small category offices by Town Official Language Implementation Committee, Hyderabad.

Information given on online reservation system was updated in Hindi on regular basis. Material related to Inflight entertainment system was also updated from time-to-time. Facility for internal correspondence in bilingual form was made available on Intranet.

### 7.26 ENVIRONMENT PROTECTION

#### Environment Management System

A formal Environment Management System (EMS) has been introduced in the Company. 12 February 2013 was observed as Productivity Day and the seven day period from 12 to 18 February 2013 as National Productivity Week as suggested by the National Productivity Council. Green Productivity for Sustainable Energy & Environment was adopted as the main theme for the Productivity Week. The World Environment Day was celebrated on 5 June 2013 by organizing an awareness campaign



on Say No to Plastic Bags and celebrating a No Plastic Bags Day.

Air India was awarded the Nation Energy Conservation Award for the year 2013 by the Ministry of Power and Bureau for Energy Efficiency for initiatives in the area of Fuel conservation. Air India won the award for the third time, having been awarded previously for the years 2009 and 2011.

#### **7.27 ENCOURAGEMENT/ASSISTANCE TO SMALL SCALE INDUSTRIAL UNITS**

In accordance with the Government guidelines issued from time to time, the Company continued to support the SSI units/ Social Welfare/charitable organisations. The procurement from SSI units during the year 2012-13 amounted to approximately Rs.54.86 million and the selective sourcing/ procurement from social/charitable organisations amounted to Rs.1.21 million.

#### **7.28 WELFARE MEASURES**

##### **7.28.1 Senior Citizen Discount:**

Air India offers 50% Discount on the Highest Economy class Basic fare to the Senior Citizens, who have completed 63 years of age on the date of commencement of journey for travel on the Domestic Network. This discount is available to Indian nationals, residing in India. Only the Proof of age (Photo-id) and Nationality proof is required.

##### **7.28.2 Facilities to Persons with locomotor Disabilities:**

Air India offers 50% discount on the highest Economy class Basic fare to physically disabled persons suffering from locomotor disability to the extent of 80% and above for travel on the Domestic Network. Conditions falling under this category includes cases like Paraplegia, Hemiplegia, Cerebral Palsy, severe cases of poliomyelitis, severe kyphosis, muscular dystrophies, amputees. Persons covered under this category are eligible for the discount on furnishing a certificate from the Chief District Medical Officer to the effect that they are suffering from locomotor disability to the extent of 80% and above.

##### **7.28.3. Blind Persons :**

Air India offers 50% discount on the Highest Economy class Basic fare to persons who are

totally blind in both eyes for travel on the Domestic Network with appropriate medical certification from designated medical institutions that they are completely blind in both eyes.

##### **7.28.4. Cancer Patients**

Air India offers 50% discount on the Highest Economy class fare to Cancer Patients for travelling between Place of Residence and Place of treatment. The passenger is required to submit a form certified by a Cancer Institute / Hospital. Discount is available for travel on the Domestic Network and between India and Nepal.

##### **7.28.5. Concessions to Armed Forces Personnel & others:**

Air India offers 50% discount on select Economy class fares to the Armed Forces Personnel and related categories for travel on the Domestic Network. The discount is made available against the official ID Card issued by the Government of India.

##### **Related categories consist of**

- Active Military Personnel and their Family members
- Active Personnel of General Reserve Engineering Force and their family members
- Active Personnel of Para Military Forces and their family members

Air India offers 75% discount on select Economy class fares to the following Armed forces for travel on the Domestic Network.

- War Disabled Officers
- War Widows
- Ex and Active Military personnel, recipients of Highest Bravery awards such as
  - Param Vir Chakra, Ashok Chakra, Mahavir Chakra, Kirti Chakra
  - Victoria Cross, George Cross, Distinguished Service Cross, Military Cross, Distinguished Flying Cross, George Medal.

##### **Gallantry Award winners:**

Air India offers 75% discount on select Economy class fares to the Police personnel who are the recipients of following Gallantry awards for travel on the Domestic Network.



The discount is made available against the official ID Card issued by the Ministry of Home Affairs, Government of India :

- President's Police Medal for Gallantry
- Police Medal for Gallantry
- Civilian citizens, recipients of Gallantry awards – Ashok Chakra and Kirti Chakra conferred on them by the President of India.

**Arjuna Award winners:**

Air India offers 50% discount on the normal Economy class Basic fare to persons who are recipients of Arjuna Award for travel on the Domestic Network. Six return tickets in a financial year are offered to each Arjuna Awardee. The discount is made available against a copy of the scroll conferring the Arjuna award.

**Student Concession:**

Air India offers 50% discount on the highest Economy class fare to Students studying in India for travelling between Home Town and Place of Study. A student is a person who, at the time of commencement of travel, has reached his / her 12th but not 26th birthday and who is enrolled for a full time course of at least one academic year, at a recognized Educational establishment.

**7.29 HUMAN RESOURCES MANAGEMENT**

**7.29.1 Staff Strength**

The staff strength as on 31 March 2013 was 25047 and as on 31 March 2014 was 23259.

**7.29.2 SC/ST/OBC – Number of employees as on 31 March 2014**

|                            | As on<br>31.03.2013 | As on<br>31.03.2014 |
|----------------------------|---------------------|---------------------|
| Total No. of employees     | 25047               | 23259               |
| Total No. of SC employees  | 5094                | 4751                |
| % of SC employees          | 20.33               | 21.42               |
| Total No. of ST employees  | 1769                | 1666                |
| % of ST employees          | 7.06                | 7.16                |
| Total No. of OBC employees | 1403                | 1373                |
| % of OBC employees         | 5.60                | 5.90                |

The Reservation Policy has been implemented as per the Presidential Directives issued in the year 1975, along with the revised Directives effective 1991 and 1996.

**SC/ST/OBC – Number of employees as on 31 March/31 March 2014**

**7.30 TRAINING**

**Security**

High emphasis is assigned to training in the form of basic/first time, refresher and security awareness programmes to Security personnel and officers/staff from other departments viz., Operations, Customer Services, Commercial Department, by the Security Training Centre (STGC), Mumbai and Central Training Establishment (CTE), Hyderabad. Both the training centres are authorised by the BCAS to conduct security training programmes based on the National Civil Aviation Security Programme (NCASTP), which in turn has been formulated on the basis of the Standards and Recommended Practices (SARPs) contained in Annexure 17 to the ICAO Convention on International Civil Aviation, Chicago. New Training Centres are being established at Delhi, Bengaluru, Chennai and Kolkata to facilitate speedy and economically viable security training to Air India and other Airlines' staff, within the four Indian Regions.

The Investigation & Fraud Prevention (I&FP) Cell has also been actively conducting training for the benefit of all the frontline staff at the Booking Office (Reservations), Airport Offices and Check-in Counters at the Domestic Stations. Till date, the I&FP Cell has trained over thousands of staff from Air India, other Customer Airlines, Customs and Immigration Authorities (Government of India), in the field of fraud prevention.







## 8. Indira Gandhi Rashtriya Uran Akedemi

### 8.1 Introduction

Indira Gandhi Rashtriya Uran Akademi was set up in September 1986 at Fursatganj near Raebareli (Uttar Pradesh) to bring about a quantum improvement in the standards of flying and ground training of Commercial Pilots in the country.

IGRUA is managed by CAE, Canada to scale up the standards at par with international Standards since 1st Mar 2008 in pursuance to the management contract between the Ministry of Civil Aviation and CAE, Canada.

### 8.2 OBJECTIVES

The objective of the Akademi is to conduct airline oriented flying training courses to the level of contemporary international standards. The courses offered are:

- a) Ab-Initio to CPL Course on fixed wing aircraft.
- b) Three years Graduation programme leading to award of B.Sc. (Aviation) degree through Chhatrapati Shahuji Maharaj University, Kanpur
- c) Multi Crew Co-operation Course on DA 42 aircraft.
- d) Multi Engine Endorsement Course.
- e) Instrument Rating Course.
- f) Refresher Course for Certified Flying Instructors and Pilot Instructors of Flying Training Institutes.
- g) Courses for Assistant Flight Instructor Rating (A) and Flight Instructor Rating (A).
- h) Skill Tests for renewal of Licence for Ex-students of IGRUA on requirement basis.
- i) To provide Simulator training & checks and other facilities to outside aviation agencies for their Pilots Selection & Interview.

- j) Practical Training on aircraft to Diploma Holders in Aeronautical Engineering.

The Akademi is equipped with most modern and sophisticated trainer aircraft, up-to-date audiovisual training aids and other facilities for effective ground training. It employs qualified flying and ground instructors, with long experience in the field of aviation and flying training. The aim at IGRUA is not only to train to make a pilot but also to make him 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 made remarkable expansion of its existing infrastructure, viz. doubling the capacity of hostel from 72 fully furnished rooms to 144 and a separate 20 room girls' hostel and renovation of hostel rooms, construction of additional 'C' & 'D' Type of Residential Quarters, renovation of all the existing residential quarters, institutional block & Engineering office buildings, re-carpeting of roads, installation of Solar Water Heating System in hostels, installation of Air-conditioning plant having capacity of 60 TR X 3, laying of additional bore well to meet the enhanced requirement new water supply lines, renovations of Sports Complex, Recreation Centre, Mess Kitchen, etc. are the other major infrastructure up-gradations carried out in the institutional area. In the airport side, runway re-carpeting, taxi-track re-carpeting, installation of new runway lights, renovation of two existing old hangars, building a third hangar, expansion of Apron, installation of high mast lighting, etc. were also carried out. The Akademi's infrastructure, such as exclusive Runway & ATC, Night Flying facilities including Nav. Aids



## Indira Gandhi Rashtriya Uran Akedemi

like Instrument Landing System (ILS) & Precision Approach Path Indicator (PAPI) are the hallmark of a flying training institution that matches contemporary international standards.

### 8.3 ORGANISATION

The Akademi is an Autonomous Body under the control of the Ministry of Civil Aviation. The Governing Council with Secretary, Civil Aviation as its Chairman is the highest body of the organization.

The Akademi is headed by a Director who is assisted by Departmental Heads.

### 8.4 GROUND TRAINING

#### (a) Basic Training

On arrival at the Akademi, the students in the initial phase undergo Ground Training in Basic Aviation Science subjects along with the subjects specific to the aircrafts like Zlin, TB-20 aircraft, DA40 and DA42 Aircraft which they are likely to fly.

The Ground Training in Aviation subject comprises of **570** hours of Class Room Lectures. **(410 hours for CPL and 160 hours for ATPL Course)**

This sets a sound foundation for the Line Oriented Flying Training (LOFT) which follows, thus preparing the Pilot Trainees to adapt to fast developing needs of Aviation Industry.

#### (b) Audio Visual Aids

To impart ground training effectively, the Akademi has modern audio-visual aids including a large number of video training films and slides, working and schematic models of various aircraft components and systems, Computer Based Training (CBT) system.

### 8.5 FLYING TRAINING

#### (a) Pre-flying Ground Training (PFGT)

PFGT is carried out by experienced flying instructors. Group briefing on important exercises is carried out over and above thorough personal briefing and debriefing prior to and after each flight.



#### (b) SIMULATOR TRAINING

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

For multi-engine training a Diamond DA42 flight simulator with CAE visual system having 180 degree field of view is available.

#### (c) AIRCRAFT

- (i) The Akademi has **Thirteen** DA40 aircraft equipped with glass cockpit.
- (ii) The Akademi also has **Five** 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.
- (iii) In addition, the Akademi has **Four** Zlin Z242L aircraft. It is a piston single engine aircraft with fixed under carriage and is equipped with modern Navigational Aids.
- (iv) The Akademi has **Two** DA 42 aircraft. The final stage of training is carried out on this aircraft. This is a twin-engine aircraft. The aircraft is equipped with modern and sophisticated radio & navigational aids. Particular attention is paid to Line Oriented Flying Training. The students graduate with multi-engine endorsement and instrument rating on their Commercial Pilot Licence.





**(d) FLYING TRAINING SYLLABI**

**For Ab-initio toCPL trainees**

**Single Engine**

- For Ab-initio to CPL trainees
- 20.00 hrs. Simulator training on FNTP.
  - 185.00 hrs flying on TB-20/DA-40/Zlin aircraft.

**Multi-Engine Training**

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 hrs. on DA-42 Simulator.

**8.6 Main achievements**

The details of pilot's trained/under training in the Akademi during the last 7 years are as follows:

| Particulars  | Total No. of Trainees       |                |
|--|-----------------------------|----------------|
|  | Completed (2006-07-2013-14) | Under Training |
| Fixed Wing (CPL/IR/ME)                                 | 466                         | 175            |
| Multi-engine endorsement (other than regular trainees) | 49                          | -              |
| <b>TOTAL</b>   | <b>515</b>                  | <b>175</b>     |

Flying training of **175** trainees is in progress.

**NUMBER OF HOURS FLOWN DURING THE LAST 07 FINANCIAL YEARS**

**(APRIL – MARCH)**

| Year (April to March) | Hours Flown |
|-----------------------|-------------|
| 2006-07               | 7551:35     |
| 2007-08               | 9557:05     |
| 2008-09               | 10756:25    |
| 2009-10               | 11993:25    |
| 2010-11               | 16231:35    |
| 2011-12               | 16760:00    |
| 2012-13               | 16006:00    |
| 2013-14               | 18774:25    |



The standard achieved by the students during their training at the Akademi is comparable to international standards. The performance of the graduates of the Akademi, who have joined Air India, Indian Airlines and other private Airlines has been appreciated by their respective employers.

**(a) TALON**

Flight training at IGRUA is managed through a web-based training management system called TALON. It is a system which offers unprecedented tools for managing scheduling, curriculum, security, student records, resources, planning tools, flight following/operations and more.

**(b) Internet/LAN facility**

In order to improve the communication facility as well as to keep updating all aviation related matters which could be a part of training curriculum, IGRUA has provided internet facility in almost all important official location and the facility of training data sharing is also provided through the Local Area Networking (LAN).

**(c) Web Camera**

To facilitate better management of the man and machinery by improving the surveillance/safety over the different functional areas in the Akademi, Web Cameras are installed at all important locations like Aircraft Tarmac and aircraft maintenance workshop, Class Rooms, Flight Operations, Mess Area, Airport/ Institutional exit areas, etc.

### **8.7 Pollution Control**

Maintenance of aircraft and its equipments/spares is being done in the Akademi, which does not involve any production/manufacture. However, the following steps are being taken in the Akademi for pollution control:

**(a) Control of Ambient Air Pollution:**

- (i) Vehicle engines are properly maintained within the prescribed limits of emission.
- (ii) Solid waste is burnt in a manner so as to cause minimum fumes.

- (iii) Forestation is actively pursued to maintain a green environment in the Akademi

**(b) Waste Water Disposal:**

The Akademi has proper under ground drainage system and an efficient sewage plant to ensure that the water sources are not polluted in any manner.

**(c) Solid Waste Disposal:**

The bio-degradable solid waste materials collected from Mess Kitchen & from residential area are processed in a newly established Vermiculture Yard. The manure is being used in various gardens of the Akademi.

### **8.8 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 Public Information Officer (PIO) Mr. R.K. Dwivedi and Appellate Authority (Director IGRUA) for any information under RTI Act.

### **8.9 Women's Welfare**

IGRUA has Twelve women employees (3 Regular + 9 Contractual) and their welfare is being looked after through normal administrative channels. A committee comprising three members is also looking after the women welfare issues pertaining to sexual harassment.

### **8.10 Steps Taken to Improve Public Grievance Redressal 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. At present no public grievances exist.

### **8.11 Issue Related to Development Activities Taken In North East**

Akademi is an Autonomous Body having its Headquarter at Fursatganj, Amethi (UP) only and hence there is no such issue.

### **8.12 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 to older persons.

### 8.13 Representation of SCs/STs/OBCs

The details of representation of SC/ST/OBC as on 31/12/13 is given in the chart below:

| Name of Organisation                 | Total No. of Emp. | Total No. of SC Emp. | %age  | Total No. of ST Emp. | %age | Total No. of OBC Emp. | %age  |
|--------------------------------------|-------------------|----------------------|-------|----------------------|------|-----------------------|-------|
| 1                                    | 2                 | 3                    | 4     | 5                    | 6    | 7                     | 8     |
| Indira Gandhi Rashtriya Uran Akademi | 189               | 40                   | 21.16 | 01                   | 0.53 | 76                    | 40.21 |

### 8.14 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 successfully qualifying Devnagri Typing Test. Computers have been modified with special Hindi Software for use of Hindi and one Hindi software has been purchased for Akademi and it is in operation. A Hindi magazine "Kshitij" is published regularly by IGRUA.

### 8.15 Sports Facilities

IGRUA has indoor and outdoor sports facilities for games like squash, badminton, basketball, volleyball, football and well equipped gym with multi-gym equipments and pool table. A swimming pool is in the construction stage.

### 8.16 Cultural Activities

IGRUA has a Musical Instruments Room. Cultural programs are periodically organized to encourage extra-curricular activities. To facilitate organizing such functions an Auditorium is also being constructed.

### 8.17 Implementation of Persons with Disability (PWD) Act 1995

In accordance with the guidelines issued by Ministry of Social Justice & Empowerment on Persons with Disabilities, due consideration is being given to disabled persons.

IGRUA is a flying training institute and the nature of job in Group A, B and some of the C posts is highly technical. Hence, the possibility of appointing disabled person in these jobs does not exist. However, two disabled persons are working in IGRUA.

IGRUA has no separate Scheme, Budget Allocation and Expenditure for persons with disability but their welfare is being looked after by the Administration/Liaison Officer.

### 8.18 Upgradation of Indira Gandhi Rashtriya Uran Akademi (IGRUA)

The following are the infrastructure up-gradation programs that are on the anvil:

- Construction of Swimming Pool
- Conversion of Simulator Hall into Auditorium including furnishing

### 8.19 Fee Structure

Training Fee for Ab-initio to CPL Course with Multi Engine endorsement is Rs.32.50 lacs (plus applicable taxes @ 12.36% at present) and Boarding & Lodging charges (approximately Rs.8,000/- P.M.).

### 8.20 Future Plans

In the next five year plan period, MoCA has planned to upgrade the Akademi to an Air University, the only one of its kind in India. The work of land acquisition for establishing Air University is in process. Further, it has plans to establish MRO and Cargo Hub in IGRUA, besides re-introduction of CHPL Course.

Establishment of AME School and recommencement of Helicopter Training is also on the anvil.







## 9. Pawan Hans Limited

### 9.1 ORGANIZATION

Pawan Hans Limited (PHL) (name changed from Pawan Hans Helicopters Ltd. w.e.f. 14.1.2013) was incorporated in October, 1985 (under the name of 'Helicopter Corporation of India Limited') as a Government Company under the Companies Act, 1956 with the primary objective of providing helicopter support services to the oil sector in offshore exploration, operate in hilly and inaccessible areas and make available charter flights for promotion of travel and tourism. The Company has added 3 more objects in the Main Objects of the Company on 23.12.2009 namely for setting up of Training Institute of AME, pilots, operation of Sea Plane and setting up of specialised Institute for Safety Audit and Excellence and setting up of Heliport and joint ventures for O&M of helicopters. The Registered Office of the Company is located at Safdarjung Airport, New Delhi and its Regional Offices are at Mumbai, New Delhi and Guwahati. Pawan Hans shifted its Corporate Office to its new office building at C-14, Sector-1, Noida in April, 2010.

### 9.2 CAPITAL AND ORGANIZATION STRUCTURE

The Company's authorized capital was increased from Rs.120 crores to Rs.250 crores on 03.12.2010. The paid up share capital of the Company was also increased to Rs.245.616 crores comprising of Rs.125.266 crores in the name of President of India (from

Rs.89.266 crores earlier) and Rs.120.35 crores in the name of ONGC Ltd. (from Rs.24.50 crores earlier) after equity shares allotted on 14.2.2011. Accordingly, the shareholding of the Government of India and ONGC in the Company stand changed from 78.46% and 21.54% respectively to 51% and 49% respectively.

The Board of Directors comprise of Company's Chairman-cum-Managing Director and other 5 part-time directors (JS-MOCA, AS&FA-MOCA, DGCA, Director (Offshore)-ONGC and ACAS (T&H)-Air Force). It has a team of dedicated highly motivated and skilled manpower comprising of pilots, engineers, executives, technicians and support staff.

### 9.3 FLEET PROFILE

Pawan Hans has emerged as one of Asia's largest helicopter operators having a well-balanced own operational fleet of 46 helicopters at present with pan India presence. The Company has been able to secure long-term contracts with Institutional clients mainly in the Oil Industry and Government Sector mainly under competitive tender conditions. Pawan Hans has transited from its Quality Management Systems under ISO 9001:2008 standards to ISO 14001 and 18001 Certification which is known as Integrated Management System covering Environment and Safety aspects. The Company has achieved flying of more than 7.00 lakhs hours and 25 lakhs landings on its fleet since its formation.





## Marks of Excellence

- A profit making, dividend paying PSU
- One of the Asia's largest Helicopter Service company with Pan India Operations
- Credit Rating upgraded from "Ind A" to Stable "Ind A+" in 2013
- An ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 Certified Company
- Fleet of more than 50 Helicopters with highly experienced Pilots, AMEs and technicians
- Flown over 6,00,000 hrs with more than 22 lakhs landings
- Established National Institute of Aviation Safety & Services (NIASS)
- Modern Helicopter maintenance facilities at Mumbai and Delhi equipped with latest technologies
- Rich experience in off-shore, onshore and disaster management operations
- Building shareholders value and client confidence through our company wide focus on safety
- Attaining high performance through IT transformation





The Company's operational fleet profile as on 31.03.2014 is as follows: -

| Helicopter type  | Passenger Seats | No. of helicopters |
|------------------|-----------------|--------------------|
| Dauphin SA365N   | 11              | 18                 |
| Dauphin AS365N-3 | 11              | 17                 |
| Bell-407         | 6               | 3                  |
| AS350B3          | 6               | 2                  |
| Bell 206L4       | 6               | 3                  |
| MI-172           | 26              | 3                  |
| <b>Total</b>     |                 | <b>46</b>          |

Spectrum of Pawan Hans Operations



The Company has Operation & Maintenance Contracts of 5 Dhruv helicopters owned by BSF (MHA) with M/s. HAL. These Dhruv helicopters are being used by BSF for Anti-Naxal activities.





**9.4 FLEET DEPLOYMENT**

• **Operations for ONGC**

Pawan Hans has been providing helicopter support for offshore operation of ONGC for carrying its men and vital supplies round the clock to drilling rigs situated in Bombay offshore platforms. Pawan Hans operates to ONGC's Rigs (mother platforms and drilling rigs) and production platforms (wells) within a radius of 130 nm. from the main land at Mumbai. At present 10 Dauphin N3 helicopters are on contract with ONGC out of which 2 Dauphins are stationed overnight at the main platforms in addition to a dedicated Night Ambulance to meet any emergency evacuation.



• **Other Customers including North East States**

The Company is providing helicopter services to several State Governments namely, Meghalaya, Mizoram, Maharashtra, Tripura, West Bengal, Sikkim, Odisha, Himachal Pradesh, Arunachal Pradesh, Ministry of Home Affairs, Administration of Andaman & Nicobar Islands and Lakshadweep Islands. The Company is also providing helicopter services to NTPC, GAIL, GSPC, British Gas,

etc. During the month of March 2014, 06 no. of helicopters have been deployed for charter/ election flying.

• **Passenger Services**

The Company had got contract for operating helicopter services from Mata Vaishno Devi Shrine Board from Katra to Sanjichat under competitive conditions after being declared the lowest bidder from April 2008 to March 2011 and again from April 2011 to March 2014.

Pawan Hans runs the helicopter services from Phata to the Holy Shrine of Kedarnath during the May-June and September-October seasons every year. Pawan Hans has also been awarded contract by Shri Amarnath Shrine Board for operating "Helicopter services for the Shri Amarnathji Yatra 2012 and 2013" started services during season w.e.f. 25th June 2012 with 2 Bell 407 helicopters. Again Pawan Hans has been awarded contract by Shri Amarnathji Shrine Board for helicopter services for Shri Amarnathji Yatra 2014 and 2015.



• **Relief & Rescue Operation conducted by Pawan Hans during Uttarakhand flood in 2013.**

In the recent floods in Uttarakhand in June 2013, Pawan Hans had provided five helicopters for rescue mission and had operated 141 hours, rescued 1046 passengers and carried food / medicines of 6990 kgs.





During the 12th Five Year Plan Period (2012-17) the projections related to Pawan Hans approved by Planning Commission are for Acquisition of 10 helicopters and 02 seaplane, import of equipments, creation of maintenance centre / JV, Building Projects and others for a total amount of Rs.725 crores through IEBR. The 12th Five Year Plan projections of Pawan Hans have been revised to further augment the fleet by acquisition of 22 helicopters and 02 seaplanes at a cost of Rs.1189 crores. The revised plan has been submitted to the Ministry of Civil Aviation for approval from Planning Commission.

Towards new business initiatives the Company is making efforts to start seaplane operations in A&N.

**9.5 FLEET AUGMENTATION**

The Company has purchased 10 Nos. new Dauphin N3, 3 Nos. AS350B3 and 2 Nos. Mi-172 helicopters with an estimated project cost of Rs. 635 crores. The 5 Nos. Dauphin N-3 and 3 Nos. AS350 B3 helicopters received till March 2011, 5 more new Dauphin N3 helicopters received till March 2012 and 2 Mi-172 helicopters were received in August 2012.

**9.6 FUNDING FOR FLEET AUGMENTATION**

ONGC has funded Rs.261 crores, being 80% cost of 7 numbers Dauphin N3 helicopters. ONGC has subsequently converted part of this loan (Rs.95.85 crores) into paid up equity capital in the Company. NTPC has funded the cost of Rs.52 crores of one Dauphin N3 helicopter with long term charter lease of the new helicopter for 10 years. The Company availed terms loan of Rs.90.82 crores from EXIM Bank for financing 80% cost of 2 Dauphin N3 helicopters and availed term loan of Rs.95.18 crores (approx.) from Vijaya Bank for financing 80% cost of 2 Mi-172 helicopters with tenor of 10 years. The Company had got credit rating from India Ratings on the term loans of "Ind A" (stable) which has been upgraded recently to Ind A+ (stable).

**9.7 HELIPORT/HELIPAD IN DELHI AND ADJOINING AREAS**

DDA has allotted 25 acres land near Rohini New Delhi in June, 2009 in the name of Ministry of Civil Aviation for construction of the Heliport. Pawan Hans has been assigned the task of Development of Rohini Heliport at a Project cost of Rs. 64 crores with funding by the Government towards the Land cost and 80% cost of development. The Ministry of Civil Aviation on 31.3.2010 has contributed further equity capital of Rs.36 crores for project cost of Rs.64 crores for Heliport at Rohini. The Company created basic Helipad facilities at Rohini for the CWG, 2010. The Environment clearance for the Rohini Heliport Project was issued by MoEF on 31.10.2011. Further, Architect cum Project Management Consultant (APMC) has been appointed for Heliport designing, planning & operations and tender for appointment of construction agency issued. Technical and financial evaluation of the bidders has been completed. Master Plan and Building drawings have been approved by DGCA, BCAS and AAI. DDA has issued clearance for the heliport on 22.1.2014 and award of contract to construction agency has been issued on 13.2.2014.





### **9.8 TRAINING ACADEMY AND HELIPORT AT HADAPSAR, PUNE**

Pawan Hans was assigned the task to develop a Helicopter Training Academy cum Heliport at the existing Gliding Center at Hadapsar, Pune which is owned by DGCA. Project has been approved by Ministry of Civil Aviation and the DGCA has released an amount of Rs.10 crores as GBS for the purpose. Pawan Hans signed MOU with DGCA on 17th May, 2010 for using land and other infrastructural facilities for this purpose at the Gliding Centre, Pune on behalf of DGCA. Pawan Hans has got planning, designing and construction work done through NBCC on deposit work basis at the cost of Rs.10.40 crores. The project cost has been revised to Rs.11.30 crores and NBCC has been requested to complete the balance work.

### **9.9 MOU WITH MINISTRY OF CIVIL AVIATION**

Pawan Hans signs MoU with the Ministry of Civil Aviation every year after Task Force negotiation meeting in Department of Public Enterprises. For the year 2012-13 as per Performance Evaluation Report submitted by Pawan Hans, the MoU rating "Good" has been assigned to Pawan Hans.

### **9.10 ENGINEERING / MAINTENANCE ACTIVITIES.**

The Company has established state-of-the-art maintenance facilities in Mumbai and New Delhi approved by DGCA for maintenance of its fleet of helicopters. Meticulous maintenance checks on helicopters are carried out and extensive workshops with in-house facilities provide the back up. Maintenance capability has been upgraded to carry out major 'G' Inspections on Dauphin helicopters totally in-house without any foreign assistance which leads to saving of foreign exchange on account of lower cost of repairs/inspections. The scope of approval of maintenance facilities at Mumbai have been extended to include 'G' inspection (Airframe overhaul at 6000 hours) on Dauphin N3 helicopters during the year under review. A

total of 32 inspections consisting of T/2T/5T(600 hrs./1200 hrs./3000 hrs.) inspection and 2 'G' inspection (5400 hrs.) on Dauphin helicopters was carried out during 2013-14 by the Company from within its resources. The enhancement in workshop facilities is a continuous process with every extension in scope a milestone.

### **9.11 HUMAN-RESOURCES DEVELOPMENT**

The staff strength of regular and contractual employees as on 31st March 2014 was 899 as against 924 as on 31st March 2013.

Industrial relations during the period generally continued to be cordial and regular meetings with employee's representatives were held. The issues concerning employees were resolved through discussion. The new wage settlement due w.e.f. 1.1.2007 has been implemented for the non-technical and technical employees.

Training of all employees i.e. Executives, Pilots, Engineers, Technicians and Support staff continued to receive high priority. The resources of Aviation Training School were utilized for conducting various refresher courses for Pilots, Engineers and Technicians on regular basis. PHL is laying special emphasis on Training of the crew and Training methodology to enable pilots to tackle the emergent situations. Simulator training of all crew is also ensured which involves training on handling all kinds of critical emergencies so that pilots are better prepared to handle such emergencies while flying. The Company has undertaken Simulator training for 43 pilots in the last one year at M/s. HATSOFF, Bangalore for Dauphin fleet.

### **9.12 SAFETY MEASURES**

Pawan Hans has undertaken Safety Initiatives to upgrade the operation and maintenance systems to avoid recurrence of such incidents. Pawan Hans is implementing Safety Management System (SMS) for its operations and maintenance activities as per ICAO/DGCA guidelines and has already





implemented two phases of SMS out of four which includes management of safety through reactive processes. A new Safety Oversight department has been created and a Voluntary Reporting System and Hazard Reporting System has been introduced in the company. The company has introduced.

### 9.13 FINANCIAL PERFORMANCE

The financial performance during the period from 2007-08 to 2013-14 (Provision/Actual) is as under:

(Rupees in crores)

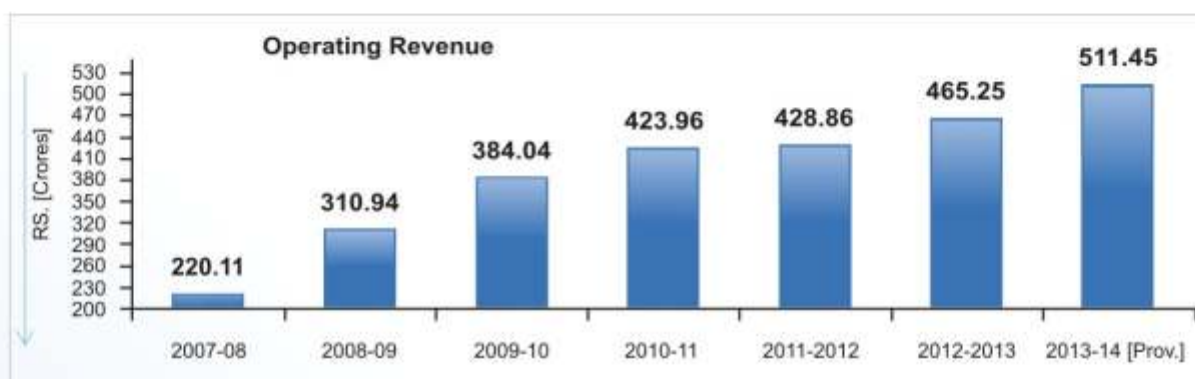
| Particulars  | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14<br>(Provisional/<br>Actual) |
|--|---------|---------|---------|---------|-------------------------------------|
| <b>A) Total Revenue including other income</b>                           | 396.09  | 430.47  | 438.15  | 482.05  | 525.17                              |
| <b>B) Expenditure</b>  |         |         |         |         |                                     |
| i) Operating & non-Operating expenses including Prior Period adjustments | 309.79  | 336.36  | 376.75  | 380.32  | 424.16                              |

FOQA (Flight Operations Quality Assurance) system in its operations to analyse and monitor operation of helicopters. Safety Policy of the company has also been revised to include Safety as a core activity of the company. The Company has started in June 2010 National Institute of Aviation Safety & Services at Delhi for Safety Management System and Safety Awareness in the country. The Institute is conducting courses on Aviation Safety and would also provide consultancy services to other clients, new start-ups and audits of various helipad/heliport/offshore installations.

Comprehensive internal audits of all operational bases of PHL is carried out regularly by PHL team. Safety Meetings are conducted at all detachments periodically wherein all safety issues are debated in detail and action taken wherever required. There has been a considerable improvement in sense of safety preparedness and safety culture of the organisation. Quality audits of organizational procedure, quality audits of aircrafts and remedial action procedures as per C.A.R. 145-A30-C are being followed. All Engineering Department Heads at Regions, Quality Manager, Maintenance personnel at Bases / Detachments have been advised to promptly ensure compliance as per the above C.A.R. and ensure proper and timely corrective actions on the reports of internal audits.



|  |       |       |         |       |       |
|--|-------|-------|---------|-------|-------|
| ii) Depreciation                                     |       |       |         |       |       |
| Total  | 38.21 | 46.53 | 60.30   | 73.79 | 76.82 |
| C) Profit before prior period/extraordinary          | 48.09 | 47.58 | 1.09    | 27.94 | 24.19 |
| D) Extra ordinary Items                              | 7.05  | 1.85  | 21.34   | -     | 6.40  |
| E) Profit/(Loss) after adjustments                   | 55.14 | 49.43 | 22.43   | 27.94 | 30.59 |
| F) Provision for Income Tax/ Deferred tax liability. | 19.55 | 30.93 | 32.78   | 16.24 | 10.47 |
| G) Net Profit / (Loss) after tax                     | 35.59 | 18.50 | (10.35) | 11.70 | 20.12 |



As part of turn around strategy in 2012-13 & 2013-14, many transformation programs and cost cutting measures were undertaken from April, 2012. The cost reduction measures resulted in substantial reduction in expenditure to the tune of Rs.9.40 crores primarily by saving Rs.3.20 crores in over overtime and saving of Rs.6.20 crores by way of strict monitoring of expenses on advertisement, travel expenses, TA//DA overheads and business promotion expenses. Inventory management system was implemented for efficient and effective control of inventory budget. Strict control of time schedule for ONGC helicopter deployment to avoid delay in provisioning helicopters. To improve operational efficiency and MIS all the bases were instructed for daily manifest entry logged in computer system. Cross conversion of pilots on





different type of helicopters was encouraged which led to their efficient utilization and higher flying hours per pilot as per CAR on all type of fleets. Strict control/ monitoring to avoid delay in departure and AOG in provisioning of helicopters for ONGC to generate more revenue and minimizes total loss. A dedicated team for speedy Recovery of outstanding amount was formed primarily for North Eastern States.

Pawan Hans has laid a strong foundation in terms of trained manpower and excellent safety standards. The Company looks forward to a bright future.

#### 9.14 PENDING ISSUES

##### CLAIM TO GOVERNMENT OF INDIA

In respect of pending issue of Government of India claim, the Ministry of Civil Aviation submitted a proposal to Ministry of Finance in December,2007 that the Government may reconsider the claim by Ministry of Finance and waive off the total amount of Rs.470.22 crores (Principal amount Rs.130.91 crores and interest upto 31.03.2001; Rs.339.31 crores) claimed from the Company so that the existing funds could be utilized for fleet expansion and other capital outlay programmes which are essential for the survival of the Company under the competitive environment prevailing in the Civil Aviation industry in India. The Ministry of Finance has not agreed to this proposal and has advised that the Company be asked to deposit the said amount in Government Treasury. As per the decision of the Board of Directors, the Company submitted in January, 2009 a draft Note for Committee of Secretaries to Ministry of Civil Aviation seeking waiver of the claim of Gol aggregating Rs.470.22 crores from PPHL.

Consequent to the meeting with Ministry of Finance held on 29.04.2012 regarding Settlement of MoF Claim, it was decided that a Business Plan for the Company be formulated for XII Five Year Period (2012-17) keeping in view the prevailing competitive conditions and ONGC requirement of 5 years vintage of

Helicopters under Tenders and how the MoF claim of Rs.470.22 Crores would be an impediment to the overall growth of the Company. SBI Capital Market Services Ltd. Report after its approval by Board was submitted to MoCA on 02.07.2012 for onward submission to Ministry of Finance. Meetings were called on 7th August 2013 and 26th December, 2013 by Ministry of Finance to discuss the issue. Another meeting was held in the Ministry of Finance between JS(PFI)-DOE and JS-MoCA on 26.3.2014. Accordingly, it was viewed that a Cabinet note may be moved by MoCA for conversion of loan into equity and waiver of interest. Draft Cabinet note is under preparation. The Company has considered the claim of Gol as Non-current liability under the Revised Schedule-VI. The Company had earlier made provision of Rs. 339.31 crores during the financial years 1999-2000, 2000-01 and 2002-03 towards interest and other charges upto 31.3.2001 as claimed by the Ministry of Finance and the same is being carried forward.

##### 9.15 YEARS VINTAGE ISSUE AND SHORTAGE OF QUALIFIED PILOTS

The vintage condition of 5 years for requirement of helicopters imposed by ONGC is a cause of concern as the Company would again need new medium helicopters in the year 2015-16 onwards for future tenders of ONGC. The 5 years vintage condition has major implication on pricing due to heavy impact of interest and depreciation on new helicopters. Due to prevailing low charter rates for helicopters in Oil Exploration & Production Sector in India, foreign operators are not bidding for offshore tenders. The vintage of 5 years is too stringent and needs to be increased say 10 years. The existing Dauphin N helicopters which were made fully Aviation Standard-4 compliant in the year 2007 by installations of Safety Equipments at substantial capital cost became out of ONGC contract and their full deployment is a major cause of concern for the Company. The airworthiness of Dauphin N helicopters is

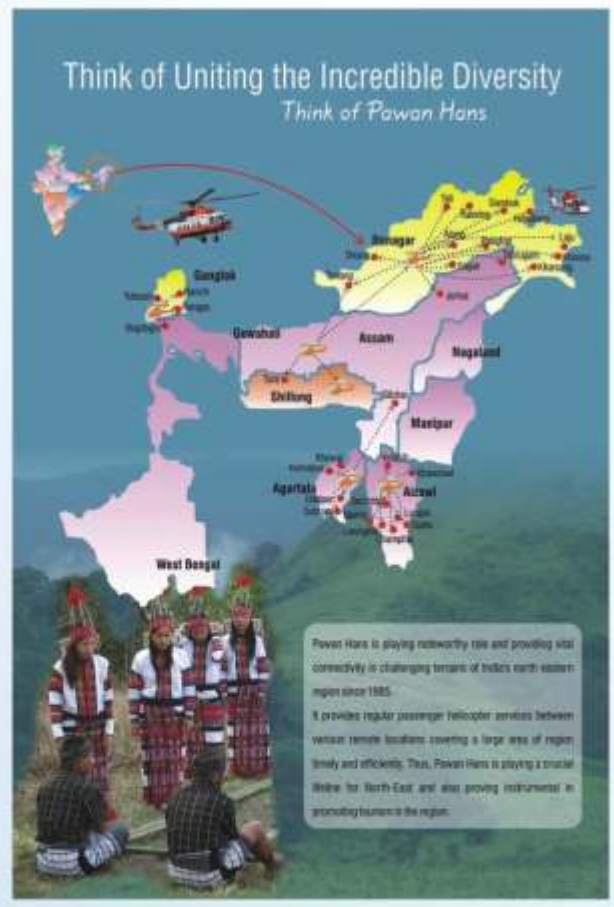




approved by DGCA and this issue was taken up with ONGC/Ministry of Petroleum & Natural Gas through MoCA, however, ONGC did not agree. Pawan Hans has requested ONGC vide letter dated 20.3.2014 to consider waiver of vintage clause and their response is awaited. On account of vintage of over 25 years of Dauphin N helicopters, these helicopters are not finding ready acceptability in the market from various present /potential customers. Similar issues are being faced with respect of 16 years old three Bell 206 L4 helicopters.

**9.16 STEPS TAKEN TO DEVELOP THE ACTIVITIES IN NORTH-EAST**

Pawan Hans currently operates air services to 6 states including West Bengal; there by established North East Region with headquarter at Guwahati to strengthen Air Connectivity in the remote locations of **North Eastern Region**.



**9.17 KEY INITIATIVE TAKEN IN 2012-13**

**Increase in Efficiency**

- Daily manifest entries logged in computer system from all the detachments
- Cross conversion of pilots (Cross conversion of 16 pilots from Dhruv & Bell 206 L4 has been converted to Dauphin & Mi-172), This initiative leads towards optimal utilization of the crews
- Rostering of pilots to ensure optimal utilization.
- Organization restructuring: Creation of Eastern Region for improved focus on NE.
- Strict control/monitoring to avoid delay in departure and AOG in provisioning of helicopters for ONGC to generate more revenue and minimizes total losses.
- Inventory management system was implemented for efficient and effective control of inventory budget.
- Substantial increase in helicopter serviceability from 80% to 83%

**Cost Reduction measures**

- Improved Control over Overtime, reduction in expenditure towards in advertisement and publicity, travelling etc.

**Business Initiatives**

- **British Gas:** One Dauphin N3 helicopter inducted for offshore operation at Mumbai.
- **GAIL:** AS 350B3 Helicopter inducted for pipeline surveillance for a period of 2 years through competitive bidding.
- **Meghalaya:** Dauphin N3 helicopter inducted for a period of 2 years.
- **Mizoram :** Dauphin N helicopter inducted for a period of 3 years.
- **Himachal Pradesh :** Inducted one Mi-172 helicopter for 5 years.
- **Arunachal Pradesh :** Inducted one Dauphin and one Mi-172 helicopters for 2+1 years.
- **Govt. of Kerala:** Feasibility study (DPR) carried out for introduction of Seaplane



- **Govt. of West Bengal:** Launched regular Helicopters operations in Digha, Sagar, Durgapur, Haldia, Darjeeling etc. Helicopter operations has been launched successfully.
- **Government of Tamil Naidu :** Feasibility study carried out for introduction of helicopter services for Ooty, Coimbatore-Madurai sector etc.
- Heliports/Helipads- Rohini & Akshardham, New Delhi.
- Helicopter Training Centre & Heliport – Hadapsar, Pune.
- Launching of Helicopter services in GOA.
- Heli services in Himachal Pradesh.

#### Safety Initiatives

- Implementation of Safety Management System.
- An independent Safety Department created.
- Effective & Extensive internal audit procedures implemented.
- All DGCA initiatives and audit observations are being complied
- Strict monitoring of Flight Duty Time Limits of crew being done.
- All detachments and main Bases has been audited twice in a year for monitoring compliance to the Safety measures in line with DGCA requirement (CAR)
- Safety recommendations of the Accident Investigation Committees under implementation.

#### 9.18 EMERGING SCENARIO

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



#### 9.19 WOMEN WELFARE

Women Cells and Sexual Harassment Committee have been set up separately for all Offices of the Corporation. The Company has been making consistent efforts to promote all round development and ensure provision of all essential amenities for them. The Corporation has also been sponsoring women employees for in-house training as well as to outside specialized institutions for their skill upgradation.





### 9.20 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 PGRAM to settle any public grievance. Further there exists a Public Grievance Redressal Machinery dealing with the complaints by Director at Corporate Office and Grievance Officer at Regions.

### 9.21 REPRESENTATION OF SC/ST AS ON 31.03.2014.

| Name of Organisation | Total No. of Emp. | Total No. of SC Emp. | %     | Total No. of ST Emp. | %    | Total No. of OBC Emp. | %    |
|----------------------|-------------------|----------------------|-------|----------------------|------|-----------------------|------|
| 1                    | 2                 | 3                    | 4     | 5                    | 6    | 7                     | 8    |
| Pawan Hans           | 467               | 75                   | 16.06 | 38                   | 8.14 | 42                    | 8.99 |

Pawan Hans has also employed persons with disabilities.

### 9.22 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.

#### 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 November 2011. An independent External Monitor (IEM) has also been appointed with the approval of CVC. The Whistle Blower Policy of the Company has been approved by the Board of Directors. Conscientious functioning of the Vigilance department had added to the efficiency and image of the organization as well as to the code of accountability. The vigilance has released second hand book educating employees about tendering, procurement and CVC guidelines relating to procurement and tenders. Vigilance department has also been carrying out various case studies so as to improve, simplify the existing procedure and practices prevailing in the organization especially in the areas requiring system improvement so as to increase the efficiency, curtail expenses and impart transparency.

#### 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/Week, holding Hindi workshops, granting monetary incentives and issuing bilingual advertisements and compliance to Section 3(3) of Official Language Act, 1963.

### 9.23 CITIZEN CHARTER/WELFARE OF SENIOR CITIZENS

PHL has main cliental such as ONGC, various State Governments etc. The State Governments in various States in the North East have been utilizing the services of PHHL for running passenger services in their States. Pawan Hans is also providing helicopter services to passengers for Shri Amarnathji and Kedarnathji. Citizen Charter has been provided in the web site i.e. <http://www.pawanhans.co.in>. PHHL has been looking after Welfare of Senior Citizens by providing assistance to them wherever required.





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## 10. Airports Economic Regulatory Authority of India

The Airports Economic Regulatory Authority of India was established in 2009 under an Act of Parliament namely, AERA Act, 2008 to regulate tariff and other charges for the aeronautical services rendered at major airports and to monitor performance standards of such airports. Pursuant to its establishment, the Authority took various initiatives to carry out its regulatory functions as mandated in the AERA Act. AERA, after extensive stakeholder consultation, finalized and laid down its approach on regulation of Airports.

AERA has received tariff proposals from the airport operators for determination of tariff and has

determined the Multi Year and Annual Tariffs for major Airports namely, Chennai, Kolkata, Guwahati and Hyderabad.

During the year January to December 2013 the Authority issued 35 Consultation Papers and 54 Orders based on its approach towards regulation of Airports and aeronautical services details of which are on the website of the Authority ([www.aera.gov.in](http://www.aera.gov.in)).

Besides its statutory functions, AERA has taken initiatives on various fronts viz. Gender Budgetary Data, improvement in Public Grievance/Redress Public Grievances, welfare of its employees etc.





11

  
भारत सरकार  
GOVERNMENT OF INDIA  
**नागर विमानन विभाग**  
CIVIL AVIATION DEPARTMENT  
क्षेत्रीय निदेशक विमान सुरक्षा कार्यालय  
OFFICE OF THE DIRECTOR OF AIR SAFETY  
दिल्ली क्षेत्र, साफदरजंग एयरपोर्ट, नई दिल्ली-110003  
DELHI REGION, SAFDARJANG AIRPORT, NEW DELHI-110003

  
भारत सरकार  
नागर विमानन मंत्रालय  
विमान दुर्घटना अन्वेषण ब्यूरो  
साफदरजंग एअरपोर्ट नई दिल्ली - 110003  
GOVERNMENT OF INDIA  
MINISTRY OF CIVIL AVIATION  
AIRCRAFT ACCIDENT INVESTIGATION BUREAU  
SAFDARJANG AIRPORT  
NEW DELHI- 110003



## 11. Aircraft Accident Investigation Bureau

In accordance with the International Civil Aviation Organization (ICAO) SARPs and to provide independence of investigation function from the regulatory function, the Central Government has established Aircraft Accident Investigation Bureau independent from DGCA. The Bureau has started functioning since July, 2012.

The AAIB functions under overall supervision and control of Government of India, Ministry of Civil Aviation. AAIB has got immediate and unrestricted access to all relevant evidence without requiring prior consent from judicial bodies or other authorities. AAIB is required to carry out India's obligation towards ICAO as per specified standards.

Representative from Aircraft Accident Investigation Bureau (AAIB) participated in 50th Conference of Directors General of Civil Aviation Asia & Pacific Regions at Bangkok, Thailand from 01 July 2013 to 04 July 2013

### Accidents/Serious Incidents Report

During the year 2013-14, 10 accidents and 09 serious incidents had been reported, out of which 01 serious incident report has been accepted by MoCA. Rest of the Accidents and Serious Incidents are under investigation by Committees of Inquiry constituted for the purpose under Aircraft (Investigation of Accidents and Incidents) Rules 2012.









## 12. India Aviation 2014

### Event at a Glance

To promote the Indian Aviation Industry, the Ministry of Civil Aviation, Government of India & FICCI have jointly been organizing the "India Aviation" series of events. After three successful events in the years 2008, 2010 & 2012, the enthusiastic response from the industry made India Aviation 2008, 2010 and 2012, a big success. After the grand success of India Aviation, 2012, Fourth International Exhibition & Conference was held from March 12th – 16th, 2014 at Begumpet Airport, Hyderabad. India Aviation 2014 was an overwhelming success and the participants benefitted by the enthusiastic business response.





The event was inaugurated by the Hon'ble Minister for Civil Aviation – Shri Ajit Singh, in the presence of Shri E.S. Lakshmi Narasimhan, Hon'ble Governor, Andhra Pradesh, Shri Ashok Lavasa, Secretary, Ministry of Civil Aviation, H.E. Leocadial. Zak, Director, U.S. Trade and Development Agency and H.E. Mr. Francois Richier, Ambassador of France. The Inaugural Ceremony was well attended by over 650 representatives of National and International Aviation industry.

The Event received tremendous response from the Industry with U.S. participated as the Partner Country, FRANCE as the Guest Country at the Event.

#### EXHIBITION

- 204 Exhibitors participated.
- U.S.A. participated as the Partner Country, FRANCE as the Guest Country at the Event.
- Government of Andhra Pradesh was the Host state of the Show.
- Government of Karnataka participated as the Focus State & Government of Maharashtra participated as the partner state at the event.
- International Participation from Countries like Belgium, Canada, France, Italy, Lithuania, Russian Federation, Singapore, Switzerland, United Arab Emirates, United Kingdom and United States of America.

#### AIRCRAFT DISPLAY

- 26 Aircrafts participated in the show.
- Airbus A 380 and Boeing 787 Dreamliner were showcased at India Aviation 2014.



#### INTERNATIONAL CONFERENCE

The Conference was attended by 295 business delegates and it was instrumental in highlighting the investment opportunities in the Indian Aviation Sector and provided a platform for foreign companies to explore potential business partners for their future projects.

#### CEO's FORUM







## Annual Report 2013-14

- The CEO's Forum was attended by more than 42 CEOs of the major aviation companies.
- The Top Business leaders interacted and presented their business concerns with Secretary, Ministry of Civil Aviation.

### THEME PAVILION

Theme Pavilion was organized to showcase the evolution of Civil Aviation in India.

### OTHER IMPORTANT PLATFORMS DURING THE SHOW

- Workshop on Helicopter operations in India-Tourism, Helicopter Emergency Medical Services in India.

- Indo-U.S. Bilateral meeting.
- India-Singapore Bilateral meeting.
- Civil Aviation Aerospace Promotion Advisory Council Meeting.
- Meeting of Representatives of Russian Companies and Aeronautical Product Manufacturers of India.
- Round Table meeting with U.S.A.
- Meeting of Representatives of Russian Companies and Scheduled Operators.

### VISITORS

The Event was well attended by 6050 business visitors and 51,365 general visitors.

On the inaugural day, M/s SpiceJet entered into a MoU with Boeing for the purchase of forty two (42) Next Generation 737 MAX 8 aircrafts. The deal was signed by Shri S.L. Narayana, Group CFO of the Sun Group and Shri Dinesh Keskar, Senior Vice President, Asia Pacific and India sales, Boeing Commercial Airplanes. The deal of USD 4.4 Billion (Appx Rs. 26,000 Crores) is the largest ever deal signed in an Indian air show, till date.





ENTRANCE  
SECOND FLOOR





## 13. Accounting System in the Ministry

**13.1** The Secretary is the Chief Accounting Authority of the Ministry. Financial Advisor, Economic Advisor and the Financial Controller assist him in this task. The Financial Controller looks after the accounting organisation, with the assistance of an Assistant Financial Controller and seven Pay & Accounts Officers (PAOs). Accounting organisation comprises of the Principal Accounts Office, Internal Audit Wing, two Pay & Accounts Offices at Delhi and three outstation Pay & Accounts Offices at Mumbai, Kolkata and Chennai. The Principal Accounts Office consolidates the accounts of the entire Ministry and other related matters, apart from co-ordinating the administrative functions of all the Pay and Accounts Officers. The Principal Accounts Office also compiles Appropriation Accounts, Finance Accounts and Statement of Central Transactions, pertaining to the Ministry; arranges internal inspection of payments and the accounting records maintained by the various subordinate formations and conducts inspection of records pertaining to transactions of the Ministry.

The Internal Audit Organisation of the Ministry is headed by Financial Controller who is assisted by one Assistant Financial Controller, one Senior Accounts Officer and Four Assistant Accounts Officers. In addition

to this, one Senior Accountant and one Accountant perform the miscellaneous duties pertaining to Internal Audit. This wing is responsible for internal inspection of accounts maintained by the Ministry and its subordinate / attached offices located across the country. Audit is carried out in accordance with the instructions and procedures laid down in the Internal Audit Manual.

**13.2** A total of 20 paras included in the reports of the C&AG are outstanding as on 21.1.2014. Action Taken Notes (ATNs) have been sent to audit in respect of 11 paras. Of these 11 paras, vetted remarks of audit have been received in respect of 04 paras and replies of audit in respect of remaining 07 paras are awaited. Further action in respect of those paras where remarks of audit have been received, is being taken. Organization-wise break-up of pending audit paras is as under:-

| Name of Organisation                         | Number of pending paras |
|--|-------------------------|
| Ministry of Civil Aviation                   | 02                      |
| Airports Authority of India                  | 09                      |
| Air India Limited                            | 06                      |
| Pawan Hans Limited                           | 02                      |
| Mumbai International Airport Private Limited | 01                      |
| <b>Total</b>                                 | <b>20</b>               |

### 13.3 Details of Pending Audit Paras included in C&AG Reports (Civil)

| Sl. | No. & Year of the report                      | No. of Paras/PAC reports on which ATNs have been submitted to PAC after vetting by Audit | Details of the Paras/PAC reports on which ATNs are pending                |  |  |
|-----|---|--|---|--|--|
|     |   |  | No. of ATNs not sent by the Ministry to the Audit even for the first time | No. of ATNs sent but returned with observation and Audit is awaiting their re-submission by the Ministry | No. of ATNs which have been finally vetted by Audit but have not been submitted by the Ministry to PAC |
| 1.  | Para No.3.1 of Report No.9 of 2010-11 (Civil) | -  | Three   | One  | -  |
| 2.  | Para No.3.3 of Report No.9 of 2010-11 (Civil) |  |   |  |  |
| 3.  | Para No.18 of 2011-12 (Civil)                 |  |   |  |  |
| 4.  | Para No.5 of 2012-13 (Civil)                  |  |   |  |  |





Daily Non-stop flights from  
Sydney and Melbourne  
to New Delhi  
with Boeing 777-300ER





## 14. Welfare of Women

### 14.1 Introduction

In accordance with the instructions of the Ministry of Women and Child Development, a Cell headed by a Women Director as Nodal Officer, is functional in the Ministry of Civil Aviation, for overseeing the work relating to women's welfare and for taking suitable measures to provide convenient and hassle free working environment to the women members of the staff. Further, as per the guidelines of the Hon'ble Supreme Court of India, a Complaints Committee has also been constituted to examine complaints relating to sexual harassment of women at work places and to suggest remedial measures to prevent such harassment. All the organizations under the Ministry have also set up similar Cells and Complaints Committees. Instructions received from Department of Women and Child Welfare, National Commission for Women etc. from time to time, are circulated to all concerned for necessary implementation. The position of women's welfare/ cases of sexual harassment in the Ministry and its organisations is being monitored periodically and necessary action is taken wherever called for.

### 14.2 Gender Budgeting Cell

To look after the welfare of women in the Ministry, a Gender Budgeting Cell headed by a Director is functional in the Ministry. The broad functions of this Cell are:

- (i) To identify and ensure implementation of women welfare projects, laws and policies relating to women;
- (ii) To look after various aspects concerning working women in the Civil Aviation sector so as to examine the need for formulation of any specific schemes for welfare of women;
- (iii) Co-ordination with the Department of Women and Child Welfare and other concerned

agencies in respect of budgeting exercise and allocating resources for women welfare programmes / schemes;

- (iv) To review Plan schemes and other programmes of the Ministry of Civil Aviation to ensure that the aspects of women's welfare, development and empowerment are promoted through the programmes / schemes;
- (v) Interaction with various organisations in the Civil Aviation sector on the Gender Budgeting issues; and
- (vi) Dealing with all matters relating to Gender Budgeting and inclusion of Gender issues in the Annual Report/Programme Budget.

### 14.3 Bureau of Civil Aviation Security

Problems of the women employees, as 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.

### 14.4 Commission of Railway Safety

The offices of the Commission are generally located in Railway Office Complexes and the facilities provided therein such as toilets, rèche, tiffin room etc. Are availed by the female employees of the Commission as well. The women employees also participate in Mahila Samiti (the women's welfare organisation of railways). The instructions on welfare of women employees, issued by Government of India from time to time are being implemented.

### 14.5 Air India Limited

Air India Limited extends a number of welfare schemes to its employees such as canteen



A blue world map is positioned in the top left corner. A dashed blue line representing a flight path starts from the map and extends across the top of the page, passing through a helicopter and a commercial airplane flying over a range of snow-capped mountains under a clear blue sky.

## Welfare of Women

facility, subsidized transport, holiday homes, medical facilities, educational scholarships for wards of employees, financial assistance for pursuing higher studies, accommodation in staff housing colonies etc. In comparison to General Category employees, reservation/relaxation in eligibility is given to employees belonging to SC/ST categories (including women employees). A few welfare schemes, however, have temporarily been withdrawn in view of present financial position of the Company.

In Air India there is a healthy mix of male-female employees (19.45%) and they work as a team. No discrimination is made on the basis of gender. There is due representation of women employees at senior executive level and women equally participate in all the activities. As regards prevention of sexual harassment at work place, a mechanism to prevent sexual harassment at workplace was implemented in the year 1998.

The Company had amended its Rules and Regulations applicable to the officers as well as workmen categories of employees in the year 1999 and has included sexual harassment at work place as one of the misconducts and provide for appropriate penalties against the offender.

Further, 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. These Committees include an NGO representative also. These Committees are empowered in terms of the guidelines issued by the Hon'ble Supreme Court to enquire into the complaints of alleged sexual harassment made by women employees.

A Gender Sensivity Module is a part of the Ab-initio (at the time of joining) Crew Resource Management (CRM) Programme as well as recurrent CRM for Pilots and Cabin Crew.







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## 15. Facilities to Persons with Disabilities

### 15.1 Implementation of Guidelines

The guidelines issued by the Government on implementation of provisions under the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 from time to time are strictly followed. The Directorate General of Civil Aviation has also issued instructions through Civil Aviation Recruitment (CAR) relating to Carriage by Air of Persons with Disability and / or Persons with Reduced Mobility for compliance.

Directorate General of Civil Aviation (DGCA) has issued a Civil Aviation Requirement (CAR) on 1.5.2008 regarding carriage by Air of Persons with Disability and/or Persons with Reduced Mobility. This Car is available on the website of DGCA i.e. dgca.nic.in. As per the provision of CAR no airline shall refuse to carry persons with disability or persons with reduced mobility. DGCA has issued instruction to all scheduled domestic airlines to formulate a detailed policy for carriage of disabled persons or persons with reduced mobility including blind and publish the same on their respective website. All the airlines are also directed to make the above facilities available at different airports and also sensitize their employee in this regard.

### 15.2 Schemes / Budget Allocation

Although there are no separate schemes/ budget allocations for the benefit of Persons with Disabilities, however all facilities are provided as per the existing guidelines of the Government, like reservations in the posts, special conveyance, concessions etc.

### 15.3 Facility to Disabled Passengers / Persons

- Free wheelchairs and ramps for physically challenged in the terminal building on city side and airside at the airports.
- Toilets for physically challenged in each of the facilitation area with appropriate signage and lifts for free movements of wheel chairs.
- A separate ramp and a loading dock on the airside for wheel chairs movement into the commissary truck and to remote parked aircraft.
- Allocated manned PCO booths for persons with disabilities and parking slots in the car parking area of airports, especially earmarked for physically challenged passengers driving their own vehicles.
- Barrier free booking facilities and security check enclosures are designed to permit movement of wheel chairs in the security check at the airports
- Disabled friendly Immigration Counter at International Airports is being designed to provide the facility.





A world map is shown in the top left corner. A dashed blue line representing a flight path extends from the map across the sky. In the sky, there is a helicopter and a commercial airplane flying towards the right. The background shows a blue sky with white clouds.

## Facilities to Persons with Disabilities

### 15.4 Concession in Air journey

#### 15.4.1 Facilities to Persons with Disabilities

Air India offers 50% discount on the normal Economy class Basic fare for travel on the Domestic Network to physically disabled persons suffering from loco motor disability, with appropriate certification from designated medical officers that they are suffering from locomotor disability to the extent of 80% and above.

#### 15.4.2 Blind Persons

Air India offers 50% discount on the normal Economy class Basic fare to persons who are totally blind in both eyes for travel on the Domestic Network with appropriate medical certification from designated medical institutions that they are completely blind in both eyes.

#### 15.4.3 Cancer Patients

Air India offers 50% discount on the normal Economy class fare to Cancer Patients for travelling between Place of Residence and Place of treatment. The passenger is required to submit a form certified by a Cancer Institute / Hospital. Discount is available for travel on the Domestic Network and between India and Nepal.

#### 15.4.4 Armed Forces Discount

On the Domestic Sectors, Air India offers 50% Discount, on all levels of instant purchase Economy class basic fare, to the Armed Forces Personnel and related Categories. The discount is made available against the official ID Card issued by the Government of India. Related categories consist of Active Military Personnel and their Family members, Active Personnel of General Reserve Engineering Force and their family members, War Disabled Persons and their family members, Recipients of Bravery Award Level I & II and War Widows.







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## 16. Representative of India (ROI) on the Council of ICAO

### 16.1 AIMS AND OBJECTIVES OF ICAO

- The International Civil Aviation Organization (ICAO) is a specialized agency of the United Nations created with the signing in Chicago, on 7 December 1944, of the Convention on International Civil Aviation. ICAO is the permanent body charged with the administration of the principles laid out in the Convention.
- The ninety six articles of the Chicago Convention establish the privileges and restrictions of all Contracting States. The Convention accepts the principle that every State has complete and exclusive sovereignty over the airspace above its territory and provides that no scheduled international air service may operate over or into the territory of a Contracting State without its previous consent.
- The aims and objectives of ICAO, as contained in Article 44 of the Chicago Convention, are to develop the principles and techniques of international air navigation and to foster the planning and development of international air transport so as to:
  - a) ensure the safe and orderly growth of international civil aviation throughout the world;
  - b) encourage the arts of aircraft design and operation for peaceful purposes;
  - c) encourage the development of airways, airports and air navigation facilities for international civil aviation;
  - d) meet the needs of the peoples of the world for safe, regular, efficient and economical air transport;

- e) prevent economic waste caused by unreasonable competition;
- f) ensure that the rights of Contracting States are fully respected and that every contracting State has a fair opportunity to operate international airlines;
- g) avoid discrimination between Contracting States;
- h) promote safety of flight in international air navigation;
- i) promote generally the development of all aspects of international civil aeronautics

### 16.2 GOVERNANCE STRUCTURE OF ICAO

- ICAO has a sovereign body, the Assembly comprising of 191 countries as Contracting States and a governing body, the Council. The Assembly meets at least once every three years and is convened by the Council. Each Contracting State is entitled to one vote, and decisions of the Assembly are taken by a majority of the votes cast except when otherwise provided for in the Convention. At these sessions, the complete work of the Organization in the technical, economic, legal and technical cooperation fields is reviewed in detail, and guidance is given to the other bodies of ICAO for their future work.
- The Council is a permanent body responsible to the Assembly and is composed of representatives from 36 Contracting States elected by the Assembly for a three year term. In the election, adequate representation is given to States of chief importance in air transport (Part I), States not otherwise included which make the largest contribution to the provision of facilities for international





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civil air navigation (Part II) and States not otherwise included whose designation will ensure that all the major geographic areas of the world are represented on the Council (Part III) (Annexure 1).

- The Council and its subsidiary bodies set the continuing direction of the work of the Organization. One of the major duties of the Council is to adopt International Standards and Recommended Practices (SARPs) and to incorporate these as Annexes to the Chicago Convention. SARPs are detailed in the 18 Annexes to the Chicago Convention that cover all aspects of international civil aviation.
- Although the Council is responsible for the adoption of SARPs, the principal body concerned with their development is the ICAO Air Navigation Commission. The Commission is composed of 19 persons qualified and experienced in the science and practice of aeronautics. Its members are nominated by Contracting States and are appointed by the Council. They act in their personal expert capacity and not as representatives of their nominators. The Commission is assisted by small groups of experts nominated by Contracting States and international organizations and approved by the Commission.

### 16.3 INDIA and ICAO

- India attended the Chicago Conference in 1944 and since ICAO's inception, has been a member of its Council. India has maintained a Permanent Delegation comprising of a Permanent Representative of India with other staff. India participates in ICAO's organisational and governance activities in a very cooperative, constructive and positive way. India, upon election, and in pursuance to Assembly Resolution A4-1, is under obligation to participate fully in the work of governance of ICAO through its Representative.
- India has been elected as member of the committees on Finance, Air Transport and Technical Cooperation.

- India has been making regular annual and voluntary contributions to regular and other specified significant activities of ICAO. During 2013, India made following contributions:

|                        |                 |
|------------------------|-----------------|
| Annual Contribution of | CAD\$ 422,627/- |
| India in 2013:         | US\$ 216,840/-  |

### 16.4 FUNCTIONS OF ROI TO ICAO

- To represent India in the Council of ICAO and attend all Sessions of the Council, various subordinate bodies of the Council, Working Groups, Special Groups, etc; participate actively and effectively in the governance of ICAO in taking policy decisions relating to Budget and Management of ICAO, Safety, Security, Environment, laying down/ amending Standards and Recommended Practices (SARPs).
- To maintain diplomatic and social contacts with all delegations of states to ensure re-election of India to the Council and also network for common stand on various policy matters.
- To maintain close and cordial contacts with the President/Secretary General and senior Secretariat officials of ICAO for flow of information between ICAO and Government of India.
- To systematically obtain advice of the Ministry/DGCA on major policy issues coming up for discussion in the Council and other bodies.
- To send reports on various sectors of civil aviation such as airport infrastructure, airlines, safety, security, etc. summarising overall trends and developments in global civil aviation, suggestions regarding important issues and initiatives for consideration of the Government and to keep the Government informed about major conferences/seminars/ workshops training courses in which participation of officials of different levels from India may be useful.



To visit the Ministry to hold discussions with different authorities/PSUs, make presentations on global developments of preceding period, and sensitise officials regarding follow-up action and discuss various pending matters with authorities.

### 16.5 HIGHLIGHTS OF 2013-14

Following sessions of the Committee Phase and the Council Phase were held from April 2013 to March 2014:

| Session | Committee Phase          | Council Phase             |
|---------|--------------------------|---------------------------|
| 199th   | 18th Apr – 3rd May 2013  | 21st May – 21st June 2013 |
| 200th   | 16th Oct – 25th Oct 2013 | 18th Nov – 29th Nov 2013  |
| 201st   | 22nd Jan – 30th Jan 2014 | 24th Feb – 14th Mar 2014  |

- 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 provided valuable inputs where ever required. Following ANC sessions were held from April 2013 to March 2014

| ANC Session No. | Period                   |
|-----------------|--------------------------|
| 193rd Session   | 16th Apr – 13th Jun 2013 |
| 194th Session   | 15th Oct – 28th Nov 2013 |
| 195th Session   | 14th Jan – 13th Mar 2014 |

### 16.6 THE 38TH ASSEMBLY

#### General

The 38th Session of Assembly was held from 24th Septemberto 4 October 2013 in which 1,845 participants from 184 Members States and 54 observer States took part. The

Assembly considered 434 working/information papers submitted by the Council, Member States and other organizations. India submitted 12 working/information papers in the field of Environment viz. Noise abatement, Climate Change and Air Navigation services. The Assembly in the Plenary Session decided to set up an Executive Committee and Technical, Legal, Economic and Administrative Commissions. The Assembly elected members of the Council in part I, II and III. India was re-elected as a member of the Council in Part II with noteworthy performance in terms of votes, despite the fact that India has been opposing unilateral implementation of EU-ETS. India got 147 out of 172 votes (sixth highest out of 12 countries). A high level delegation headed by Secretary Civil Aviation participated in the deliberations of the Assembly.

Member States of International Civil Aviation Organization on The Council of ICAO (2014-16)

| Part I (11)  | Part II (12)  | Part III (13)                                    |
|--|---|--|
| <b>States of chief importance to air transport</b> | <b>States which make the largest contribution to the provision of facilities for international civil air navigation</b> | <b>States ensuring geographic Representation</b> |
| Australia  | Argentina   | Bolivia  |
| Brazil   | Egypt   | Burkina Faso                                     |
| Canada   | Norway  | Cameroon   |
| China  | India   | Chile  |
| France   | Mexico  | Dominic Republic                                 |



## Representative of India (ROI) on the Council of ICAO

|                    |              |                             |
|--------------------|--------------|-----------------------------|
| Germany            | Nigeria      | Kenya                       |
| Italy              | Saudi Arabia | Libya                       |
| Japan              | Singapore    | Malaysia                    |
| Russian Federation | South Africa | Nicaragua                   |
| United Kingdom     | Spain        | Poland                      |
| United States      | Portugal     | Republic of Korea           |
|                    | Venezuela    | United Arab Emirates        |
|                    |              | United Republic of Tanzania |

### *Indian Reception*

The Secretary Civil Aviation Mr. K.N. Srivastava hosted a luncheon reception for all the delegates on the third day of the 38th Assembly i.e. 26th September, 2013 at the Delegates Lounge of ICAO. India also co-hosted a joint reception on 24th September, 2013 evening with other Asia Pacific States in the Council of ICAO.



### *A brief on Technical Papers presented by India*

Through its technical papers India provided information on its initiatives to manage aircraft noise in India, and requested the development of noise studies and the installation of noise monitoring systems in major airports, as well as the formulation of action plans in major airports with respect to noise limits and land-use plans specific to these airports, in line with the ICAO Guidance on the Balanced Approach to Aircraft Noise Management. Through other technical paper India requested





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the Council to consider reviewing obstacle limitation surface (OLS) criteria contained in Annex 14 -Aerodromes, Volume I - Aerodrome Design and Operations, taking into consideration current aircraft navigational and performance capability. This paper received huge supports from a number of states in the Technical Commission. The Commission agreed that the Council should initiate the work on this subject. In another paper India shared its successful experience in near parallel runway operations and work on a preliminary mathematical model developed for future use. The Technical Commission requested the Council to consider developing amended guidelines to be included in the Manual on Simultaneous Operations on Parallel or Near-Parallel Instrument Runways (Doc 9643), with the understanding that there would have to be a proper consideration of risk.

### ***A Lead role played by India on Climate Change & Emission debate***

The Council submitted a proposal for updating Assembly Resolution A37-19 related to environmental protection – Climate change in light of the progress made since the last Assembly in key areas of work on international aviation and climate change. During the discussion a substantial number of States followed India in expressing the view that the draft Assembly Resolution text presented in the Appendix was not addressing concern of majority of member States. Several other States including India expressed concern, in particular on paragraphs 16, 17 and 18 of draft Assembly Resolution text related to MBMs and other issues, and suggested that further discussion and consultation be undertaken to improve the proposed text. India along with Argentina, Brazil, China, Cuba, Guatemala, Islamic Republic of Iran, Pakistan, Peru, Russian Federation, Saudi Arabia and South Africa presented five joint Working Papers suggesting amendment to the Assembly resolution on Climate Change. Since there

was some resistance from few quarters, India also moved a motion in the Assembly for voting on the Working Paper, the first ever in the history of ICAO Assembly. The motion was accepted by voting (97 in favour and 37 against) in accordance with Standing Rules of Procedure of the Assembly, and were reflected in the draft Assembly Resolution text accordingly. Other proposals and amendments were considered and, after substantial discussion, amendments to paras 18 and 19 of the draft Assembly Resolution, as well as a new item in the list of guiding principles contained in the Annex to the draft Assembly Resolution, were accepted by consensus. This was a big achievement for India and other supporting developing countries as they all stood together, in which India played a lead role. In the end, ICAO forged a landmark MBM agreement amongst its States, realizing another historic and important first for air transport as it now becomes the only major industry sector to have a multilateral global MBM agreement in place to help govern future greenhouse gas emissions.

### ***Environmental Protection***

In the area of Environmental Protection, the Assembly recognized ICAO's tremendous progress during the last triennium, and reaffirmed its collective aspirational goals and agreed on a comprehensive strategy to progress all elements of the basket of measures namely technology, operations and alternative fuels and set forth a very ambitious work programme for capacity building and assistance to States in the development and implementation of their action plans to reduce emissions. The development of a new aircraft noise Standard was clearly welcomed by the Assembly, and further work towards the establishment of robust particulate matter and CO2 emissions Standards by the 39th Assembly in 2016 was fully encouraged. ICAO's achievements with environmental tools were similarly supported, notably with respect to its Fuel Savings Estimation Tool





## Representative of India (ROI) on the Council of ICAO

which facilitates assessment of the environmental benefits of operational measures. Also strongly endorsed was ICAO's continuing work to aid wider implementation of sustainable alternative fuels. The submission of State Action Plans, representing more than 80 per cent of international traffic during the last triennium, was recognized as a significant achievement by the Assembly. ICAO also received separate and strong signs of support for this work through announcements of related financial assistance by the Global Environment Facility and the European Union (EU). In addition to ICAO's many recent achievements and future work with new technologies, operational measures and sustainable alternative fuels to improve aviation's environmental performance, the topic of a global solution for a market-based measure to augment these technical and operational efforts was a more complex area where full Assembly consensus was concerned.

### 16.7 IMPORTANT CONFERENCES IN 2013-14

Ninth Symposium and Exhibition on MRTD, Biometrics and Border Security 22 - 24 October 2013, Montreal

ICAO conducted the Ninth Symposium and Exhibition on Machine Readable Travel Documents (MRTDs), Biometrics and Border Security from 22 to 24 October 2013. A select group of Industry Partners complemented the Symposium, showcasing a broad range of products and services related to MRTDs, biometric identification, travel document security applications and border management systems. ICAO MRTD standards and specifications, identification management best practices and related border security issues are addressed in this annual event. In addition, the Symposium provided an update on the results of the 2013 ICAO Assembly and the ICAO Traveller Identification Programme (ICAO TRIP). The special feature of the 2013 Symposium was on the benefits of implementing Automated

Border Controls (ABCs) systems using ICAO standards and specifications and the benefits of using effective inspections tools such as the ICAO Public Key Directory (PKD) for border control. The symposium explored a broad range of considerations that shape state-of-the-art ABC developments: newly-emerging technologies, trust, reliability, non-intrusiveness, biometrics, PKD, costs and privacy and human rights. The Symposium also explored the role of inter-agency and cross-border cooperation in securing border integrity, including the role of ABCs and electronic data sharing. It also addressed challenges and good practices in providing implementation and capacity-building assistance to States in the ABC and biometric MRTD areas. ABC operational and technical guidelines, biometric verification processes, quality control, managing errors and exceptions, proper reading of biometric travel documents at the border, trusted traveller programmes, challenges to border integrity and ways to combat them – and the role of travel documents and electronic data sharing in furthering those objectives – were also part of the symposium's specialized programme. The Indian delegation for the symposium was headed by Mr. A.R. Ghanshyam then Addl. Secretary (CPV) of the Ministry of External Affairs.

### 16.8 ICAO Diplomatic Conference Delivers New Protocol Addressing Disruptive Passengers

26 March to 4 April 2014, Montreal

The Diplomatic Conference, featuring the participation of 100 ICAO Member States and nine international organizations and institutions, has officially adopted a Protocol to amend the 1963 Tokyo Convention on offenses committed on aircraft. Some 422 participants attended the ICAO diplomatic event, which saw Tan Siew Huay of Singapore elected as the Conference President. The culmination of a four-year effort to modernize the Tokyo instrument, the new Protocol will address what had become





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recognized in recent years as a troubling escalation in the frequency of incidents involving disruptive and unruly passengers on scheduled commercial flights.

The Conference established Credentials Committee, Drafting Committee, Preambular and Final Clauses Committee, In-Flight Security Officers (IFSO) Special Group, Jurisdiction Group, and Resolutions Group. India was a member of the Drafting Committee and participated in important Groups viz. IFSO Special Group, Jurisdiction Group and Resolution Group as observer.

The Representative of India on The Council of ICAO had carried out extensive deliberation and discussions with other member States and intensively discussed with them to garner support for India's position. This yielded good results and the final act was to our satisfaction and addressed most of India's concerns.

The definition of IFSO and changes proposed in list of offences were not agreed upon by majority of the states. The conference decided not to include the definition of IFSO in the Protocol but to keep it as defined in Annex 17 of Chicago Convention. Another important change is the inclusion of State of Operator in place of State of Registration when the State of the operator is not the same as the State of registration when leased aircraft are used by operators.

The State of Landing and Operator has been included in the Jurisdiction but not on a mandatory basis. While establishing State of landing as mandatory jurisdiction, it has been ensured that the aircraft has its last point of departure or next point of intended landing within its territory, and the aircraft subsequently lands in its territory with the alleged offender still on board. As a result, rogue States will not be able to establish its jurisdiction if it allows landing of aircraft in its territory with the intention of letting the offender go unpunished.

With regard to inclusion of IFSO in the proposed Article VI of the Protocol, a

compromise was reached by drafting a new proposal which keeps IFSO under the overall authority of the Commander of the flight but gives them freedom to intervene independently to protect the aircraft from unlawful interference. They have been given a different status from passenger and crew and will not intervene to maintain normal law and order in the aircraft. It has been categorically mentioned that they are to be deployed pursuant to a bilateral or multilateral agreement or arrangement between the relevant Contracting States. Article 10 of the Convention has also been amended to provide immunity to IFSOs on action initiated by them in good faith.

Article 9 was also amended to relieve pilots of knowing criminal Law of the State of operator, which they may not be aware of as they are not legal experts. This was a very practical approach and received wide support from a vast majority of states. India was one of the States to initiate this proposal in the drafting committee.

Though the list of offences in Article 15bis has been kept as proposed, the ICAO Circular 288 regarding 'Guidance Material on the Legal Aspects of Unruly/Disruptive Passengers' to include a more detailed list of offences and other acts would be updated. ICAO would also disseminate the updated Circular to States. All Member States were urged to include in their national laws and regulations, so far as practical, the elements of the updated Circular.

The amended Article 18bis now allows compensation to all affected parties viz. operator, passenger, crew and IFSO from the unruly passenger. Earlier it was restricted to operator only. A welcome change supported by India in the Conference.

The Final Act and the Protocol was signed by Mr. Prashant Sukul Representative of India on the Council of ICAO and Mr. Anil Srivastava, Joint Secretary Ministry of Civil Aviation, on behalf of Republic of India under the authority of the Minister of External Affairs, Government of India.



## ANNEXES TO THE CHICAGO CONVENTION

*Annex 1—Personnel Licensing*

*Annex 2—Rules of the Air*

*Annex 3—Meteorological Service for International Air Navigation*

*Annex 4—Aeronautical Charts*

*Annex 5—Units of Measurement to be Used in Air and Ground Operations*

*Annex 6—Operation of Aircraft*

*Annex 7—Aircraft Nationality and Registration Marks*

*Annex 8—Airworthiness of Aircraft*

*Annex 9—Facilitation*

*Annex 10—Aeronautical Telecommunications*

*Annex 11—Air Traffic Services*

*Annex 12—Search and Rescue*

*Annex 13—Aircraft Accident and Incident Investigation*

*Annex 14—Aerodromes*

*Annex 15—Aeronautical Information Services*

*Annex 16—Environmental Protection*

*Annex 17—Security (Safeguarding International Civil Aviation Against Acts of Unlawful Interference)*

*Annex 18—The Safe Transport of Dangerous Goods by Air*

*Annex 19—Safety Management*





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## 17. GAGAN

### 17.1 AAI initiative in Satellite Based Navigation

GPS Aided GEO Augmented Navigation, is an Indian initiative towards implementing Satellite based Navigation system over the Indian region, as a part of Communication, Navigation, Surveillance (CNS)/ Air traffic management (ATM) plan for civil aviation. GAGAN is a multi-stage project, executed jointly by Airports Authority of India (AAI) and Indian Space Research Organization (ISRO) with expansion capability to neighbouring FIRs.



Though GAGAN is primarily developed for civil aviation, but can be utilized in several other areas like vehicle tracking, intelligent highway system, search and rescue, surveying, land management through terrestrial mapping, marine, precision farming and several other research applications.

Any aircraft, equipped with TSO C145-b/c or TSO C146/c complied GNSS receiver is capable of taking advantage from GAGAN signals. GAGAN services can be extremely useful in Helicopter navigation involving offshore, rough terrain, extreme weather condition operations. Suitably equipped Helicopter, can take advantage from GAGAN signals by not depending upon ground navigation infrastructure at heliport, no more VFR operations, reduction in decision height etc.

GAGAN is a fourth certified SBAS in the world, which draws its heritage from WAAS of USA and is interoperable with other SBAS in the world.. Raytheon Company, who has been the main pillar behind the success story of WAAS and MSAS, was the prime contractor for GAGAN.





India being close to equatorial anomaly region, suffers from severe ionospheric disturbances those may induce significant error in position computation. Major challenge in the implementation of GAGAN was the carefully mapping of ionospheric behavior, as observed over Indian region. IGM-MLDF (ISRO GIVE Model: Multi-Layer Data Fusion) algorithm, designed by ISRO, models the associated uncertainties to protect a GAGAN user from ionosphere abnormalities.

GAGAN embraces a robust architecture with in-built redundancy at various stages. The system comprises of fifteen Indian Reference Stations (INRES), two Indian Master Control Centers (INMCC), a Data Communications Network (DCN), two Geostationary Earth Orbit (GEO) satellites, and three Indian Land Uplink Subsystems (INLUS).

GAGAN space segment includes two GEO stationary satellites, GSAT 8 (located at 550 E, PRN 127) and GSAT 10 (located at 830 E, PRN 128). Third GEO satellite, to work as in-orbit spare is expected to be launched by 2015.

Well-designed Communication network is the backbone of entire GAGAN system ensuring 99.999% link availability.

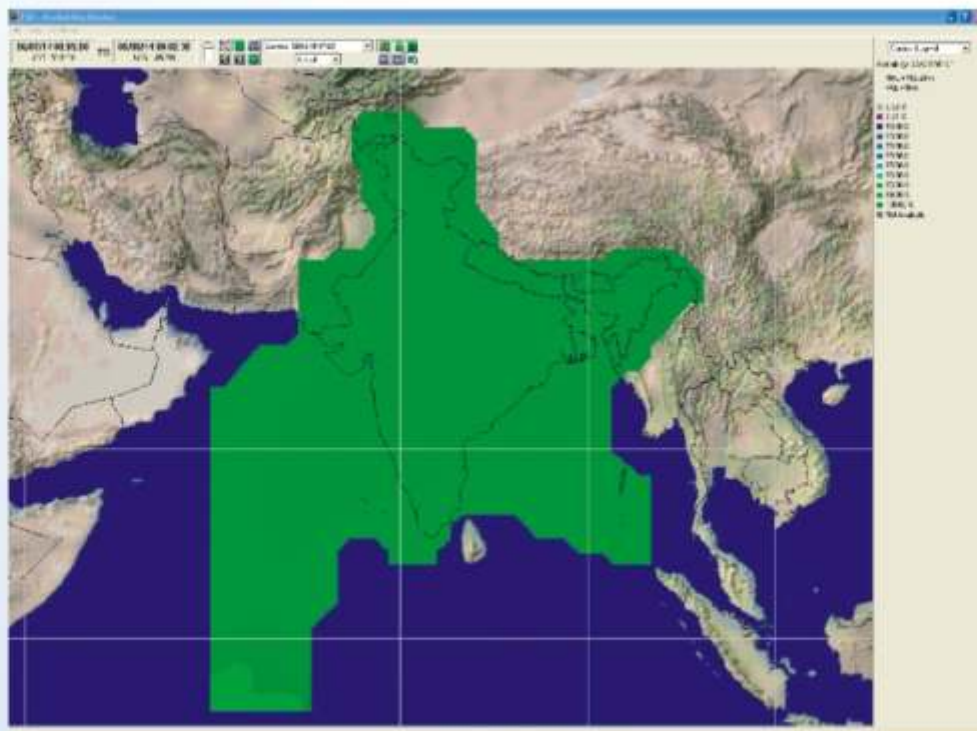
### 17.2 Expansion Capability

Common coverage of GAGAN GEOs (GSAT 8 and GSAT 10) extends from middle of Africa to Australia. Addition of reference stations in GAGAN architecture will allow service to more number of Ionospheric Grid points, thereby extending the GAGAN services to neighbouring FIRs.

### 17.3 GAGAN – Performance Objective

GAGAN has been certified on 31st December 2013 for RNP 0.1 operations over Indian Flight Information Region by Indian Civil Aviation Regulatory Authority (DGCA) and has been put into service on 14th February 2014 for its use in both aviation and non-aviation sectors.

**GAGAN is proceeding towards attaining APV 1 (Precision Approach) capability and is expected to offer the same by the end of year 2014.**

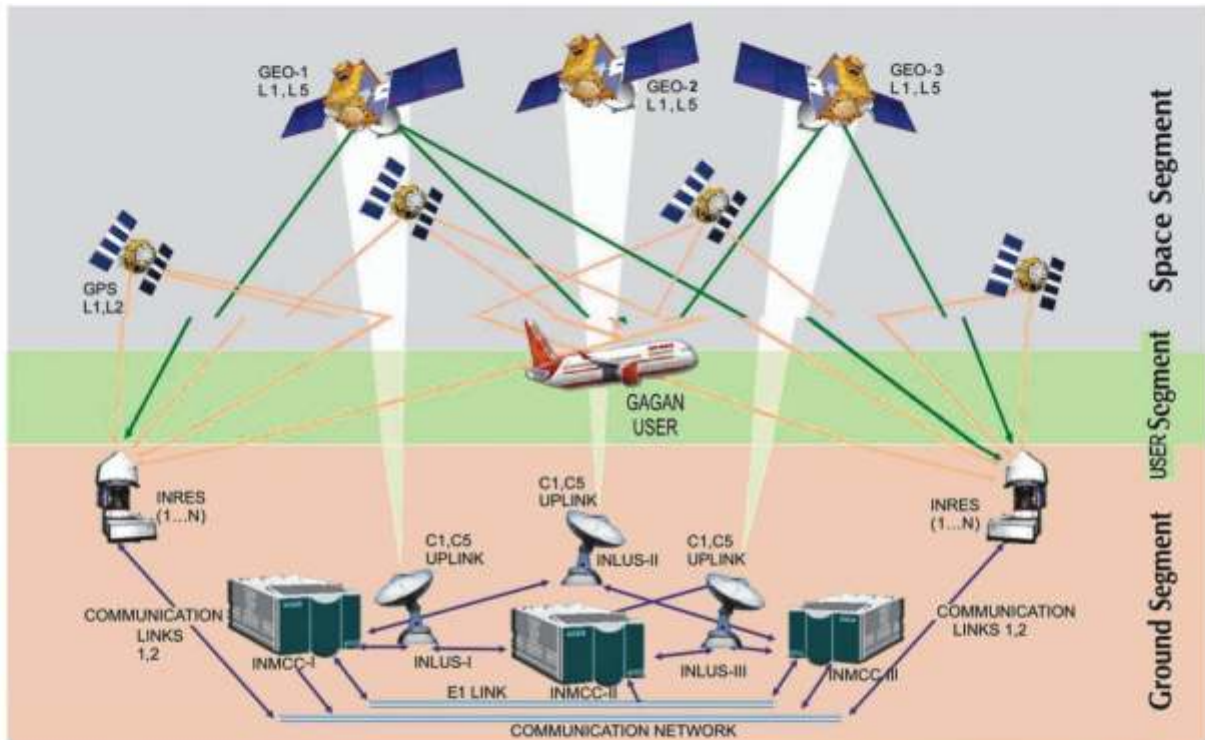


Certified RNP 0.1 Service over Indian FIR



### 17.4 GAGAN Advantage

Neighbouring countries, without making additional expenditure on huge SBAS infrastructure can draw advantage from existing GAGAN signals. Through suitable enhancements, in terms of adding new reference stations and modification in GAGAN software to map additional ionospheric grid points, GAGAN has the capability to extend its precision and dependable navigation services outside Indian boundary.





## Results - Framework Document Performance Evaluation Report for Year 2013-14

### Appendix

| S. No. | Objective  | Weight | Actions  | Success Indicator  | Unit | Weight | Target/Criteria Value |                  |             |             |             |             | Performance |                |                    |
|--------|--|--------|--|--|------|--------|-----------------------|------------------|-------------|-------------|-------------|-------------|-------------|----------------|--------------------|
|        |  |        |  |  |      |        | Excellent<br>100%     | Very Good<br>90% | Good<br>80% | Fair<br>70% | Poor<br>50% | Achievement | Raw Score   | Weighted Score | As approved by HPC |
| 1.     | World class Civil infrastructure with passenger comfort in focus along-with efficient facilities for cargo handling and Maintenance and Repair and Overhaul (MRO). | 12     | [1.1] Construction of new integrated terminal building at Trupati Airport<br>[1.2] Construction of new Airport at Pakyong, Sikkim<br>[1.3] Development of Tezu Airport<br>[1.4] Construction of Modular integrated terminal building at Vadodara Airport<br>[1.5] Modernization and upgradation of Mumbai International Airport Ltd.<br>[1.6] Finalization of 12th Plan airport project schedules viz.<br>i) Airports in North Eastern Region<br>ii) Existing airports being upgraded/expanded/modernized in Tier II and Tier III cities<br>iii) New airports to be set up by AAI<br>iv) Airports to come up in PPP mode, by Airports Authority of India | [1.1.1] % of total work completed - Out come<br>[1.2.1] % of total work completed - Out come<br>[1.3.1] % of total work completed - Out come<br>[1.4.1] % of total work completed - Out come<br>[1.5.1] % of total work completed - Out come<br>[1.6.1] Date of completion of work - Outcome | %    | 2.00   | 40                    | 36               | 32          | 28          | 24          | 100         | 100.0       | 2.0            | 100                |
|        |  |        |  |  |      |        | 90                    | 88               | 86          | 84          | 82          | 82.5        | 62.5        | 1.25           | 82.5               |
|        |  |        |  |  |      |        | 40                    | 35               | 30          | 25          | 20          | 30          | 80.0        | 1.6            | 30                 |
|        |  |        |  |  |      |        | 70                    | 65               | 60          | 55          | 50          | 25.5        | 0.0         | 0.0            | 25.5               |
|        |  |        |  |  |      |        | 90                    | 80               | 70          | 60          | 50          | 100         | 100.0       | 2.0            | 100                |
| 2.     | Enhancement / Upgradation of Infrastructure and Air Navigation   | 17     | [1.7] Finalization of Policy for facilitation of investment in MRO<br>[2.1] Implementation of Automatic Dependence Surveillance Broadcast (ADS-B) at 7 airports  | [1.7.1] Date of completion of work - Outcome<br>[2.1.1] Number of airports completed - Outcome   | Date | 1.00   | 30/11/2013            | 31/12/2013       | 31/01/2014  | 28/02/2014  | 31/03/2014  | N/A         | N/A         |                |                    |
|        |  |        |  |  |      |        | 7                     | 6                | 5           | 4           | 3           | 7           | 100.0       | 2.0            | 7                  |



| S. No. | Objective   | Weight   | Actions  | Success Indicator                            | Unit | Weight | Target/Criteria Value |            |            |            |            |             | Performance |                |                    |  |
|--------|---|--|--|--|------|--------|-----------------------|------------|------------|------------|------------|-------------|-------------|----------------|--------------------|--|
|        |   |  |  |  |      |        | Excellent             | Very Good  | Good       | Fair       | Poor       | Achievement | Raw Score   | Weighted Score | As approved by HPC |  |
|        |   |  |  |  |      |        | 100%                  | 90%        | 80%        | 70%        | 60%        |             |             |                |                    |  |
|        | Services for improving safety, efficiency and capacity of Airports / Air Space. |  | [2.2] Implementation of Automation system at Kolkata Airport for restructuring Air space | [2.2.1] Date of completion of work - Outcome | Date | 2.00   | 31/10/2013            | 30/11/2013 | 31/12/2013 | 31/01/2014 | 28/02/2014 | 31/10/2013  | 100.0       | 2.0            | 31/10/2013         |  |
|        |   | [2.3] VCCS with augmented capacity and VHF coverage for upper airspace harmonization for Kolkata   | [2.3.1] Date of completion of work - Outcome   | Date   | 2.00 |        | 31/01/2014            | 28/02/2014 | 30/03/2014 | 31/03/2014 |            |             | N/A         | N/A            |                    |  |
|        |   | [2.4] Selection/ Installation/Testing and Commissioning of ASR/MSSR  | [2.4.1] % of total work completed - Outcome  | %  | 2.00 |        | 90                    | 80         | 70         | 60         | 50         | 100         | 100.0       | 2.0            | 100                |  |
|        |   | (i) Replacement at Trivandrum and Ahmedabad (ii) Backup at Delhi & Mumbai (iii) Replacement ASR and MSSR at Chennai, Kolkata (iv) New additions at Amritsar & Cochin - All for improving surveillance capability and operational efficiency leading to decongestion of air space and minimising delays to aircrafts. |  |  |      |        |                       |            |            |            |            |             |             |                |                    |  |
|        |   | [2.5] Documentation for certification of GAGAN (GPS Aided Geo Augmented Navigation System)   | [2.5.1] Date of completion of work - Outcome   | Date   | 2.00 |        | 30/11/2013            | 31/12/2013 | 31/01/2014 | 28/02/2014 | 31/03/2014 | 30/11/2013  | 100.0       | 2.0            | 30/11/2013         |  |
|        |   | [2.6] Implementation of Ground Based Augmentation System (GBAS) thru United States Aviation Cooperation Program (USACP) programme  | [2.6.1] Date of completion of work - Outcome   | Date   | 2.00 |        | 27/03/2014            | 28/03/2014 | 29/03/2014 | 30/03/2014 | 31/03/2014 | 31/03/2014  | 60.0        | 1.2            | 31/03/2014         |  |
|        |   | [2.7] Installation of New Communication Navigation Surveillance- Air Traffic Management (CNS-ATM) facilities at IGI Airport, New Delhi   | [2.7.1] % of total work completed - Outcome  | %  | 2.00 |        | 80                    | 76         | 72         | 68         | 64         | 25          | 0.0         | 0.0            | 25                 |  |



| S. No. | Objective  | Weight | Actions  | Success Indicator  | Unit | Weight | Target/Criteria Value |            |            |            |            | Performance |           |                |            |  |  |  |
|--------|--|--------|--|--|------|--------|-----------------------|------------|------------|------------|------------|-------------|-----------|----------------|------------|--|--|--|
|        |  |        |  |  |      |        | Excellent             | Very Good  | Good       | Fair       | Poor       | Achievement | Raw Score | Weighted Score |            |  |  |  |
|        |  |        |  |  |      |        | 100%                  | 90%        | 80%        | 70%        | 60%        |             |           |                |            |  |  |  |
|        |  |        | for the New Control Tower and Technical Block under Construction by Delhi International Airport Ltd. (DIAL)  |  |      |        |                       |            |            |            |            |             |           |                |            |  |  |  |
|        |  |        | [2.8] Implementation of Automatic Message Handling System (AMHS) at Delhi, Chennai, Kolkata airports.  | [2.8.1] % of total work completed - Outcome  | %    | 2.00   | 80                    | 76         | 72         | 68         | 64         | N/A         | N/A       | N/A            | N/A        |  |  |  |
|        |  |        | [2.9] Implementation of advanced surface movement guidance and control system (ASMGCS) at Amritsar, Lucknow, Jaipur, Ahmedabad and Guwahati airports for enhancing surveillance, safety, efficiency and capacity of ground operations. | [2.9.1] % of total work completed - Outcome  | 1.00 | 60     | 57                    | 54         | 51         | 48         | 20         | 0.0         | 0.0       | 20             |            |  |  |  |
| 3.     | Enhancement / Upgradation of Infrastructure and Air Navigation Services for improving safety, efficiency and capacity of Airports / Air Space. | 5      | [3.1] Restructuring of BCAS  | [3.1.1] Approval of ICAO restructuring proposal - Outcome<br>[3.1.2] Creation of infrastructure for 4 new regional offices - Activity  | Date | 1.00   | 27/03/2014            | 28/03/2014 | 29/03/2014 | 30/03/2014 | 31/03/2014 | N/A         | N/A       | N/A            | N/A        |  |  |  |
|        |  |        | [3.2] Training   | [3.2.1] Online testing and certification for basic & screener test - Activity<br>[3.2.2] Training for stakeholder - input<br>[3.2.3] Training for capacity building of BCAS officer - Activity | Date | 1.00   | 31/12/2013            | 31/01/2014 | 28/02/2014 | 30/03/2014 | 31/03/2014 | 100.0       | 100.0     | 1.0            | 31/06/2013 |  |  |  |
|        |  |        |  |  | No.  | 1.00   | 12000                 | 11500      | 11000      | 10500      | 10000      | 24700       | 24700     | 1.0            | 24700      |  |  |  |
|        |  |        |  |  | No.  | 1.00   | 15                    | 12         | 10         | 8          | 6          | N/A         | N/A       | N/A            |            |  |  |  |
| 4.     | Rapid Development of General Aviations & Infrastructure  | 4      | [4.1] Heliport at Rohini, New Delhi- To achieve physical progress up to 30% of the project by 31/03/2014   | [4.1.1] Physical progress of the Project - Outcome   | %    | 1.00   | 30                    | 25         | 20         | 18         | 15         | N/A         | N/A       | N/A            |            |  |  |  |





| S. No. | Objective   | Weight | Actions  | Success Indicator  | Unit | Weight | Target/Criteria Value |            |            |            |            |             | Performance |                |                    |
|--------|---|--------|--|--|------|--------|-----------------------|------------|------------|------------|------------|-------------|-------------|----------------|--------------------|
|        |   |        |  |  |      |        | Excellent             | Very Good  | Good       | Fair       | Poor       | Achievement | Raw Score   | Weighted Score | As approved by HPC |
|        |   |        |  |  |      |        | 100%                  | 90%        | 80%        | 70%        | 60%        |             |             |                |                    |
|        |   |        | [4.2] Appointment of agency and assessment, audit for introduction of ISO 9001-2008 (quality Management System) for National Institute of Aviation Safety & Aviation Safety Services (NIASS)                                   | [4.2.1] Appointment of Agency - Activity                                   | Date | 1.00   | 30/08/2013            | 31/07/2013 | 31/08/2013 | 30/09/2013 | 31/10/2013 | 24/09/2013  | 72.0        | 0.72           | 24/09/2013         |
|        |   |        | [4.3] Safety Audit at Fifteen Bases twice a year   | [4.3.1] Completion of Safety Audit - Outcome                               | Nb.  | 1.00   | 30                    | 27         | 24         | 23         | 22         | 30          | 100.0       | 1.0            | 30                 |
|        |   |        | [4.4] Study for Safety & Risk Management- SMS implementation   | [4.4.1] Submission of Report - Internal outputs                            | Date | 1.00   | 31/08/2013            | 15/09/2013 | 30/09/2013 | 15/10/2013 | 31/10/2013 | 30/06/2013  | 100.0       | 1.0            | 30/06/2013         |
| 5      | Statutory inquiries of serious railway accidents  | 2      | [5.1] Completion of inquiries and submission of report in the prescribed time frame  | [5.1.1] Inquiries completed within stipulated time of 12 months - Activity | %    | 2.00   | 100                   | 90         | 80         | 70         | 60         | 100         | 100.0       | 2.0            | 100                |
| 6      | Creation of world class skilled Human Resource through (i) Indra Gandhi Rashtriya Udan Academy (IGRUA) (ii) Indian Aviation Academy Building, Delhi (iii) Helicopter Training Academy at Hadapsar, Pune including Private Sector Institution with focus on quality. | 5      | [6.1] Construction of Indian Aviation Academy building at New Delhi  | [6.1.1] % of total work completed - Outcome                                | %    | 1.00   | 40                    | 36         | 32         | 28         | 24         | 21          | 0.0         | 0.0            | 21                 |
|        |   |        | [6.2] Helicopter Training Centre cum Helipport, Hadapsar, Pune - Development of Infrastructure (phase-I) by 31/3/2014 (additional work of construction of Terminal Building is subject to approval by DGCA)                    | [6.2.1] Physical progress of the project - Outcome                         | %    | 1.00   | 50                    | 45         | 40         | 35         | 30         |             | N/A         | N/A            |                    |
|        |   |        | [6.3] Helicopter Training Centre cum Helipport, Hadapsar, Pune - Operationalization of Helicopter Training Centre cum Helipport (Phase-I), subject to approval of MoD/IAF at Pune for commercial usage like Helipport services | [6.3.1] Approval of MoD (IAF) for launching Helipport services - Activity  | Date | 1.00   | 30/09/2013            | 31/10/2013 | 30/11/2013 | 31/12/2013 | 28/02/2014 |             | N/A         | N/A            |                    |



| S. No. | Objective  | Weight | Actions  | Success Indicator   | Unit                              | Weight | Target/Criteria Value |            |            |            |            |             | Performance |                    |      |
|--------|--|--------|--|---|-----------------------------------|--------|-----------------------|------------|------------|------------|------------|-------------|-------------|--------------------|------|
|        |  |        |  |   |                                   |        | Excellent             | Very Good  | Good       | Fair       | Poor       | Achievement | Raw Score   | Weighted Score     |      |
|        |  |        |  |   |                                   |        | 100%                  | 90%        | 80%        | 70%        | 60%        |             |             | As approved by HPC |      |
|        |  |        | [6.4] Increase in number of training pilots (passing out of CPL) holders | [6.4.1] Successful completion of training of 85 students (17000) flying hours - CPL holders - Inputs                  | %                                 | 1.00   | 90                    | 81         | 72         | 63         | 54         | 100         | 100.0       | 1.0                | 100  |
|        |  |        |  | [6.4.2] Setting up of online exam center for DGCA exam at IGRUA - Activity  | Date                              | 1.00   | 31/10/2013            | 31/01/2014 | 28/02/2014 | 30/03/2014 | 31/03/2014 | N/A         | N/A         | N/A                | N/A  |
| 7      | Inspections of Lines   | 4      | [7.1] Inspection of new line/doubling/gauge conversion etc.              | [7.1.1] Authorization of train operation on new line/ doubling/gauge converted line within prescribed time - Activity | %                                 | 2.00   | 100                   | 90         | 80         | 70         | 60         | 88          | 88.0        | 1.76               | 88   |
|        |  |        |  | [7.2] Periodical inspection of existing lines - 20% of route kilometers under jurisdiction of each commissionerate    | % of inspections due              | 2.00   | 100                   | 95         | 90         | 85         | 80         | 100         | 100.0       | 2.0                | 100  |
| 8      | The Airport Related Laws (Amendment) Bill - 2013 in which amendments are proposed in AERA Act - 2008, AAI Act - 1994 and Aircraft Act - 1934 | 2      | [8.1] Introduction of bill in Parliament                                 | [8.1.1] Date of introduction of bill in Parliament - Activity   | Date                              | 2.00   | 28/02/2014            | 28/03/2014 | 29/03/2014 | 30/03/2014 | 31/03/2014 | N/A         | N/A         | N/A                | N/A  |
| 9      | Enhancement in competitiveness of Air India Ltd.   | 5      | [9.1] Restrict Total Operating Loss (Rs. in crores)                      | [9.1.1] Restrict Total Operating Losses to Rs. 2230 crores during 2013-14 - Outcome                                   | Operating Loss in Absolute Terms  | 1.00   | 2230                  | 2500       | 2750       | 3000       | 3250       | 2124        | 100.0       | 1.0                | 2124 |
|        |  |        | [9.2] Additional Passenger Revenue (Rs. in crores)                       | [9.2.1] Generation of Additional Passenger Revenue by Rs. 2000 crores during 2013-14 - Outcome                        | % of Total Target of Rs. 2000 cr. | 1.00   | 100                   | 90         | 80         | 70         | 60         | 100         | 100.0       | 1.0                | 100  |





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| S. No. | Objective  | Weight | Actions   | Success Indicator  | Unit              | Weight | Target/Criteria Value |            |            |            |            |             | Performance |                 |                    |
|--------|--|--------|---|--|-------------------|--------|-----------------------|------------|------------|------------|------------|-------------|-------------|-----------------|--------------------|
|        |  |        |   |  |                   |        | Excellent             | Very Good  | Good       | Fair       | Poor       | Achievement | Raw Score   | Weight-ed Score | As approved by HPC |
|        |  |        |   |  |                   |        | 100%                  | 90%        | 80%        | 70%        | 60%        | 60%         |             |                 |                    |
| 10     | Airports users' satisfaction surveys of AAI airports   | 4      | [9.3] Total fleet utilisation (No. of Hours per Aircraft per Day)   | [9.3.1] To achieve Fleet Utilization of 10.5 Hours/Aircraft during 2013-14 - Outcome | % of Total Target | 1.00   | 100                   | 90         | 80         | 70         | 60         | 100         | 100.0       | 1.0             | 100                |
|        |  |        | [9.4] On Time Performance (%)   | [9.4.1] To achieve On Time Performance of 85% during 2013-14 - Outcome               | % of Total Target | 1.00   | 100                   | 90         | 80         | 70         | 60         | 81          | 81.0        | 0.81            | 81                 |
|        |  |        | [9.5] Pax Load (%)  | [9.5.1] To achieve Pax Load factor of 72% during 2013-14 - Outcome                   | % of Total Target | 1.00   | 100                   | 90         | 80         | 70         | 60         | 100         | 100.0       | 1.0             | 100                |
|        |  |        | [10.1] Customer satisfaction index based on ASQ survey at 10 airports on the scale of 1-5                         | [10.1.1] ASQ Survey - Activity   | Wtd Avg (CSI)     | 2.00   | 3.9                   | 3.8        | 3.6        | 3.4        | 3.3        | 4.08        | 100.0       | 2.0             | 4.08               |
|        |  |        | [10.2] Customer Satisfaction based on survey by independent agency at 52 airports on the scale of 1-5             | [10.2.1] Index based survey - Activity   | Wtd Avg (CSI)     | 2.00   | 3.8                   | 3.7        | 3.5        | 3.3        | 3.2        | 4.11        | 100.0       | 2.0             | 4.11               |
| 11     | Eco-friendly Sustainable Development in Aviation Sector.   | 3      | [11.1] Replacement of halogen fitting by LED taxiway lighting at three airport                                    | [11.1.1] No. of Airports - Inputs  | No.               | 1.00   | 3                     | 2          | 1          | 0          | 0          | 3           | 100.0       | 1.0             | 3                  |
|        |  |        | [11.2] Harnessing of Solar Power for water heating. For :<br>1. Satlajung Officers club<br>2. Rangpur Guest House | [11.2.1] % of total work completed - Outcome   | %                 | 1.00   | 100                   | 90         | 80         | 70         | 60         | 100         | 100.0       | 1.0             | 100                |
| 12     | To establish an adequately resourced and effective State Safety oversight system operating above the international | 12     | [11.3] PV Solar Power Plant of B.O.O mode (cost for purchase of power) at 05 airports                             | [11.3.1] No. of Airports - Inputs  | No.               | 1.00   | 5                     | 4          | 3          | 2          | 1          | 3           | 80.0        | 0.8             | 3                  |
|        |  |        | [12.1] State Safety Programme (In ICAO Terminology, State = National)   | [12.1.1] Implementation of Phase II of State Safety Programme                        | %                 | 1.00   | 90                    | 80         | 70         | 60         | 50         | 90          | 100.0       | 1.0             | 90                 |
|        |  |        | [12.2] Modernization of DGCA and use of IT driven solutions   | [12.2.1] E-governance project - completion of 25% of project-Activity                | Date              | 1.00   | 28/02/2014            | 10/03/2014 | 15/03/2014 | 25/03/2014 | 31/03/2014 | N/A         | N/A         | N/A             |                    |



| S. No. | Objective  | Weight | Actions  | Success Indicator  | Unit | Weight | Target/Criteria Value |            |            |            |            |             | Performance |                |                    |
|--------|--|--------|--|--|------|--------|-----------------------|------------|------------|------------|------------|-------------|-------------|----------------|--------------------|
|        |  |        |  |  |      |        | Excellent             | Very Good  | Good       | Fair       | Poor       | Achievement | Raw Score   | Weighted Score | As approved by HPC |
|        |  |        |  |  |      |        | 100%                  | 90%        | 80%        | 70%        | 50%        |             |             |                |                    |
|        | standards set by International Civil Aviation Organization (ICAO) for safe, orderly and sustainable air transport with acceptable level of safety (ALOS) for scheduled, Non Scheduled, General Aviation and Helicopter Operations. |        | [12.3] Online Examinations   | [12.3.1] Commencement of online on-demand examination of pilots - Activity   | Date | 1.00   | 28/02/2014            | 10/03/2014 | 15/03/2014 | 25/03/2014 | 31/03/2014 |             | N/A         | N/A            |                    |
|        |  |        |  | [12.3.2] Commencement of online examination of aircraft maintenance engineers - Activity   | Date | 1.00   | 28/02/2014            | 10/03/2014 | 15/03/2014 | 25/03/2014 | 31/03/2014 |             | N/A         | N/A            |                    |
|        |  |        | [12.4] Implementation of ICAO projects   | [12.4.1] Implementation of recommendations of study on preparation of a road map for development of general aviation, helicopter and sea plane services - Activity | %    | 1.00   | 50                    | 40         | 30         | 20         | 10         | 40          | 90.0        | 0.9            | 40                 |
|        |  |        | [12.5] Licensing of Aerodromes, certification of communication, navigation/surveillance/ Air Traffic Management facilities and licensing of air traffic controllers Activity | [12.5.1] Air traffic controllers licensing - completion of phase I of roadmap for licensing of ATCOs - Manpower and Infrastructure assessment -                    | Date | 1.00   | 30/06/2013            | 31/07/2013 | 31/08/2013 | 30/09/2013 | 31/10/2013 |             | N/A         | N/A            |                    |
|        |  |        |  | [12.5.2] Preparation of regulations and guidance material relating to air traffic controllers licensing - completion of phase I of roadmap for licensing of ATCOs  | Date | 1.00   | 30/06/2013            | 31/07/2013 | 31/08/2013 | 30/09/2013 | 31/10/2013 |             | N/A         | N/A            |                    |
|        |  |        |  | [12.5.3] Publication of final notification for certification of communication  | Date | 1.00   | 31/07/2013            | 31/08/2013 | 30/09/2013 | 31/10/2013 | 30/11/2013 |             | N/A         | N/A            |                    |





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| S. No. | Objective   | Weight | Actions  | Success Indicator  | Unit | Weight | Target/Criteria Value |                  |             |             |             | Performance  |           |                 |                    |
|--------|---|--------|--|--|------|--------|-----------------------|------------------|-------------|-------------|-------------|--------------|-----------|-----------------|--------------------|
|        |   |        |  |  |      |        | Excellent<br>100%     | Very Good<br>90% | Good<br>80% | Fair<br>70% | Poor<br>60% | Achieve-ment | Raw Score | Weight-ed Score | As approved by HPC |
|        |   |        |  | navigation surveillance/Air Traffic Management facilities - Activity                                       | Date | 1.00   | 31/10/2013            | 30/11/2013       | 31/12/2013  | 31/01/2014  | 28/02/2014  |              | N/A       | N/A             |                    |
|        |   |        |  | [12.5.4] Resolution of issue relating to licensing of defence aerodromes used for civil flights - Activity | Date | 1.00   | 28/02/2014            | 28/03/2014       | 29/03/2014  | 30/03/2014  | 31/03/2014  | 31/12/2013   | 100.0     | 1.0             | 31/12/2013         |
|        |   |        |  | [12.5.5] Certification of GAGAN - Activity   | Date | 1.00   | 31/07/2013            | 31/08/2013       | 30/09/2013  | 31/10/2013  | 30/11/2013  |              | N/A       | N/A             |                    |
|        |   |        |  | [12.5.6] Setting up of Search and Rescue Board in Ministry of Civil Aviation - Activity                    | Date | 1.00   | 31/01/2014            | 15/02/2014       | 28/02/2014  | 15/03/2014  | 31/03/2014  | 30/08/2013   | 100.0     | 1.0             | 30/09/2013         |
|        |   |        | [12.6] Aviation Environment Protection                             | Development of Carbon Footprint for Civil Aviation for 2012 - Activity                                     | Date | 1.00   | 31/12/2013            | 31/01/2014       | 28/02/2014  | 30/03/2014  | 31/03/2014  | 18/09/2013   | 100.0     | 1.0             | 18/09/2013         |
| 13     | To promote aviation education and training in India                             | 2      | [13.1] Setting up of a National university for Civil Aviation      | [13.1.1] Date of Introduction of Bill in Parliament - Activity   | Date | 1.00   | 31/01/2014            | 28/02/2014       | 28/02/2014  | 30/03/2014  | 31/03/2014  | 18/09/2013   | 100.0     | 1.0             | 18/09/2013         |
|        |   |        |  | [13.1.2] Starting construction of National university for Civil Aviation - Activity                        | Date | 1.00   | 31/01/2014            | 28/02/2014       | 29/03/2014  | 30/03/2014  | 31/03/2014  | 31/01/2014   | 100.0     | 1.0             | 31/01/2014         |
| 14     | To provide administrative and financial flexibility to the Regulatory framework | 2      | [14.1] Introduction of Civil Aviation Authority bill in Parliament | [14.1.1] Date of Introduction of bill in Parliament - Activity   | Date | 2.00   | 31/12/2013            | 31/01/2014       | 28/02/2014  | 30/03/2014  | 31/03/2014  | 20/06/2013   | 100.0     | 2.0             | 20/06/2013         |
| 15     | Passenger facilitation  | 2      | [15.1] Review of CAR on persons with disability/ reduced mobility  | [15.1.1] Issue of revised CAR - Outcome  | Date | 2.00   | 23/10/2013            | 23/11/2013       | 23/12/2013  | 23/01/2014  | 23/02/2014  | 28/02/2014   | 0.0       | 0.0             | 28/02/2014         |
| 16     | Formulation of National Civil Aviation Policy                                   | 2      | [16.1] Preparation of the National Civil Aviation Policy           | [16.1.1] Finalizing the Civil Aviation Policy-Activity   | Date | 2.00   | 31/07/2013            | 31/08/2013       | 31/10/2013  | 31/01/2014  | 31/03/2014  |              | N/A       | N/A             |                    |
| 17     | Protection of passenger rights  | 1      | [17.1] Define and publicize key passenger rights                   | [17.1.1] publication of passenger rights on website  | Date | 1.00   | 31/07/2013            | 31/08/2013       | 30/09/2013  | 31/10/2013  | 30/11/2013  | 15/12/2013   | 0.0       | 0.0             | 16/12/2013         |



| S. No. | Objective   | Weight | Actions  | Success Indicator  | Unit | Weight | Target/Criteria Value |            |            |            |            |             | Performance |                |                    |
|--------|---|--------|--|--|------|--------|-----------------------|------------|------------|------------|------------|-------------|-------------|----------------|--------------------|
|        |   |        |  |  |      |        | Excellent             | Very Good  | Good       | Fair       | Poor       | Achievement | Raw Score   | Weighted Score | As approved by HPC |
| 18     | Corporatization of Air Navigation System                        | 1      | [18.1] Finalization of policy action plan  | [18.1.1] Introduction of Bill in Parliament  | Date | 1.00   | 100%                  | 90%        | 80%        | 70%        | 60%        | N/A         | N/A         | N/A            |                    |
|        | • Efficient Functioning of the RFD System                       | 3      | Timely submission of Draft RFD 2014-15 for Approval<br>Timely submission of Results for 2012-13  | On-time submission<br>On-time submission   | Date | 2.00   | 05/03/2014            | 06/03/2014 | 07/03/2014 | 08/03/2014 | 11/03/2014 | 05/03/2014  | 100.0       | 2.0            | 05/03/2014         |
|        | • Transparency/ Service delivery Ministry/ Department           | 3      | Independent Audit of implementation of Citizens'/Clients' Charter (CCC)<br>Independent Audit of implementation of Public Grievance Redressal System            | % of implementation<br>% of implementation   | %    | 2.00   | 100                   | 95         | 90         | 85         | 80         | N/A         | N/A         | N/A            |                    |
|        | • Administrative Reforms  | 6      | Implement mitigating strategies for reducing potential risk of corruption<br>Implement ISO 9001 as per the approved action plan                                | % of implementation<br>% of implementation   | %    | 1.00   | 100                   | 95         | 90         | 85         | 80         | N/A         | N/A         | N/A            |                    |
|        | • Improving Internal Efficiency/ Responsiveness.                | 2      | Identify, design and Implement major innovations.<br>Identification of core and non-core activities of the Ministry/ Department as per 2nd ARC recommendations | Timely submission of Action Plan for enabling innovation<br>Timely submission  | Date | 2.00   | 15/05/2014            | 16/05/2014 | 19/05/2014 | 20/05/2014 | 21/05/2014 | N/A         | N/A         | N/A            |                    |
|        | • Ensuring compliance to the Financial Accountability Framework | 1      | Update departmental strategy to align with 12th Plan priorities<br>Timely submission of ATNs on Audit paras of CAAG  | Timely updation of the strategy<br>Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG. | Date | 2.00   | 10/09/2013            | 17/09/2013 | 24/09/2013 | 01/10/2013 | 08/10/2013 | 09/10/2013  | 0.0         | 0.0            | 09/10/2013         |
|        |   |        |  | Percentage of ATRS submitted within due date   | %    | 0.25   | 100                   | 90         | 80         | 70         | 60         | N/A         | N/A         | N/A            |                    |
|        |   |        | Timely submission of ATRs to the PAC Sectt. on PAC Reports.  | Percentage of ATRS submitted within due date   | %    | 0.25   | 100                   | 90         | 80         | 70         | 60         | N/A         | N/A         | N/A            |                    |





| S. No. | Objective   | Weight | Actions | Success Indicator  | Unit | Weight | Target/Criteria Value |           |      |      |      | Performance |           |                |
|--------|---|--------|---------|--|------|--------|-----------------------|-----------|------|------|------|-------------|-----------|----------------|
|        |   |        |         |  |      |        | Excellent             | Very Good | Good | Fair | Poor | Achievement | Raw Score | Weighted Score |
|        |   |        |         | (6 months) from date of presentation of Report to Parliament by PAC during the year. |      |        | 100%                  | 90%       | 80%  | 70%  | 60%  |             |           |                |
|        | Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012. |        |         | Percentage of outstanding ATNs disposed off during the year.                         | %    | 0.25   | 100                   | 90        | 80   | 70   | 60   | N/A         | N/A       |                |
|        | Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2012                  |        |         | Percentage of outstanding ATRs disposed off during the year.                         | %    | 0.25   | 100                   | 90        | 80   | 70   | 60   | N/A         | N/A       |                |

Total Composite Score : 52.04

PMD Composite Score: 51.04









- International Airport
- Domestic Airport



