Ministry of Civil Aviation
Government of India

ANNUAL REPORT
2018-19

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 for better facilities of global sandards.
- To establish effective regulatory framework, including for safety, in harmony with international standards.
- To connect presently unserved and underserved areas of the country.
- To develop skilled human resource according to the needs of the sector.
- To deploy advanced technologies for the optimal growth of the sector.
- To ensure maximum satisfaction of users / optimize consumer satisfaction.

CONTENTS

1. HIGHLIGHTS

1.1   Progress of UDAN–1.0 and UDAN–3.0:

1.1.1   The success of UDAN-3.0 Scheme has come on the back of strong performance of UDAN-1.0 and UDAN-2.0. The connectivity proposed under UDAN-1 has commenced and is stable.

1.1.2   The focus of Ministry of Civil Aviation and Airports Authority of India is on expediting connectivity under UDAN-2. Out of 21 proposals remaining valid under UDAN-1, operations have commenced on 20 proposals. Airlines are currently in the process of commencing operations on proposals awarded in UDAN-2 and a number of airports development and licensing activities have been completed. Similarly, out of 46 Unserved Airports and 16 Underserved Airports awarded in UDAN-1 and UDAN-2, operations have commenced on 21 Unserved Airports and 10 Underserved Airports, respectively. Also, a number of destinations (such as Hubli, Gwalior, Allahabad etc.) which were only connected to 1 city through air connectivity earlier, are now connected to more than 1 destination.

Scheme	RCS Route awarded	Number of RCS Airports + Heliports	RCS Routes operationalized as on 02.01.2019
UDAN-1	128	43	72
UDAN-2	312	30+31	50
Total UDAN-1 & 2	440	73 + 31 (Airports+ Heliports)	122

1.2   Progress of UDAN–3.0:

Following two successful rounds of bidding, the Ministry of Civil Aviation launched the largest bidding round under the highly successful UDAN Scheme,

also integrating a number of iconic tourism sites in coordination with the Ministry of Tourism. Key Features of UDAN 3 included:

- Inclusion of Tourism Routes under UDAN 3 in coordination with the Ministry of Tourism.
- Inclusion of Seaplanes for connecting Water Aerodromes, and,
- Bringing in a number of routes in the North-East Region under the ambit of UDAN.

1.3   Enthusiastic response from the industry:

Airports Authority of India (AAI), the implementing agency of UDAN, received 111 Initial Proposals and 17 Counter Proposals from 15 bidders covering more than 240 UDAN Routes. Proposals connecting 13 Water Aerodromes and more than 80 Tourism Routes were also received as part of the bidding process.

73 proposals to be awarded: After detailed validation, 73 proposals have now been identified for award:

- **Airports to be connected:**
  - 50 currently served airports,
  - 17 currently underserved airports,
  - 16 currently unserved airports and,
  - 6 Water Aerodromes (for a total of 89 airports) are expected be connected based on the proposals identified for award.
- **Geographical spread:** There is a good geographical spread in the proposals:
  - 235 routes comprising 189 RCS Routes and,
  - 46 Tourism Routes are expected to be connected across 29 states in the country.
- **Enhanced Connectivity:** The proposals identified to be awarded are expected to add:

➤ About 70 lakh seats annually across the RCS Routes.

➤ More than 1 lakh annual seats through Seaplanes and,

➤ More than 15 lakh annual seats to be provided on tourism routes.

● Smooth implementation: To ensure smooth implementation of the Scheme and quick commencement of operations:

➤ MoCA and AAI, in parallel, are also coordinating with the Ministry of Tourism and various regulatory agencies like Directorate General of Civil Aviation (DGCA), Bureau of Civil Aviation Security (BCAS) and the State Governments for various facilitation.

1.4 Bilateral Air Services Consultations

During the year, bilateral civil aviation consultations were held to improve the civil aviation sector. Air Services Agreements were signed with Serbia, Morocco, Nigeria, & Lao PDR. The MoUs/Agreed minutes/RoD on bilateral issues were signed with China, Phillipines, Afghanistan, Indonesia, France and Russia. Informal meetings were also held with Bhutan, China, Ethiopia EU Commission, Georgia, Japan, Kuwait, Myanmar, Nepal, Oman, Poland, Qatar, Nigeria, Russia, Saudi Arabia, Taipei Economic and Cultural Centre in India, UAE , and Vietnam.

1.5 Open Skies Liberalization

Before June, 2016, India entered into a complete open sky agreement with USA. A nearly open sky agreement has also been signed with UK. A partial open sky was adopted for SAARC and ASEAN countries under which the designated airlines of these countries have been permitted to operate unlimited number of services with third/fourth freedom traffic rights to 18 destinations in India. According to the National Civil Aviation Policy, 2016 (NCAP) Ministry of Civil Aviation entered into an 'Open sky' ASA on a reciprocal basis with SAARC countries and countries with territory located entirely beyond a 5000 km radius from New Delhi. Unlimited flights above the existing bilateral rights will be allowed

directly to and from 6 Indian metro airports. The open sky offer was made to 59 countries and so far the open sky has been formalized with 18 countries. This year Open sky was formalized with Australia and Serbia.

1.5.1 Benefits of Open Skies Liberalization :–

The complete open sky agreement with USA has yielded good results in as much as our designated airline, Air India, has been able to expand its operations into USA progressively over last few years at its own pace. As against its limited operations to New York and Newark airports in USA until few years back, it now has flights to six airports in USA, namely, New York, Newark, Washington, Chicago, San Francisco and Los Angeles. Under the Agreement with UK also, Air India has extended its operations to Birmingham in addition to London Heathrow. The open sky adopted by India post NCAP may also be helpful to control the ticket pricing that will be helpful for travelling public.

The regime of bilateral rights has been liberalized by incorporating the partial open sky under National Civil Aviation Policy will lead to greater ease of doing business and wider choice to passengers.

As per NCAP, 2016 on the sectors less than 5000 km, the traffic rights can only be increased once Indian carriers utilizes 80% or above of the traffic rights and seek additional entitlements. This policy has been helpful for Indian carriers to utilize the existing capacity rights almost fully and reach at Par with foreign designated carriers on important sectors viz. Dubai, Qatar, Sharjah, Thailand, Singapore, Kuwait where Indian carriers are utilizing more than 80% of capacity entitlements.

Further Indian side has also decided not to increase the capacity entitlement on hub countries viz. Qatar, Singapore, UAE etc. resulting which Indian carriers be able to

open new routes viz. Malaysia, Turkey, Russia (likely to be started shortly), Ajerbaijan (likely to be started shortly), Kazakhstan (likely to be started shortly)etc.

1.6 Liberalization of Code Share operations

As per National Civil Aviation Policy, the Code share has been liberalized. It leads to following benefits :-

- Domestic Code-share Points in India has been liberalised within the framework of the ASA.
- Indian carriers will be free to enter into domestic code-share agreements with foreign carriers to any point in India available under the respective ASA.
- Domestic code share has also been liberalized with many of the countries and additional point of calls for domestic code share has been agreed. This has resulted the presence of Indian carriers in the domestic sector of foreign countries as well as contributed to develop metro airports as hub in India. The code share flights coupled with domestic code share will provide to passengers seamless international travel to interior destinations in India and foreign countries.

1.7 MoUs on Cooperation of Civil Aviation :–

The MoU on Cooperation in sphere of Civil Aviation Sector was signed with Poland, Spain, France, and Canada. The Cooperation MoU with Germany has been agreed which has to be signed. The cooperation MoU with UAE is under consideration. The objective of these cooperation MoU is to promote and facilitate the exchange of knowledge and experiences in field of Civil Aviation Sector.

1.8 Implementation of EU – India Horizontal Agreement

To bring the existing Air Services Agreement between India and the respective Member States of the European Community (EC) in tune with the provisions of the Community law, the EC had proposed signing of a Horizontal Agreement between India and the EU. The implementation of EU India Horizontal Agreement was pending since long the process of amending the existing bilateral provision with 26 EU nations had to be completed. Now, India has been able to negotiate with the 26 EU nations so that the clauses on Cooperative Marketing Arrangement, Routing flexibility, Cargo Open Sky and Inter Modal Services have been incorporated effectively. The EU − India Horizontal Agreement has been implemented w.e.f. 21st February, 2018. Now Indian carriers can feed traffic from EU nations through code share services. Further by implementing the EU-India Horizontal Agreement, the cross EU ownership issue has also been resolved like Austrian Airlines and Brussels Airlines.

1.9 Global Aviation Summit

The Global Aviation Summit was held on 15-16th January, 2019. The Summit was attended by 15 Civil Aviation Ministers, 37 DGs/Civil Aviation Authorities, Representatives from 85 countries and the total registered delegates crossed the figure of 1300. The theme of the Summit was 'Flying for All' and the Ministers presented their expressed civil aviation story in the Ministerial Plenary. Panel discussions were held on Drone Eco System, Aviation Financing, local manufacturing, flying in the future, cargo and logistics, aviation security and skills, airlines high growth, innovation for green aviation and Airports of the future by panellists from all over the world. The panellists consisted all leading industry leaders in aviation, Regulators, technocrats, multi-lateral international organizations, CEOs of airlines, airports, consultancy and research groups and President of ICAO, Montreal. There was exhibition alongside the Summit in which 35 exhibitors showcased their products which was very well received by the delegates. Maharashtra and Telangana were two states who partnered in the Summit. During the Summit following documents were released:

- National Air Cargo Policy Outline 2019
- India Next Generation Aviation Hub
- National Green Aviation Policy

- Drone Ecosystem Policy Roadmap
- Project Rupee Raftar
- Vision 2040 for the Civil Aviation Industry in India.
- IATA Document

3 ASA/MoUs were signed by MoCA and 2 MoUs by AAI. IOSA Certificate was presented to Air India Express and IATA.

Signing of ASAs/MOUs, Bilateral Discussion(Informal) and Meetings during GAvS-2019

During the Global Aviation Summit the informal discussions were held with

1. ACI 2. Afghanistan 3. Bhutan 4. China 5. Ethiopia EU Commission 6. Georgia 7. DG, IATA 8. Japan 9. Kuwait 10. Lao PDR (ASA Signed) 11. Myanmar 12. Nepal 13. Oman 14. Poland (technical MoU signed) 15. Qatar 16. Nigeria (ASA signed) 17. Russia 18. Saudi Arabia 19. Taipei Economic and Cultural Centre in India 20. UAE 21. Vietnam.

1.10 Green Aviation Policy

1.10.1 Ministry of Civil Aviation is developing a National Green Aviation Policy which is envisioned to "enable, promote and strengthen all inclusive, green and sustainable growth of air transportation in India." The policy will be aligned with various national and international frameworks like- ICAO's Vision & Mission, United Nations Sustainable Development Goals, India's Intended Nationally Determined Contribution under UNFCCC-Paris Agreement and MoCA's objective to achieve Sustainable Aviation as outlined in the National Civil Aviation Policy 2016. The key highlights of the Policy were released during the Global Aviation Summit and a draft vision document will be put in the MoCA's website shortly.

1.10.2 The Policy will comprehend the key environmental issues of the sector and emphasize on the Government's approach towards mitigating the negative impacts on the environment.

1.11 Cape Town Convention

For Effective implementation of Cape Town Convention, amendments were carried out through Rules 30 (7) and 32 A of the Aircraft Rules 1937. Further, a Standard Operating Procedure was issues for facilitating the export of aircraft from India, which has been de-registered under the provisions of cape town convention. A proposal has also been initiated for passing an Act for effective implementation of Cape Town Convention in India.

1.12 Compliance with ICAO Requirements

Rules have been made for licencing of Air Traffic Controllers as per ICAO requirements.

1.13 Digi Yatra:

- Digi Yatra is an initiative by the Ministry of Civil Aviation for providing seamless and hassle-free passenger processing at Indian Airports, without the need of verification of ticket and ID at multiple touch Points.
- In Digi Yatra a passenger can register and get Digi Yatra ID, which has to be quoted while booking the ticket. ID can be created with any of the approved ID proof. The Digi Yatra ID will have the passenger Facial Image for Facial Recognition Based process at the airport.
- At the airport entry the passenger scans e-Ticket or Boarding pass. The system will check the ticket status, flight status and compare the image with profile image to authenticate. On successful process the gate opens.
- At other touch points like Check in counter, Self-Baggage Drop, entry to security and at the Boarding gate the passenger need not show any document or ID proof. The system

will recognize the passenger based on Facial Recognition.

- The system provides a hassle-free travel to the passenger, at the time the security is enhanced.
- The system will improve the process and enhance the efficiency of airport to handle additional capacity, which is important today.
- Airlines will have the Real Time information about the passenger location for better decision making.
- Airport will have information about the passenger processing and resource allocation becomes easier. Airports can take proactive decisions based on the passenger load.
- Digi Yatra will also be capable of delivering value added services to passengers, on a consent-based system.

1.14 Biometric Access Control System providing multi–layered security at Airports:

On 18th January, 2019, Ministry of Civil Aviation soft launched the project of "Biometric Access Control System" for issuance of biometric enabled smart card based Aerodrome Entry Permit (AEP) for secured and regulated access by employees/staff to restricted areas at all aerodromes across the country.

The multi-layered security system would entail biometric authentication in addition to PIN based identity verification through contactless smart card technology to manage access of personnel along with RFID based automated vehicle access control system according to region, terminal, zone and gate access privileges.

This is an enterprise level solution for issuance of Airport Entry Permits for Personnel as well as vehicles for airlines employees and office service staff. This e-governance initiative of Bureau of Civil Aviation Security (BCAS) will facilitate ICT adoption and provide comprehensive security. Its key objectives include with the following key objectives:

- Reduce the time required in approval and processing of AEP issuance request by BCAS.
- Enhanced safety and security and prevent unauthorized entry into the airports.
- Alert authorities to an attempted intrusion or other irregularities for immediate response.
- Use of advanced technology to minimize human intervention

The project shall be rolled out at all the Airports being governed by AAI and JV airports in a phased manner. Five AAI Airports (Guwahati, Amritsar, Chennai, Kolkata, Ahmedabad) and 3 JV Airports (Delhi, Mumbai and Hyderabad) encompassing all the 8 Regional Directorates of BCAS are covered in the 1st phase. The time limits for 2nd phase are being finalised.

1.15 Tourist Charters

Operations of Inclusive Tour Package Charter flights to and from India continued under the liberalized guidelines issued vide Aeronautical Information Circular No. 05 of 2015 and a total number of 676 flights were operated in 2018 bringing 138506 tourists in India.

1.16 Non–Scheduled Operator's Permit

During the year 2018 one new NSOP was granted and as on 31st Dec 2018, a total number of 106 companies are holding Non-Scheduled Operator's Permit, as against 121 companies during the last calendar year 2016.

1.17 Domestic Scheduled Operators

During the year 2018 (Jan-Nov), scheduled domestic airlines operated a total number of 9.5 lac scheduled flights carrying a total of 126.0 million scheduled passengers as against 8.0 lac scheduled flights carrying a total of 105.6 million scheduled passengers during the previous year 2017 (Jan-Nov).

The number of domestic passengers carried by scheduled domestic Indian carriers has witnessed a growth of 19.3 percent in the year 2018 as compared to the previous year 2017 (up to 30th Nov).

1.18   Passengers carried on International Route

During the period Jan to Sep 2018, a total of 46.9 million passengers were carried on international routes by scheduled Indian/foreign carriers as against 43.4 million in the corresponding period in 2017, thereby witnessing a growth of 8.1% (YoY). Out of the 46.9 million passengers, 18.6 million passengers were carried by scheduled Indian carriers while 28.3 million passengers were carried by scheduled foreign carriers during the period Jan to Sep 2018.

2. MINISTRY OF CIVIL AVIATION

2.1 Organization

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

2.1.1 Attached Offices / Organisations

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

Autonomous Body

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

Public Sector Undertakings

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

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

2.1.3   Secretary, Ministry of Civil Aviation is assisted by one Joint Secretary & Financial

Advisor, four Joint Secretaries, one Senior Advisor, nine officers of the level of Director / Deputy Secretary / Financial Controller and twelve officers of the level of Under Secretaries / Assistant Financial Controller. Functions of the Ministry are distributed amongst nineteen sections.

2.1.4   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.

Attached Offices:

- Directorate General of Civil Aviation: Shri B.S. Bhullar, DG

- Bureau of Civil Aviation Security: Shri Rakesh Asthaana, DG

- Commission of Railway Safety : Shri Shailesh Kumar Pathak, CCRS

- Aircraft Accident Investigation Bureau: Shri Bir Singh Rai, JDG

Public Sector Undertakings:

- Airports Authority of India: Dr. Guruprasad Mohapatra, Chairman

- Air India Limited: Shri Ashwani Lohani, CMD

- Pawan Hans Limited: Dr. B.P. Sharma, CMD

Autonomous Bodies:

- Airports Economic Regulatory Authority of India: Shri S. Machendranathan, Chairperson

- Indira Gandhi Rashtriya Uran Akademi (IGRUA): (Retd.) Air Vice Marshal Nalin Kumar Tandon, Vice-chancellor

- Rajiv Gandhi National Aviation University: (Retd.) Air Vice Marshal Nalin Kumar Tandon, Vice-chancellor

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 sections, Functions allocation to the Ministry & their distribution among the sections and organization chart are available on the website of this Ministry in compliance to the Right to Information Act., 2005. 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

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

2.4   Swachh Bharat Mission

Ministry of Drinking Water & Sanitation is the nodal Ministry for Swachh Bharat Mission. Recently, Swachhta Pakhwada was organized by Ministry of Civil Aviation and its attached offices / PSUs which ended on Gandhi Jayanti with a pledge to Clean India.

Also, Ministry of Civil Aviation has organized Swachhta Pakhwada from 01.11.2018 to 15.11.2018. Several innovative ideas were adopted like recycling of waste paper at Kalyanmayee paper recycling unit, educating importance of swachhta in the nearby colonies and in government schools, swachhta lecture by Shri Bezwada Wilson (Magsaysay award winner − 2016) among other. On the basis of swachhta related work undertaken during Swachhta

Pakhwada, Pawan Hans Limited (PHL), Airports Authority of India(AAI) and Indira Gandhi Rashtriya Uran Akademi(IGRUA) were awarded the 03 best swachh organizations under MoCA.

2.5   AirSewa

AirSewa is an initiative of the Ministry of Civil Aviation to offer people a convenient and hassle-free air travel experience. AirSewa 1.0 was launched on 25.11.2016.

Based on the stakeholders' feedback and keeping in view the convenience of air passengers, it was decided to come up with the upgraded version of AirSewa. The press brief for the launch of AirSewa 2.0 was organized on 19.11.2018 in the presence of HMCA, HMoS(CA) & Secretary(CA).

Response to "AirSewa" has been very encouraging. Till date, 13155 grievances have been logged. Almost 95% of grievances have been resolved so far and most of them within the time limits stipulated by the Ministry.

2.6   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 Director/Deputy Secretary has been designated "Nodal Officer" for dealing the policy related issues of the Ministry(Main). The Centralized Public Grievances Redressal and Monitoring Systems (CPGRAMS), which is a web-based on-line public grievance handling system, was introduced and developed by the Department of Administrative Reforms & Public Grievances (DARPG). The system has been implemented in the Ministry for prompt and effective disposal of the grievances from 01.01.2008. In the year 2018, a total of 5237 public grievance cases were received on-line, out of which, 5183 cases, i.e. 99%

approximately, have been disposed of through the CPGRAMS.

2.7   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. 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.

2.8   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 1652 applications and 157 appeals were received during the year 2018. 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 suo moto to the public at regular intervals on Ministry's website 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

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

(ii)   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 followed.

(iii)   In pursuance of Central Vigilance Commission's directions, "Vigilance Awareness Week"- 2018 has been observed in this Ministry, its attached offices as well as in the PSUs under the administrative control of this Ministry from 29thOctober (Monday) to 3rd November (Saturday), 2018. The Secretary, Ministry of Civil Aviation, administered the 'PLEDGE' to all the employees at 11.00 AM on 29th October, 2018.

(iv)   During the observation of Vigilance Awareness Week, various competitions viz., Speech/Essay/Poster/Quiz were held in this Ministry. Besides, link of E-pledge (which was available on CVC website) was also provided on Ministry's website. Many employees of this Ministry took the pledge and got online certificate from CVC.

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.

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:

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

- Registration of civil aircraft;

- Laying down airworthiness requirements for civil aircraft registered in India and grant of Certificate of Airworthiness to such aircraft;

- Licensing of pilots, aircraft maintenance engineers and monitoring of flight crew standards;

- Licensing of aerodromes and air carriers;

- Rendering advice to the Government on matters pertaining to civil aviation;

- Processing amendments to Aircraft Act, 1934 and the Aircraft Rules 1937, and other Acts 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;

- Co-ordination of the work relating to International Civil Aviation Organisation and sending replies to state letters after consulting other agencies;

- Investigation of air accidents and incidents and rendering technical assistance to the Courts/ Committees of Inquiry;

- Supervision of training activities of Flying/ Gliding Clubs;

- Type certification of aircraft.

3.4 International Relations

3.4.1 Air Services Agreements

During the Calendar year 2018, bilateral talks were held with Kingdom of Saudi Arabia; Kingdom of Morocco; People's Republic of China; Government of Australia; Government of Philippines; Government of Afghanistan; Republic of Indonesia; Government of UAE; and Government of French Republic and respective MoUs were signed, wherever so was acceptable to the two sides, accordingly.

During the deliberations with the delegation from People's Republic of China, a total of 30 weekly frequencies to/from India by designated airlines of China combined were agreed to with reciprocal rights to designated airlines of India to operate a total of 30 weekly frequencies to/ from any one point out of Shanghai or Beijing or Guangzhou. Three additional points for domestic code share being Chennai, Goa and Kochi were specified by the Chinese side while Indian side specified Nanjing, Wuhan and Chengdu for domestic code share by its designated airline.

Delegation of Government of Australia accepted the 3rd / 4th freedom open sky offer over and above the existing traffic rights available as made by Indian side.

Code share arrangements were entered into with Government(s) of Republic of Indonesia and Government of French Republic including agreement on domestic code share points.

3.4.2 Legislation

To keep the statutory provisions abreast with the international standards and the latest developments in the sphere of civil aviation, comprehensive amendments were made in the Aircraft Rules, 1937 viz. provisions pertaining to registration and marking of aircraft like rules 30 and 32A; amendment to Schedule XI pertaining to single engine aircraft; amendment to provisions pertaining to personnel of aircraft i.e. Section J, K, L, M, N, Q & R of Schedule II; amendment to Rule 61 & 62 related to airworthiness; amendment to provisions related to personnel of air traffic services viz., Rule 93, 95-99, 104, 108,109, 112, 114, 118 and Schedule III; amendment to rules 29D related to safety management system; amendment were also made in Rule 3, 82, and 134 related to definitions, inspection and scheduled air transport services respectively.

3.5 Air Transport

3.5.1 Tourist Charters

Operations of Inclusive Tour Package Charter flights to and from India continued under the liberalized guidelines issued vide Aeronautical Information Circular No. 05 of 2015 and a total number of 676 flights were operated in 2018 bringing 138506 tourists in India.

3.5.2 Non-Scheduled Operator's Permit

During the year 2018 one new NSOP was granted and as on 31st Dec 2018, a total number of 106 companies are holding Non-Scheduled Operator's Permit, as against 121 companies during the last calendar year 2016.

3.5.3 As on 31st March 2019, in addition to Air India Ltd., Alliance Air and Air India Charters Ltd., there were thirteen (13) private scheduled/scheduled commuter operators viz. Jet Airways(India) Ltd. JetLite (India) Ltd., SpeceJet Ltd., Go Airlines (India) Pvt. Ltd., InterGlobe Aviation Ltd. (Indigo), Air Asia Pvt. Ltd., Tata SIA Airlines Ltd. (Vistara), Turbo Megha Airways Pvt. Ltd. (True Jet), Deccan Charters Private Ltd. (Air Deccan), Air Odisha Pvt. Ltd., Ghodawat Enterprises Pvt. Ltd. (Star Air), Heritage Aviation Pvt. Ltd., Pawan Hans operating on the domestic sector providing a wide choice of flights and connectivity to various parts of India. In addition there is one cargo airlines viz. Blue Dart Aviation Ltd. operating scheduled cargo services in the country. Further, SpiceJet was also operating Cargo Operations with induction of B737 Freighter aircraft.

3.6 AIRWORTHINESS

Type design of aeronautical products including aircrafts, engines and propellers certified by foreign Civil Aviation Authorities have been evaluated and 10 Type Acceptance granted from design view point for its operation in India.

Type design of modification certified by foreign Civil Aviation Authorities have been evaluated and 04 Type Acceptance granted from design view point for incorporation of modifications on the aircraft operational in India.

Civil Aviation Requirement (CAR) Section 3-Air Transport, Series M, Part VII, Issue 1 pm 'Implementation on E-Boarding Process (Digi Yatra) has been issued to simplify the boarding process for flyers.

ITSO Standards have been issued and placed in public domain which would enable any organization to develop components/ articles namely:

ITSO-C106 requirements on Air Data Computer (ADC); and C140 Aerospace fuel, Engine Oil and Hydraulic fluid hose assemblies.

3.6.1 A total of 171 aircrafts were registered by Airworthiness Directorate during the year 2018. A total of 11/716 AME licenses were converted/issued during the year 2018-19.

Further, following Organization approval were done during the year 2018-19:

- 37 Foreign and 08 domestic maintenance organizations; and
- 01 Foreign and 04 domestic Aircraft Type training organizations under CAR 147; and
- (Basic) Aircraft Maintenance training organization(s) under CAR 147-40 Institutes/organisations approved; and
- Continuing Airworthiness Management CAR 'M' Sub Part G, 14 Organization(s); and 01 organisation under CAR 'M' Sub Part F; and
- 15 Fuel, lubricants and Special Petroleum products Organization.

3.6.2 Examination

The Central Examination Organisation is vested with the responsibility of conducting knowledge based examination for Aircraft Maintenance Engineers (AMEs), Pilots, Flight Engineers, Flight Despatchers, Foreign Aircrew Temporary Authorisation (FATA), Flight Instructor Ratings (FIR) and Assistant Flight Instructor Ratings (AFIR) in accordance with the laid down Rules and relevant Civil Aviation Requirements for the purpose of issue of licenses. Central Examination Organisation of

DGCA conducts the examination throughout the year with Centers across India.

During the year 2018; 44,079 candidates appeared for AME; 37,860 candidates appeared for Pilots (including AFIR/FIR & FATA); 131 candidates appeared for Flight Dispatchers and 04 candidates appeared for Flight Engineers.

3,936 number of unique computer number (Unique Identification number) and for candidature to Pilot(s) and 3,590 number of Unique computer numbers (Unique Identification number) have been allotted to AME candidates by the Central Examination Organisation.

Other important activities during the year 2018, are:-

- New combined Portal 'pariksha.dgca' having been developed by M/s NIELIT in coordination with DGCA launched for online application as well conducting online written examinations in respect of AME/ Flight Crew(s) for issue of license.
- The Examination hall at office of DGCA, R.K. Puram, has been made functional/ operational for conduct of online examinations.
- Excepting offline examination for performance of Flight Crew numbered as Paper-3, all examination(s) are being conducted on line augmenting transparency and efficiency.
- All examination fee payable is to be paid through 'BHARATKOSH' integrated to software of online application.
- CAR Section-7 Series 'B' Part-I, issue- III dated 24 March 2017 has been revised to incorporate the changes.
- Periodic addition to the question bank for Pilot and AME related examination is being made.

3.7 Training and Licensing of Aircrew

During the period of 01st January 2018 to 31st March 2019, 721 ATPL (A)/ (H), 849 CPL (A)/ (H), 140 PPL (A)/ (H), 09 Private License Micro light (PLM)/ Private License Glider (PLG), 2,135 FRTOL/ FRTOL(R), 853 IR(A)/ (H), FIR (A)/ FIR (H) 18, 67 AFIR (A)/ AFIR (H), 318 FATA (initial), and 2618 number of Endorsements/renewal of license(s) were issued by DGCA.

3.8. Flight Standards

The Flight Standards Directorate (FSD) conducts safety oversight of scheduled / Non schedule operators and their aircrew to ensure effective implementation of safety related standards and Recommended Practices contained in the ICAO Annexes particularly Annex 6 and the relevant rules, regulations, procedures and requirements laid down in Aircraft Rules, Civil Aviation Requirements, Aeronautical Information Circulars. Continuous surveillance of Operators is ensured by conducting Checks / inspections regularly viz. Cockpit En-route Inspection, Cabin Inspection, Ramp Inspection, Station Facility Inspection and proficiency check etc. In addition to this Simulator Evaluation and Main Base Inspection of the operators and Standardization/ Proficiency Checks of their Training Captains are conducted as per the requirements.

Flight Standards Directorate also carries out the following functions:

- Approval of Examiners/ Instructors/ Check Pilots for Scheduled /Non-scheduled / General Aviation.
- Approval of Training Programmes of Flight Crew on Multi-engine aircraft (both Fixed Wing & Helicopters) for scheduled/ Non-scheduled and General Aviation Operators.
- Approval of Simulators and Approved Training Organisation.
- Approval for Flight Dispatchers.
- Approval / acceptance of Operations Manual/ Training Manual/ Aircraft Operating Checklist and MEL requirements from operations aspects.
- Approval of Standard Operating Procedures for operations to New Stations & Critical Airports i.e. airports surrounded by Hilly/ difficult Terrain.
- Operator's Authorization for ILS Cat-II/IIIA/IIIB operations.
- Approval of Flight Crew Training and operating requirements for Specialized Operating Procedures viz. RVSM/ EDTO/PBN/CAT II &III/ NAT HLA.

Further, Flight Standards Directorate also renders advice to other Directorate of DGCA on following matters.

- Directorate of Training & Licensing: On operational and training aspects for issue/ renewal and revalidation of licenses/ ratings.
- Directorate of Airworthiness: Minimum Equipment List (MEL) for aircraft type.
- Directorate of Air Safety: Investigation of Accident/ Incident.
- Directorate of ANS: Examination & Review of IAL Procedures and if necessary, Flight Trials are carried out on aircraft and simulators by the Flight Operations Inspections.
- Central Examination Organisation: Flight Operations Inspectors are associated with CEO for standardization of Question Papers. FSD is also associated in oral examination for ATPL being conducted by CEO.
- Directorate of Air Transport: Evaluation of operational capabilities of operators

at the time of issue of Airline Operator's Certificate as per CAP 3100.

Major Activities during 2018:-

During the year 01 Jan 2018 – 31 December 2018, Flight Standards Directorate carried out the following major activities:

- A total of 1,257 inspections were carried out which includes SOFA Inspection, Cockpit Inspection, Station Facility Inspection, ATO Inspection, Main Base Inspection and Ramp Inspection.

- Approvals/ Renewals were granted to 233 Training Captains (Check Pilots/ Instructors/ Examiners) of various scheduled & 82 Training Captains

of various Non- Scheduled General Aviation operators (Aeroplane & Helicopter).

- Simulators are an all-important aid to flying training and accordingly 11 International Simulators and 02 domestic Simulator have been granted approval and 03 renewal.

- The Directorate has granted approval to 45 Flight Dispatcher while 173 Flight Dispatchers were renewed with their respective permissions/licenses in accordance with the prescribed norms.

In line with ICAO Annexures and based on industry best practices, following Civil Aviation Requirements were revised:

S. No.	Civil Aviation Requirement	Subject
i)	Section 7 Series J Part I	Flight Duty Time and Flight Time Limitations - Cabin Crew
ii)	Section 8 Series F Part I	Flight Crew Training And Qualification Requirements For Scheduled Operators Having Aeroplanes With AUW Exceeding 5700 Kgs
iii)	Section 8 Series F Part VII	Flight Crew Training And Qualification Requirements For Scheduled Commuter And Non-Scheduled Operators: Small Aeroplanes
iv)	Section 8 Series F Part VIII	Flight Crew Training and Qualification Requirements for Scheduled Commuter and Non-Scheduled Operators having Aeroplanes with AUW Exceeding 5700 Kgs
v)	Section 8 Series O Part II	Operation of Commercial Air Transport - Aeroplanes
vi)	Section 8 Series O Part IV	Commercial Helicopter Operations
vii)	Section 8 Series O Part V	Operation of General Aviation - Helicopters

The Directorate has been instrumental in achieving the standards as audited by Federal Aviation Authority to their satisfaction in the area of Aircraft Operations and Personnel Licensing in conformity to the International norms and standards elevating the status of Indian Aviation Industry.

3.9   Aerodrome Standards

3.9.1   The Directorate of Aerodrome Standards deals with inspection and licensing/ authorization of aerodrome/heliport and monitoring of the aircraft operations at

aerodromes vis-a-vis the facilities provided at the aerodrome and heliports approved/ licensed by this Directorate. During the year 2018, Seven (07) number of Initial Licenses were issued for public use, namely for Jagdalpur Aerodrome, Pakyong Aerodrome, Jharsuguda Aerodrome, Hisar Aerodrome, Kannur Aerodrome, Bilaspur Aerodrome, Naini-Saini Pithoragarh Aerodrome.

3.9.2 Further, renewal / operational Authorisation of licenses of 22 aerodromes (public use) and renewal/ extension/ operational authorization of 09 airports (private use) were concluded. Surveillance Inspection of 72 airports were also completed.

3.9.3 Joint inspection under the scheme of Regional Connectivity for Ziro, Pasighat, Yingkiong, Tuting, and Feasibility Study of Helipads in Uttarakhand Haldwani Ramnagar, Nainital, Almora, Walong, Daporijo, Nagaon, and Josimath.

3.9.4 Pre-Licensing inspection of Jagdalpur airport, Rourkela airport, Neyveli airport, Kannur airport, Ambikapur airport, Hisar airport including inspection of Inspection of ITC Gardenia – roof top helipad Bangalore was also completed.

Other approval accorded are as follows:–

Approvals / Others:

- Approval of Commissioning for Naval Taxiway D1 at Cochin International airport.
- Approval for concept/design and execution level for construction of perimeter road, levelling and grading along with re-carpeting and repair of service road in operation area at Kangra airport.
- Approval of Construction of Parallel taxi track "R'(left out portion) connecting Rwy 12/30 and Rwy 07/25, "N" Taxi track (Balance Portion) connecting Rwy 07/25 (Concept/Design level).
- Approval of Design/Concept and execution level approval for re-configuration of Txy echo between B3 and B4 for Temporary night parking of 05 Code "C" aircraft.
- Approval of (concept/design &Execution level) for provision of inset end light for Rwy 09 and associated works due to revision of declared distances at Porbandar airport.
- Approval of concept/design and execution level approval for providing apron drive glass passenger boarding bridge and A-VDGS docking guidance for 02 No's of PBB at LGBI Guwahati airport.
- Approval of concept/design and execution level for overlaying of existing apron to match with new apron and widening and strengthening of existing taxiway including associated electrical works at Rajahmundry airport.
- Approval of commissioning level and operationalization of 02 apron drive glass walled passenger boarding bridges and advanced VDGS at Vadodara airport.
- In-principle approval of conducting Night Trials on secondary runway 09L-27R at RGIA Shamshabad Hyderabad airport.
- Approval for construction of cooling pit with approach path at Lilabari airport.
- Approval of regular for all weather operations of JSPL, Angul airport.
- Approval of concept/design & execution level for construction of 03 Nos. of RET for the main runway 07/25, partial straightening, shifting of B-taxi track, straightening of F-taxi

track etc. at Chennai airport (concept/design and Execution level).

- Approval for CAT-1 approach lighting for runway 09 at Cochin airport.

- Approval of design/concept and execution level stages for surface repair work on taxiway CW1 & CW2 (phase two to six) at IGI airport.

- Approval of concept/design and execution level for construction of explosive disposal area (cooling off pit) in operational area and approach road to wind sock Rwy 15 end at Kangra airport.

- Approval of extension of apron for 04 code C aircraft stands, with ling taxiway at Dehradun airport.

- Approval of (concept/design & exaction level) for construction of (1) apron to accommodate 10 nos of code C type aircraft (2) Isolation parking stand & (3) parallel and link taxiway at Trichy airport.

- Approval of expansion apron towards west of existing apron at Kempegowda international airport Benguluru (execution level).

- Approval of closure of intersection of runways 14/32 & rwy 09/27 at CSI airport.

- Approval of concept/design and execution level for painting of revised apron layout at begumpet airport, Hyderabad.

- Approval of concept/design & execution level for wall to wall grading of operational area, construction of Geo drainage for sub surface water of runway & percolation well at SVPI airport, Ahmedabad.

- Approval post-commissioning report i.r.o. extension & strengthening of runway, construction of new apron

- taxiway and associated works at Belgavi airport seeking approval for regular use of new facilities.

- Approval of concept/design and execution level for re-orientation of cargo apron stand for temporary parking of 10 code "C" aircraft at RGIA Shamshabad airport, Hyderabad.

- Approval of design/concept and execution level for construction of 05 code C temporary parking stand west of taxiway mike.

- Approval of concept/design and execution level for strengthening of initial 100 m of runway 05 at Rajkot airport.

- Approval of commissioning level of new ATC tower cum technical block cum fire station at Belagavi (Belgaum) airport.

- Approval of commissioning of re-aligned/renamed aircraft parking stands in apron C and new link joining taxi lane K1 with taxi lane K# as Link C9 at CSI airport, Mumbai.

- Approval of commissioning for re-orientated stands of cargo apron for temporary parking of 10 code C aircraft at RGIA Shamshabad airport, Hyderabad.

- Approval of commissioning level for re-carpeting / strengthening, extension of rwy 04/22 and displacement of runway 22 threshold by 615m at Surat airport.

- Approval of concept/design and execution level for strengthening / resurfaciang of existing runway, construction of shoulders, apron and isolation bay along with link taxiway for apron and isolation bay, profile correction of rwy strips, construction of retaining wall, culvert and drainage

system, perimeter road and wall along with associated electrical works at Jabalpur airport.

- Approval of levelling and grading work of operational area other than basic strip at Kullu Manali airport (concept/design and execution level).

- Approval of commissioning of additional temporary aircraft parking stands at KIAB Phase-1.

- Approval of concept/design and execution level for SITC of Grid connected solar photovoltaic based power plant of 1000 KWp capacity at Raja Bhoj airport, Bhopal.

- Approval of concept/design and execution level for construction of new technical block and control tower at BM airport, Ranchi.

- Approval of design/execution level and installation of A-VDGS units on aircraft parking stands of apron V (V8L, V17L) and apron K (K1,K2,K3L, K3R, K4AL, K4R, K5l , K5R K6L, K6R) at CSI airport, Mumbai.

- Approval of commissioning of apron drive glass walled PBB and A-VDGS at bay no. 14 at CCSI airport, Lucknow.

- Approval of concept/design and execution level stage for additional aircraft parking stands in apron 31 remote area of terminal 3 at IGI airport.

- Approval of commissioning level of OHP for RPA operation at Lilabari airport.

- Approval of concept/design and execution level re-carpet the old turn pad for use of up to code C type of aircraft at CCSI airport Lucknow.

- Approval of concept/design and execution level for construction of new ATC tower cum technical block cum fire station at puducherry airport.

- Approval of concept/design and execution level safety assessments for seeking for establishment of ground mounted solar photovoltaic plant at DABH airport, Indore.

- Approval of execution level for construction of new south parallel runway (NSPR) Phase-1 at Kempegowda International airport, Bengaluru.

- Approval of execution level for merging of RESA rwy 05 (110mx90m) inside operational boundary wall to make the RESA Rwy 05 180x90m at Dibrugarh airport.

- Approval of concept/design and execution level for repair of rwy at Birsa Munda airport Ranchi.

- Approval of commissioning of re-constructed portions of taxiways N and N1 at CSI airport, Mumbai.

- Approval of jharsuguda aerodrome to operate flights in all weather conditions (IFR) with aerodrome reference Code 4C.

- Approval of concept/design and execution level for temporary bay marking for A330-200/N747 on bay no. 15 & 16 for Haj flight operations at Jaipur airport.

- Approval of commissioning for re-configuration of txy echo between B3 and B4 for temporary night parking stands NP-7 to NP-11 and taxi lane E1 at RGIA airport, Shamshabad Hyderabad.

- Approval of commissioning for resurfacing of existing runway and taxiway at Tuticorin airport.

- Approval of concept/design and execution level for expansion of apron at Mangalore airport.

- Approval of operation of code D (b-767) aircraft during Haj Operations at Varanasi airport.

- Approval of realigned aircraft parking stands 81L, 81R, 82L, 82R, 83L, 83R, 84L, 85, 86, 87 in terminal II at IGI airport.

- Approval of commissioning level for providing RESA for runway 24 at Mangalore airport.

- Approval of construction of additional temporary aircraft parking stands at kempegowda international airport, Bengaluru.

- Approval of decommissioning of operational stands 01 and 02 to convert the area to landside.

- Approval of concept/design and execution level stage for additional parking stands in apron 31 remote area of terminal 3 at IGI airport, New Delhi.

- Approval of concept/design for construction of isolation bay along with link taxiway at Bhavnagar airport.

- Approval of decommissioning operational stands 01 and 02 to convert the area to landside, for construction works of interim international departure terminal building, at RGIA airport, Shamshabad.

- Approval of utilize the extended portion of the apron and link taxiway till 31.12.2020 at Imphal airport.

- Approval of re-construction of txy H phase-1 between txy G and K and other works in operational area at Chennai airport (execution level)

- Approval of flexible use of taxi lane k1 as code C taxi lane or code F taxiway at CSI airport, Mumbai.

- Approval of construction of parallel T/T (PTT) , RET and apron for parking

- of 08 nos code C aircraft at BPI Bhubaneswar airport.

- Approval of concept/design and execution level for construction of new remote apron and link taxiways C & D at RGIA Shamshabad airport.

- Approval of concept/design and execution level for installation rwy guard lights configuration B on rwy 14 CSI airport, Mumbai.

- Approval of colour coding correction of rwy centre line lights on rwy 10/28 at IGI airport, new delhi.

- Approval of concept/design and execution level for extension of apron at Madurai airport.

- Approval of commissioning level for expansion of apron/construction of 02 nos of parking stand rigid suitable for code C type of aircraft up to A321 at SV airport Raipur.

- Approval of concept/design and execution level safety assessment for installation of simple approach lighting system at shilling airport.

- Approval of commissioning level proposed expansion of fire station at Jaipur airport.

- Approval of concept/design and execution level for construction of 05 nos hangars for code C aircraft, apron and link taxi track at NSCBI airport, Kolkata.

- Approval of commissioning of txy centre line lights on RET A6 and A7 at Kempegowda international airport, Bengaluru.

- Approval of commissioning of aircraft parking stands G4L and G4R in apron G by converting stand G-4 MARS at CSI airport, Mumbai.

- Approval of commissioning level of construction of temporary shed for

- new advanced CFT at Vijayawada airport.
- Approval of realignment of aircraft stands (A08 to A12) in apron −A taxilane L and Txy L! L3 and L4 for operations of code D aircraft up to B757-200) at CSI airport, Mumbai.
- In-principle approval of the proposed roof top helicopter landing area at sands infra build pvt. Ltd. Kochi.
- Approval of concept/design and execution level for construction of 01 no additional parking stand for code 4C A-320/21 type aircraft at SV airport Raipur.
- Approval of concept/design and execution level stages for works associated with declaration of taxiway F as RET at IGI airport, new Delhi.
- Approval of concept/design and execution level safety assessment for provision of taxiway/inset runway fitting/allied electrical works for providing RESA for Rwy 25at Bhavnagar airport.
- Approval of concept/design and execution level safety assessment for installation of new PAPI at Shillong airport.
- Approval of concept/design and execution level for construction of access road connecting runway to perimeter road for cooling off pit at Puducherry airport.
- Approval of concept/design and execution level safety assessment for covering and development of open storm water drain at both sides of Rwy varying from 75m to 90m from Rwy C/L at Indore airport.
- Approval of concept/design and execution level for construction of new apron stand taxi lane and taxiway B3 connecting Twy A at kempegowda international airport, Bengaluru.

- Approval of concept/design and execution level realignment of aircraft stands in apron A taxilane L and Twy L1 L3 and L4 for operations of code D aircraft at CSI airport Mumbai.
- Approval of concept/design and execution level for provision of standby runway circuit at Salem airport.
- Approval of commissioning level of fixed link with Rotunda and PBB & A-VDGS on bayno.07 at Trichy airport.
- Approval of provisional clearance for up gradation of existing aerodrome license of Kolhapur airport from ARC-2B to 3C under Day- VFR operations.
- Approval of Concept/Design & Execution level for construction of rotunda & fixed finger for 3rd PBB at Bhopal airport.
- Approval of Concept/Design & Execution level for widening and strengthening of twy C to accommodate Code B falcon − 2000 aircraft at Udaipur airport.
- Approval of Concept/Design & Execution level for extension of apron along with taxiway and associated works at Shimla airport.
- Approval of Concept/Design & Execution level for installation of solar system of IOCL aviation fuel station at Porbandar airport.
- Approval of commissioning level parking stands 15 to 38 new remote apron and link taxiway/taxilane C.D. & H at RGIA airport Shamshabad Hyderabad.
- Approval of Concept/Design & Execution level for strengthening of existing runway and shoulder, grading and levelling of basic strip, construction of storm water drain at Tirupati airport.

- Approval of execution level for construction of paralled taxi track R left out portion connecting twy 12/30 and rwy 07/25 and N taxi track (Blance portion) connecting rwy 07/25 at Chennai airport.
- Approval of commissioning level for provision of simple approach lighting system at runway 04/22 at runway 04/22 at shilling airport.
- Approval of commissioning of PAPI at new location of runway 22 at barapani airport.
- Approval of Concept/Design & Execution level for provision of emergency access road from runway 13 and link road connecting apron-1 and apron-2 at Ranchi airport.
- Approval of commissioning of runway 9/27 along with stop bars post completion of surface repair work on the runway at IGI airport, new delhi.
- Approval of Concept/Design & Execution level for earth filling in low lying operational area at Lilabari airport.
- Approval for execution of surface re-carpeting work of terminal apron at (MIHAN) Nagpur airport.
- Approval of Concept/Design & Execution level for construction of rain water harvesting facilities at kempegowda international airport.
- Approval of execution for reconstruction of portion of twy K1 between Twy N and Rwy 14 and portion of apron C near nose holding position of aircraft stands in phased manner at CSMI airport, Mumbai.
- Approval of Concept/Design & Execution level for surface repair work on rwy 09/27 at IGI airport, New Delhi.
- Approval of Concept/Design & Execution level for construction of

- paver block for perimeter road at Salem airport.
- Approval of Concept/Design & Execution level for construction of fixed finger rotunda including associated electrical works at SV airport Raipur airport.
- Approval of commissioning of correcting in mismatch of color coding of rwy 10/28 centre line light at IGI airport, New Delhi.
- Approval of commissioning level for reconfiguration of aircraft parking stands 1 2 3 4 5 at cochin airport.
- Approval of Concept/Design & Execution level for installation of PBB & AVDGS at parking stand No.7 at Raja Bhoj Bhopal airport.
- Approval of commissioning level for temporary shed for new advanced CFT's near overhead tank at Vijayawada airport.
- Approval of construction work of laying 02 nos connector fuel pipeline from integrated aviation fuel farm to international apron G at CSMIA Mumbai.
- Approval of commissioning level of apron drive glass walled PBB and AVDGS at Bay no. 13 at CDCSI airport, Lucknow.
- Approval of Concept/Design & Execution level for construction of paralled taxi track RET and apron for parking of 08 nos code C aircraft at BPI airport Bhubaneswar airport.
- Approval of commissioning level for provision of 2 nos. PBB and AVDGS system for baynos. 10 & 12 at Calicut airport.
- Approval of Concept/Design & Execution level for stages proposed general aviation apron at IGI airport, new delhi.

- Approval of Concept/Design & Execution level for restoration of basic strip at Shimla airport.
- Approval of Concept/Design & Execution level for provision of direct access road from fire station to runway, road connecting fire station and perimeter road and hardstand around the fire station UG sump at Salem airport.
- Approval of commissioning level for reduction of declared distances to 2700m by providing inset end lights for provision of RESA of dimension 240m x 90m at Calicut airport.
- Approval of Concept/Design & Execution level for construction of terminal 2 apron associated facilities at kempegowda international airport, Bengaluru.
- Approval of Concept/Design & Execution level for extension of international apron-2 SVPI airport, Ahemedabad.
- Approval of commissioning level for expansion of apron towards west of existing apron and construction of additional aircraft parking stands at Kempegowda interntional airport, Bengaluru.
- Approval of commissioning enhancement of approach lighting system from 210m to 420m (SPL) w.r.t. rwy 25 at JPNI airport, Patna.
- Approval of Concept/Design & Execution level for installation of MET DRISHTI equipment at Shimla airport.
- Approval of Concept/Design & Execution level for dismantling/ reconstruction of existing PAPI light foundation at Kandla airport.
- Approval of Concept/Design & Execution level for provision of PBB at DABH Indore airport.

- Approval of Concept/Design & Execution level for construction of shoulders on Twy-B at Porbandar airport.
- Approval of Concept/Design & Execution level for provision of PAPI lights for runway 14 at Shimla airport.
- Approval of Concept/Design & Execution level for reconstruction of portion of runway 50mx45m from beginning of runway 30 at Dimapur airport.
- Approval of Concept/Design & Execution level for providing emergency access road at both ends of runway at Salem airport.
- Approval of Concept/Design & Execution level for construction of new RET for rwy 32 prior to Twy K3 to facilitate expeditious exit by landing aircraft (up to code C) at CSMI airport, Mumbai.
- Approval of Concept/Design & Execution level for widening and strengthening of operational perimeter road for movement of CFT at Ranchi airport.
- Approval of Concept/Design & Execution level for expansion of NITB Arrival side and construction of two PBB at Mangalore airport.
- Approval of Concept/Design & Execution level for construction of apron with link taxi track besides apron-1 at SVPI airport, Ahmedabad.
- Approval of Concept/Design & Execution level for construction of Box type longitudinal drain at Bhavnagar airport.
- In-principle approval for construction of Navi Mumbai greenfield airport at Navi Mumbai.

- Approval of solid waste management unit at Kempegowda international airport, Bengaluru.

- Approval of Concept/Design & Execution level for additional aircraft parking stands in terminal 2 at IGI airport, New Delhi.

- Approval to carryout controlled rock blasting around drainage work at south and north side of runway 09 at Shirdi airport.

- Approval of commissioning for 05 code C temporary parking stands 64 to 68 and taxi lane M1 at RGIA airport, Shamshabad, Hyderabad.

- Approval of commissioning approval for provision of perimeter lighting at Tuticorin airport.

- Approval of Concept/Design & Execution level for re-construction of 02 nos. rotundas, 02 nos. of PBB and revised apron layout at Chennai airport.

- Approval of Concept/Design & Execution level for levelling and grading of operational area at Pantnagar airport.

- Approval of Concept/Design & Execution level for construction of additional apron and GSE area at Trivandrum airport.

3.10   AIR SAFETY

3.10.1   During the year 2018, DGCA instituted inquiries in case of 12 incidents under Rule 13(1) of Aircraft Rules 1937 and 45 Airprox incidents have been investigated. Regional Air Safety Office associated and guided the investigation of incidents by the Permanent Investigation Board of Airlines for Investigation of incident occurring to aircrafts operated by them. 1145 Wildlife Strike have been reported which have been entered in the database. Safety recommendations emanating from investigations of various

aircraft accident and incidents have been followed up for implementation with the concerned agencies so as to prevent recurrence of similar accidents/ incidents.

3.10.2   DGCA has accorded top priority for Bird/ Wildlife Hazard management by Airport Operators and major initiatives to effectively deal with the challenge include identification of wildlife (Bird/ Animal) strike to the aircraft as State Safety Priority under State Safety Programme and proactive management by conducting regular joint inspection of areas around airport by team consisting of officers of DGCA and representatives of airlines/ stakeholders.

3.10.3   In order to create awareness about the best practices at international level, a workshop on "Wild life Strike Management" was also conducted in association with Bird Strike Research Group of India which was attended by aerodrome operators and airlines.

3.10.4   4th National Bird Control Committee (NBCC) was convened under the chairmanship of DG, CA on 12 February 2018.

3.10.5   DGCA prepares Annual Surveillance Program which is available on DGCA website. From 01.04.2018 to 31.10.2018, 26 Audits (Regulatory Audits/Safety Audits) and 317 Surveillance Inspections of Schedule Airlines & Various Non-Schedule & Private Operators were carried out. These inspections have pointed out various discrepancies which have been taken up with the operators for taking remedial measures.

3.10.6   Further, 16 Special Safety Audits were undertaken based upon recommendations of Accident/Serious Incident inquiry committee.

Regulations issued/amended during the year 2018 are as follows:

- CAR Section 5 Series C Part I, Issue II, Rev 3 on "Notification of Incidents

and Investigations thereof" requires reporting of occurrences to DGCA/ AAIB.

- CAR Section 5 Series F Part III, Issue III, Rev 01 on "Procedure for Medical examination of aircraft personnel for alcohol consumption" was issued.

- Air Safety Circular 02 of 2018 on "Guidelines for Operation to/from Performance Limited Airports" was issued.

- SSP Division issued Circular 02 of 2018 on "Guidance Material for preparation of Safety Management System Manual" to provide guidance on preparation of Safety Management System Manual.

3.10.7 The DGCA took a total 350 number of Enforcement actions viz., issue of warning, putting crew(s) off roaster and/ or Suspension during the year 2018.

3.10.8 To improve safety across the civil aviation, and also as part of implementation of State Safety Programme (SSP) DGCA- India has published National Aviation Safety Plan 2018-2022 which includes Eight (08) Key State Safety priorities. Targets are fixed to reduce the number of events for each SPI by 3% every year.

3.10.9 National Aviation Safety Plan (NASP) is aimed to address emerging safety issues as well as issues that could potentially emerge in the immediate or near future. The Safety issues detailed in the programme are driven from operations or regulations that are not fully deployed and it provides a platform through National Aviation Safety Plan to deal with the challenges in the area e.g., the operations of Unmanned Aircraft Systems (civil Drones), Communication errors, Laser interferences, Ground Handling activities etc.,

3.11 AIRCRAFT ENGINEERING DIRECTORATE

3.11.1 The Directorate has issued approval of Changes in Type design of Civil Version of Dornier D)-228 (upgraded) Aircraft.

3.11.2 The Directorate has dealt with the matter of acceptance of Type design of aeronautical products including aircraft(s), Engine(s), and Propellor(s) certified by foreign Civil Aviation Authorities for evaluation and 38 number of Acceptance(s) have been granted from design view point for its operation in India.

3.11.3 Type design modifications certified by foreign Civil Aviation Authorities have been evaluated and 47 Type Acceptance(s) have been granted from design view point or incorporation of the said modifications on the aircraft being operated in India.

3.11.4 The Directorate has issued/ amended CARs pertaining to Aero Engineering Division to bring the regulations in conformity to the International Standards on ' Certification Procedures for Aircraft and related products' through CAR 21 amended on 14th September 2018 and CAR Section 6 titled Design Standards and Type Certification, Series A, Part II, Issue- I, Rev.2 specifying 'Requirements for recognition/ acceptance of Type Certificate and Supplemental Type Certificate issued by Contracting State for aeronautical product, viz., aircraft, aircraft engine and propeller,' issued on 14th March 2018.

3.11.5 The Directorate has embarked upon intensive efforts and have been able to prescribe norms for operations of Remotely Piloted aircraft system (RPAS) commonly known as drones.

3.11.6 Aircraft Rules have been amended to include Remotely Piloted Aircraft System(RPAS) (one subset of UAS) and CAR Section 3 – Air Transport- Series X, Part I, Issue

I 'Requirements for Operation of Civil Remotely Piloted Aircraft System (RPAS)' has been issued on 27th August, 2018 for its operation in civil.

3.11.7 Unmanned Aircraft System (UAS) Cell was constituted in DGCA on 27th November, 2017 to finalize the regulations on RPAS, and to deal all matters pertaining to issue of UIN, UAOP and necessary coordination with stakeholders.

3.11.8 CAR Section 3 Series X part I on "Operation of Civil Remotely Piloted Aircraft System" was issued on 27th August 2018 which is effective from 1st December 2018.

3.11.9 Do's and don'ts, and FAQs (Frequently Asked Questions) related to "Operations of Civil RPAS" are also published on DGCA website.

3.11.10 Guidance manual on RPAS has been issued on DGCA website on 15th November 2018.

3.11.11 An online portal for issuance of Import Clearances, Unique Identification Number (UIN), and Unmanned Aircraft Operator Permit (UAOP) is live from 1st December 2018, and the link is available on DGCA website.

3.11.12 Flight permissions based on No permission-No Take-off (NPNT) would be effective from 1st January, 2019 subsequent to completion of zone mapping in digital sky platform.

The Directorate being the Nodal Directorate to adhere to the International norms prescribed by ICAO regarding Environment.

CAR Section 6 Series C Part III on "Aeroplane Carbon Dioxide Emissions Certification – Standards and Procedures" has been issued.

CAR Section 10 Series C Part I on "Carbon Offsetting and Reduction Scheme for International Aviation" has been issued.

SpiceJet Airlines operated a successful non-revenue flight on 27th Aug 2018 from Dehradun Airport (VIDN) to Delhi Airport (VIDP) with a 25% blend of biofuel manufactured by IIP on one engine.

3.12 AIR SPACE & AIR NAVIGATION SERVICES

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

3.12.2 The Directorate has carried out Surveillance Inspection of ATM facilities at Mumbai, Juhu, Kolkata, Dibrugarh, Trivandrum, Delhi IGI, Lilabari, Guwahati, Amritsar, Dehradun, Pantnagar, Coimbatore, Jaipur, Vijayawada, Begumpet, Aurangabad, Jabalpur, Bangalore and Chennai Airports during the year 2018.

3.12.3 Also, the Surveillance Inspection of CNS facilities at Jaipur, Madurai, Chennai, Port Blair, Tirupati, Raipur, Mumbai, Porbandar, Gaggal (Dharamshala), Srinagar, Hyderabad, Lucknow, Surat, Varanasi, Amritsar, Delhi (IGI), Vadodara, Bagdogra and Cochin Airports was completed during the year 2018.

3.12.4 Surveillance Inspection of MET facility at Imphal, Tirupati, Kolkata, Trichy, Mumbai, Coimbatore, Calicut, Delhi and Bhubaneswar Airports was also satisfactorily completed.

3.12.5 Surveillance Inspection of Aeronautical Maps & Charts and AIS Section facilities at Mumbai Airport and of Flight Procedure Design Section, AAI, CHQ, New Delhi was carried out to ensure adherence to the prescribed norms

of uniformity and availability of requisite information to aviation environments of the country.

3.12.6 Instrument Flight Procedures (IFP) for Durgapur, Kannur, Cochin, Raigarh, Belgaum, Mangalore, Mundra, Imphal, Jamshedpur, Vijaynagar, Jharsugura airport were promulgated during the year 2018 alongwith the Promulgation of Mandate of ADS-B in India with effective date 01st January, 2020.

ICVM Audit of ANS was conducted in 13th to 21st November 2018.

Directorate undertook the publication of following CARs for implementation of ATCO Licensing:

- Series L Part V − Rating Training Manual for Personnel of Air Traffic Services.
- Series L Part VI − Log book- Personnel of Air Traffic Services.
- Series L Part IX − Approval, Renewal and Oversight of Training Organisation for personnel of Air Traffic Services.
- Revision to CAR Section 9, Series X, Part I and Issue II − CAR has been amended as Rev. − I, dated 17.08.2018 to incorporate provision of seconded manpower for ATCO Licensing along with ATM & CNS.
- Revision to CAR Section 9, Series C, and Part I (Rules of the Air) − Amendment 46 to ICAO Annex 2.
- Revision to CAR Section 9, Series D, and Part III (Aeronautical Telecommunications − Communication Procedures) − Para 8.2.12.5.
- Revision to CAR Section 9, Series E, and Part I (Air Traffic Services) − Amendment 51 to ICAO Annex 11.
- Revision to CAR Section 9, Series M, and Part I (Meteorological Service for Air Navigation) − Amendment 78 to ICAO Annex 3.
- Revision to CAR Section 9, Series I, and Part I (Aeronautical Information Services) − Amendment 40 to ICAO Annex 15.
- Revision to CAR Section 9, Series G, and Part I (Aeronautical Information Services) − Amendment 60 to ICAO Annex 4.

3.13 Flying Training

3.13.1 To meet the requirement of the country in Commercial Pilot License Course DGCA approved functional Flying Training Organisation in India are operational of which 01 Flying Training Organisations was re-certified during the year 2017 while Special Audit of 15 (Fifteen) Flying Training Organisation have been conducted upon direction of Director General to ensure adherence to the prescribed norms of training, operations and safety.

3.13.2 To maintain the standards of training in flying training organisations in India 36 (Thirty Six) Standardization check/ Examiner Competency Check in respect of CFIs/Dy. CFIs were carried out. Further, Surveillance/ inspection of 13 (Thirteen) Flying Training Organisations were also carried out.

3.13.3 Four Gliding Instructor authorization; 04 Gliding Examiners authorisation have been approved and another 04 applications are under examination. A total of 25 (Twenty Five) post holder i.e., CFI/ Dy. CFI/ CGI) has been approved for Flying Training Organisations while 05 (Five) application are under process.

3.13.4 The Directorate has conducted Oral Examination of 61 candidates in during the year 2018 in accordance with the prescribed norms.

3.13.5 02 (Two) revisions to the CAR Section 7 Series I Part V and CAR Section 7 Series D Part I have been effected during the period of year 2018.

3.14 ADMINISTRATION

During the year 2018, 06 (six) FOIs in various categories were appointed on contract basis. In November, 2018 all the 75 posts of FOIs in various categories were filled up. Recruitment Rules for 22 posts of different categories have been finalized and published in official Gazette. During the year 2018, 21 Circulars for engagement of Consultants in various Directorates of DGCA were issued. 32 officers were appointed and 46 officers got promoted in the year 2018.

The representation of SCs, STs and OBCs as on 31.12.2018 is as under

Name of the Organisation	Total Number of regular Employees	Total Number of SC Employees	% of SC Employees	Total Number of ST Employees	% of ST Employees	Total Number of OBC Employees	% of OBC Employees
DGCA	682	124	18.18%	40	5.86%	134	19.6%

3.15 Public Grievance Redress Machinery

The Administration of DGCA has taken the following steps to improve Public Grievances Redress Machinery as under:-

Monitoring new grievance on daily basis

Disposing off the grievances timely

Redress grievance with quality reply etc.

3.16 Pollution Control

There is no specific mechanism in DGCA to control pollution, however, DGCA is maintaining greenery around the premises with trees and plants to avoid pollution.

3.17 Facilities to persons with disabilities

DGCA has procured one wheel chair for easy accessibility by physically disabled persons. Ramps have been constructed in DGCA to facilitate the persons with disabilities. DGCA is also in the process for constructing one wash room excursively for use by persons with disabilities.

3.18 Swachh Bharat Abhiyan

3.18.1 DGCA contributed to Swachh Bharat Abhiyan by focusing on making this office clean & hygienic. In this process, some of the old office furniture/newspapers which were lying outside because of space constraint, were spotted and disposed of. This resulted in creating more clean space and of-course, add-on of funds to the tune of Rs. 20,200/- to the Government exchequer. The face of Library of DGCA was also uplifted by disposing of lot of newspaper. Beside this, the green area which is covered with number of trees was also given a better look by cutting of grass and pruning dense trees. This timely pruning not only opened the gate of sunlight to DGCA building but the small wooden pieces derived out of this process were donated to a Cremation Society.

Activities that took place in the Swachhta Pakhwada in DGCA scheduled from 1st to 15th November, 2018

Sl. No.	Activities	Date	Report
1	Oath Taking Ceremony and Nukkad Natak by MoCA's Team	01st November, 2018	Swachhta Pledge was administered to all Officers of DGCA by Director General (Civil Aviation) in DGCA Lawn followed by Nukkad Natak by MoCA staff on cleanliness
2	Drawing/Collage making Competition	02nd November, 2018	Drawing/ Collage competition was held in Conference Room of DGCA in which officials of DGCA participated under a common theme of sankalp Se Siddhi.
3	Shram Dan in own Sections	05th November, 2018	All Officers/ Officials of DGCA participated in Shram Dan in respective Sections and premises of DGCA.
4	Poetry Competition	06th November, 2018	Poetry competition was held in Conference Hall of DGCA.
5	Shram Dan in own Sections	08th November, 2018	All Officers/ Officials of DGCA participated in Shram Dan in respective Sections and premises of DGCA.
6	Shram Dan in own Sections	09th November, 2018	All Officers/ Officials of DGCA participated in Shram Dan in respective Sections and premises of DGCA.
7	Poster making competition	12th November, 2018	Poster competition was held in Conference Roomof DGCA in which officials of DGCA participated under a common theme of "How can we keep India clean".
8	Mine/Mono competition	13th November, 2018	Competition was held in conference hall of DGCA.
9	Essay competition	14th November, 2018	Essay competition was held in Library on "What is the meaning of Swachhta".
10	Nukkad Natak by DGCA and Awards distribution	15th November, 2018	Nukkad Natak performed by DGCA staff on theme "Bhai Ki Baraat". Awards were distributed by Director General (Civil Aviation) to the participants in various competitions.

A Brief on Initiatives taken by DGCA under Swachh Bharat Mission

- DGCA has been able to dispose of 1300 kilograms of used scrap papers and in return not only generated revenue to the tune of Rs. 1,04,380/- but also obtained processed recycled paper stationaries in the form of folders, file boards, notepad, visiting cards, pen/pencil stand, coasters etc. In addition, various scrap like used and worn out iron, plastic and wooden scrap were also disposed of through public tender and limited tender process, thereby generating further revenue for DGCA to the tune of Rs. 4,71,280/-. Old newspapers weighing 1250 kilograms were also disposed of

by DGCA. Old unusable computers and printers were also disposed of through tender process thereby generating revenue for DGCA to the tune of Rs. 2,30,000/-. Old toner cartridges which were earlier thrown away in garbage are now sold to recycling units/companies under rate contract thereby generating additional revenue to DGCA to the tune of Rs.20,000/-. Thus the total revenue generated through scrap disposal is around Rs. 8,00,000/-.

- DGCA visited nearby slum/night shelter under Safdarjung flyover with various pamphlet/posters for creating awareness about cleanliness among slum dwellers. People there listened our team carefully and assured to practice cleanliness in their day to day activities.

3.19   VIGILANCE

04 Disciplinary cases were under process in the year 2018-19 out of which 02 cases were disposed off.

Vigilance Awareness Week was observed during 29th October 2018 to 03rd November 2018 and discussions on various issues like transparency, fair competition, integrity and ethical values in Government etc., including competitions of Essay Writing, Ex-tempore speech and Poster making on the theme of preventive vigilance were held with wide participation of DGCA officials.

DGCA is furthering the progressive use of IT based technological solutions to ensure transparency and automations in its functions which is evident in use of e-office and paperless office concept with smart card and biometrics based personnel licensing and online fee collection. Service deliveries and database management to eliminate human interface and to facilitate online public dealings are being promoted.

3.20   Directorate of Medical Services (Civil Aviation)

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

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

3.20.1   The Directorate has been instrumental for ensuring medical assessment to the flight crew in accordance with the provisions contained in Rule 39 B and Rule 39 C of the Aircraft Rules, 1937 and the statistical records of the activities for the year 2018 (upto 31 December 2018) are as following:

Sl. No.	Particulars of activity	Total
01	Appointments given to Air Force Centres	11932
02	New PMR File Generated	4819
03	PMR Files despatched to IAF Boarding Centres	6947
04	Temporary Unfit Cases (Class I)	251
05	Temporary Unfit Cases (Class II)	185
06	Shortfalls/ observations in PMR Files	1996

07	Permanent Unfit Cases	23
08	MoD/ Security Clearance taken i/r/o FATA Pilots	556
09	Class I Medical Examination reports received from DGCA empanelled Class I Medical Examiner and Air Force Medical Examination Centre	12764
10	Class I Medical Examination Received from IAF Boarding Centres	6764
11	Class II Medical Examination Received	4693
12	Medical Assessment issued	12949
13	NOC issued	3181
14	Physical Workshop conducted on 13 Sep 18, for DGCA empanelled Class I and Class II Examiner	01
15	E-Workshop conducted on 15 May 18, for DGCA empanelled Class I and Class II Examiner	02

3.21   Information Technology

The following were implemented during the year:

- E-office in Headquarters and Regional offices of DGCA;
- Implementation of SPARROW - Smart Performance Appraisal Report Recording Online System
- M/s PWC was engaged as consulting agency for implementation of e-GCA project.

4. BUREAU OF CIVIL AVIATION SECURITY

4.1 Introduction

4.1.1 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.

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

4.1.3 Prior to 2016, the Bureau had eight Regional Offices at Ahmedabad, Amritsar, Chennai, Delhi, Guwahati, Hyderabad, Kolkata and Mumbai which were increased to nine after establishment of Regional Office at Imphal. In the year 2018, eleven new Regional Offices have been established at Bengaluru, Bhopal, Bhubaneswar, Chandigarh, Goa, Jaipur, Lucknow, Patna, Raipur, Srinagar and Thiruvanthapuram out of which staff has already been posted at nine locations. Each of the Regional Offices is under a Regional Director, BCAS responsible for regulating, monitoring and conducting regular security inspections and audits of the airports in their area of jurisdiction.

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

4.2 The achievements of the Bureau in the calendar year 2018 are given in the succeeding paragraphs:

4.2.1 INITIATIVES TAKEN TO IMPROVE SECURITY AT AIRPORTS

- **Security vetting & clearance:** The security vetting proposals of various Airports pertaining to many development works were received in BCAS Hqrs which were examined and processed as per BCAS Norms and guidelines. A total of 76 numbers of vetting proposals were finalized which resulted into many new developments related to infrastructure that further led to growth in passenger facilities as well as commercial activities. These include the cases of RCS airports also.

- **Manpower:** The proposals for augmentation of security manpower as per re-survey of 46 Airports were received in this Hqr which were

examined and finalized after due deliberations in the re-survey meeting with stakeholders and subsequently submitted to concerned departments. This also led to enhanced level of security and also aviation operations at those very airports. These include the cases of RCS airports also.

- **Security Audit/ Inspection:** Security audits and inspections of the airports were conducted across the country to examine the effectiveness of the security system at various airports. A total of 85 audits and 46 inspections were conducted till in the year 2018.
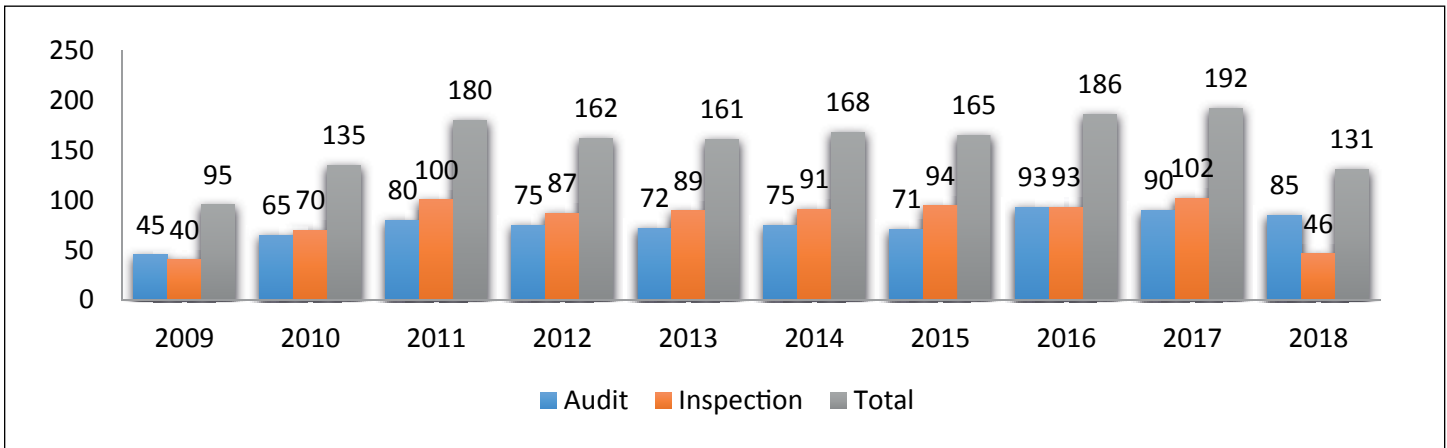
- **Airport Security Programmes:** A total of 61 Airport Security Programme proposals were received from various Airport Operators which were examined as per BCAS Norms and approved accordingly.
- Regulations are enforced through AVSEC orders and AVSEC circulars pertaining to different aspects of

aviation security. A total of 26 numbers of AVSEC Orders, AVSEC Circulars and their Addendum/Corrigendum have been issued in 2018 in this regard. The regulations of BCAS are fully compliant with all the Standard and Recommended Practices of International Civil Aviation Organization including its latest amendments.

AVSEC Circulars/orders
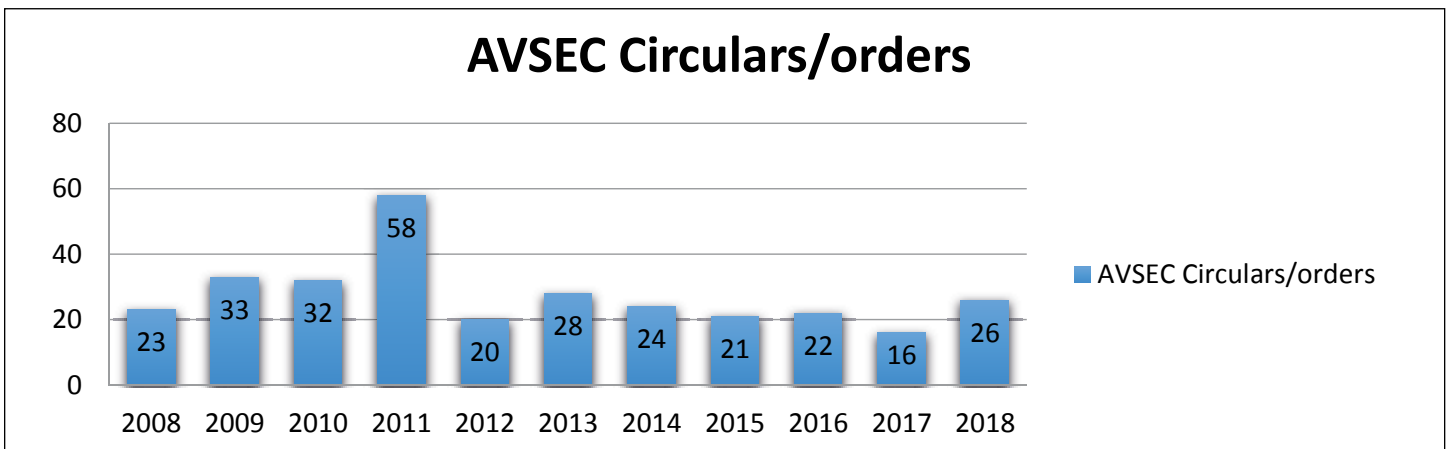
- 52 Security Programmes of Indian aircraft operators were approved

as per the BCAS template. In addition, 26 Foreign Airlines Security

Programmes were also approved in the year 2018.

- 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.

- All the five national level documents, National Civil Aviation Security Programme, National Civil Aviation Security Training Programme, National Civil Aviation Security Quality Control Programme, Bomb Threat Contingency Plan and Contingency Plan on Anti Hijacking have been thoroughly revised and updated recently.

- Keeping in mind the convenience of transit passengers within the AVSEC framework, BCAS has laid down the security procedure for ramp to ramp transfer. In order to strengthen the security aspects and to prevent misuse of fake/cancelled tickets for entry into the airport, security instructions in the form of AVSEC Circular have been issued. ASG(CISF)/APSU deployed at every airport in the country has been directed to send Daily Situation Report (DSR) to BCAS on regular basis with the purpose to monitor security at airports.

- In the year 2018, Anti-Hijack Mock Exercises and Bomb Threat Mock Drills were conducted at 88 and 68 airports

respectively. In addition to above, draft Anti-hijack Contingency Plan and draft Bomb Threat Contingency Plan were approved for 15 airports each. During the year 2018, a total of 14,386 Sky Marshals were deployed on Indian Aircrafts (Domestic as well as International) by NSG.

4.2.1 FACILITIES TO PASSENGERS WITH SPECIAL NEEDS AND MEDICAL CONDITIONS AT AIRPORTS

BCAS has revised its Standard Operating Procedure for Screening of Passengers with Special Needs and Medical Conditions vide an addendum dated 03.10.2017 of AVSEC Circular No. 04/2014.It was issued so as to ensure that there is no inconvenience to the passenger with prosthetic limbs while frisking during departure from different airports in the country without diluting the standards of security.

4.2.2 PASSENGER FACILITATION

- **Dispensing with stamping of hand baggage tags:** As of now, the stamping of hand baggage tags has been dispensed with at 50 airports. This has enabled faster clearance of passengers. Removal of baggage stamping has been the result of constant review of passenger convenience and security requirements across major airports, Checking of boarding card of passenger and tag of his hand baggage for the presence of stamp were in practice to ensure that the passenger has been frisked and his baggage screened by the security personnel.

- **e–Boarding facility:** E-boarding facility has been approved at Hyderabad Airport to reduce the delays and inconvenience to the passengers. Other airports have also conducted

similar trials for implementation of e-boarding. Hyderabad airport has also started express security screening for passengers with only hand baggage. BCAS has also given in-principle clearance for biometric based entry and passage though security check points and boarding at Bengaluru Airport. Proposals for initiating similar practice at few more Airports like Pune, Mumbai are under process.

4.2.3   EASE OF DOING BUSINESS

- **Online security clearance:** Security clearance of entities operating at airports has been migrated from physical form to online mode after development of online security clearance portal i.e. **e–sahaj** in order to bring greater transparency, accountability and reduce processing time. A total of 2171 applications of different categories like Concessionaire, Catering, Regulated Agents, Ground Handling Agency, Auxiliary etc. have been processed through e-sahaj portal till 31.12.2018.

- **Promoting business:** On case to case basis, while considering grant of security clearance to various entities operating at airports, the government's focus on "ease of doing business" is kept in mind without compromising on security and deviating from the ICAO requirements. Provision for "In-principle/Provisional approval" has been made so that their business interests were not hampered.

- **Better Coordination:** In order to ensure better coordination with stakeholders operating in the aviation ecosystem and find solution to their day-to-day problems in their smooth functioning, national level meetings were organized at BCAS HQ and all necessary steps were taken for redressal.

4.2.4   MODERNISATION

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

- RF link from NIC Headquarters to Bureau is being utilized to enable quick and easy access to Internet and 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. Biometric Access Control System at airports is also being implemented.

- All officers of the BCAS have been provided with an official e-mail ID which is being utilized by them for all forms of correspondence. It has resulted in greater savings in terms of time and efforts. BCAS web-site has been made user friendly and bilingual for travelling passengers by including relevant information for them.

- Approval of Aerodrome Entry Permits has been automated.

- Biometric Attendance System as well as e-office system has been implemented completely at BCAS and its Regional Office. All the files/receipts are being processed electronically only.

4.2.5   RESTRUCTURING / STRENGTHENING OF BCAS

- Twelve new Regional Offices of BCAS have been established across India for strengthening Civil Aviation Security. A total of 61 CASLO offices are planned

to be established out of which 26 CASLO offices are already operational.

- As part of restructuring, 449 additional posts in various grades have been created. As on 31st December, 2018 a total of 269 posts have been filled up against sanctioned strength of 590.

4.2.6   R&D DATABASE FOR AVSEC

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

4.3   POLLUTION CONTROL

Pollution test for all vehicles is ensured and the Pollution under Control Certificate is pasted visibly on the windscreens of all BCAS vehicles. All office buildings of BCAS ensure clean and green working environment through employees' own initiatives and contribution to the efforts towards a pollution free atmosphere. BCAS ensures that all new vehicles are "Bharat-IV" Certified. Bureau also provides a "Smoke – free Environment" to its employees.

4.4   WOMEN'S WELFARE

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

4.5   REPRESENTATION OF SC/ST and OBC

The Bureau adheres to the prescribed Government policies on the subject and as mandated by the Government, a Deputy Director level officer has been appointed as the Liaison Officer for SC/ST and OBC. Position of representation of SC/ STs and OBCs as on 31.12.2018 is given below:-

Name of the organization	Total No. of Employees	Total No. of SC Employees	Percentage of SC Employees	Total No. of ST	Percentage of ST Employee	Total OBC Employees	Percentage
BCAS	269	24	8.9%	13	4.83%	74	27.5

4.6   TRAINING

- 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, Hyderabad, Cochin, Bengaluru and Kolkata.

- A Common training material for AVSEC Basic Course, X-ray Screener Certification test and Inline baggage screening system was approved by the Competent Authority and circulated to all stake holders to use as training materials to maintain uniformity in all ASTIs.

- National Civil Aviation Security Training Programme (NCASTP) was amended as per new guidelines of ICAO and approved by MCA.

- Total 26 ASTIs have been accredited by BCAS as compared to 09 at the beginning of 2010.

- A Common training material for AVSEC Basic Course and Screeners Certification has been prepared and distributed to

all Aviation Security Training Institutes. This will further increase the uniformity in the training material.

- Details of Training Programme organized by BCAS for Security personnel in Aviation Sector during the year 2018 as mentioned below:

Sr. No	Name of Course / Training	Duration of Course/ Training (in Days)	No of candidates appeared	No of candidates passed
1.	AVSEC Awareness Training	01	157585	157585
2.	AVSEC Basic	12	7010	4576
3.	AVSEC Induction	05	3044	2837
4.	AVSEC Basic Crew	06	8365	7604
5.	Screener Training	03	9055	5106
6.	Inline Screener	03	373	231
7.	AVSEC Basic Refresher	03	9034	7955
8.	AVSEC Basis Crew	02	11245	11017
Participants in AVSEC Courses organized in the year 2018				
	AVSEC Awareness Training- 01 day		1,57,585	
	AVSEC Training (Different Courses) 02-12 Days		47,351	
	Grand Total		**2,04,936**	
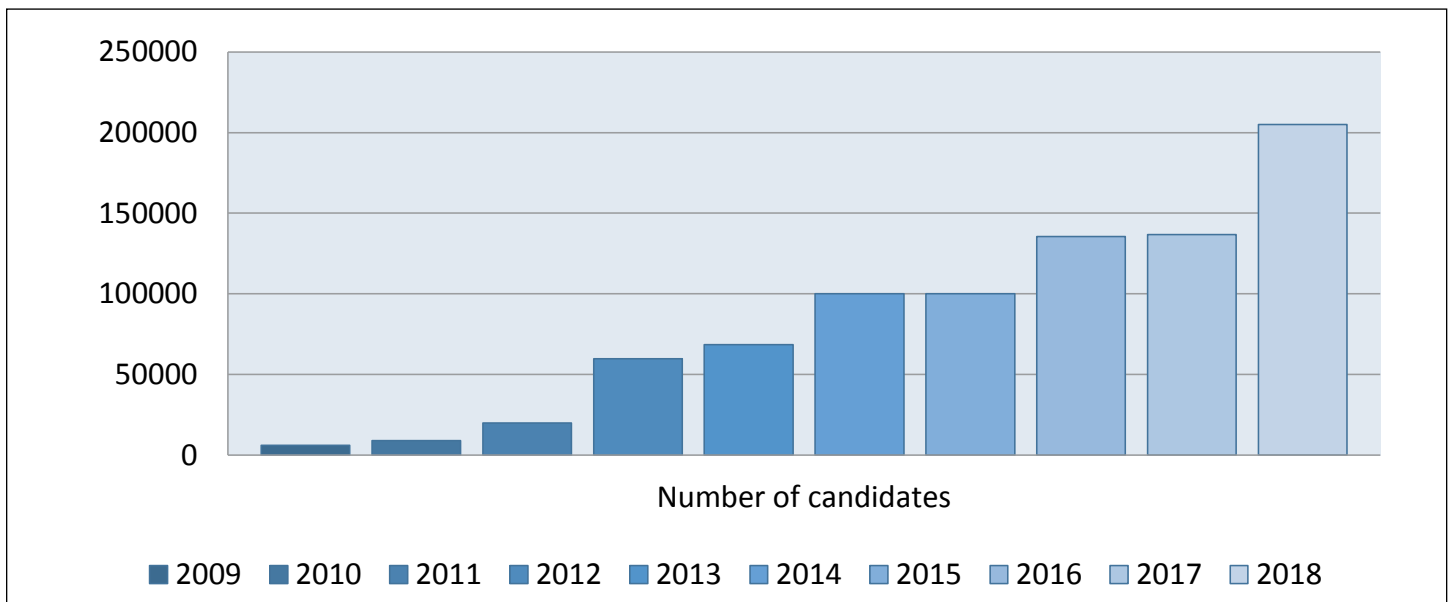
4.7 IMPLEMENTATION OF OFFICIAL LANGUAGE

4.7.1 To ensure the effective implementation of Official Language policy and also to ensure the progressive use of Hindi, inspections were carried out at the Regional Offices of the Bureau. Also, Hindi Workshops for the Officers and Staff were organized in Headquarters as well as Regional Offices to motivate them to maximize Hindi use in their routine official work.

4.7.2 During the year, a "Hindi Pakhwara" was organized in September 2018. During this period, Hindi Typing, Hindi Dictation, Hindi Essay, Noting & Drafting and Quiz Competitions were organized for all officers and staff of this Bureau. Winners were awarded with cash prizes and certficates by the DG, Bureau of Civil Aviation Security. Similarily, "Hindi Pakhwara"was also organized in all the regional offices of the Bureau in September 2018.

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

4.8 STAFF GRIEVANCES CELL

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

4.9 PUBLIC GRIEVANCE REDRESSAL

4.9.1 A total of 78 grievances were disposed of during the year 2018 through CPGRAM, a web-enabled online system.

4.9.2 A total of 59 grievances were disposed of during the year 2018 through AirSewa digital platform.

5. COMMISSION OF RAILWAY SAFETY

5.1   Brief History

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

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

5.1.3   On 01.11.1961, CGIR was redesignated as Commissioner of Railway Safety **(CRS)** and GIR as Additional Commissioners of Railway Safety **(ACRS)**.From June, 1979 designation of CRS was changed to Chief Commissioner of Railway Safety (CCRS) and Additional Commissioner of Railway Safety, to Commissioner of Railway Safety (CRS). CRS are still recruited from amongst officers of Indian Railways but they do not revert back to Railways and are absorbed in Commission of Railway Safety under MoCA.

5.2   About the Organisation

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

5.2.2   There are 9 Commissioners of Railway Safety (CRSs) located at different places across the country and looking after the works of different Zonal Railways. Their offices are called Circle Offices. Each circle office have 9 to 11 office staff consisting of Sr. Private Secretary (1), Office Superintendent(1), Safety Assistant(1), UDC(1-2), LDC(2-4) and Multi Tasking Staff.

5.2.3   Since the posts of the Commissioner of Metro Railway Safety **(CMRS)** and their circle officers are not sanctioned till now. Hence the CRs under whose jurisdiction the Metro Railway lies is also looking after the work of CMRS and is so designated with regard to Metro Railway functions & powers.

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

- NEC, SCC and SEC are from Civil Engineering
- CC is from Electrical Engineering and
- CC is from Electrical Engineering and B NC, EC, NF, WC and SC are from

Signal & Telecommunication (S&T) Engineering.

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

5.2.6 In the Technical Wing, there are 4 Dy. CRS of various disciplines (Mechanical, S&T, Electrical Engineering and Transportation) to assist CCRS and CRS as and when required on technical matters. This wing works as think tank and maintaining the institutional memory / strength of the Commission of Railway Safety. To assist the Technical Wing, the requisite staff / officers are posted such

as one Assistant Director (Official Language), Junior Hindi Translator (1),Technical Assistant (2) LDC (2), Stenographer (2), Staff Car Driver (1) and Multi Tasking Staffs (4). Dy. CRSs are not statutory authorities. They come from Railways on deputation basis and go back after completion of their deputation period.

5.3   Duties & Responsibilities

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

- To inspect new railways with a view to determine whether they are fit to be opened for the public carriage of passengers, and to report thereon to the Central Government as required by or under this Act;

- To make such periodical or other inspections of any railway or of any rolling stock used thereon as the Central Government may direct;

- To make inquiry under this Act into the cause of any accident on a Railway; &

- To discharge such other duties as are conferred on him by or under this Act.

5.3.2   The Chief Commissioner of Railway Safety (CCRS) is the Technical Advisor to the Government of India and advises Central Government in all matters relating to Railway Safety, recruitment of officers, postings and promotions, budget and expenditure etc.

5.4   Activities/Achievements

A gist of main activities performed during the years 2017-18 and 2018-19 (upto 31st March, 2019) is as under:-

MAIN ACTIVITIES		2017–18	2018–19 (up to April, 2018 to March, 2019)
(i)	Statutory inquiries held into serious railway accidents.	06	08
(ii)	Lines inspected and authorized. (in kms.)		
	(a) New Lines	409.00	435.342
	(b) Double Lines	999.00	1512.972
	(c) Sections Electrified	4087.00	5276.00
	(d) Conversion of Gauge	454.00	489.607
	(e) Metro Line	107.107	25.887
(iii)	No. of applications New Minor works sanctioned	4970	8303
(iv)	Periodic inspection conducted	15565.341	12002.144
(v)	New types of locomotives/rolling stock recommended / sanctioned for introduction.	155	
(vi)	Applications for condonation of infringements dealt with.	81	
(vii)	No. of over-dimensional consignments authorized for movement.	Nil	Nil

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

5.5.1   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.

5.5.2   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.

5.6   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 2018-19 has been stressed upon. Up to March, 2019, the 'A '.'B ' & 'C ' region circle offices of the Commission had corresponded 95.26%,100% and 90.29% in Hindi respectively. The Commission published its 2018 edition of Hindi Home Magazine 'Suruchi 'on 14th

September, 2018. The Southern Circle of Commission was awarded with the Rajbhasha shield due to First position for its outstanding work in Hindi. Northern Circle and Western Circle were awarded with Second &Third prizes respectively. All the Circle Offices of the Commission observed the Rajbhasha Day in the month of September, 2018 in which Rajbhasha prizes were distributed.

5.7 Pollution Control

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

Name of the Organisation	Total No. of employees	Total No. of SC employees	Percent age	Total No. of ST employees	Percent age	Total No. of OBC employees	Percent age
Commission of Railway Safety	83	19	22.89	05	6.02	10	12.04

5.8 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, creche, 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 Organization 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.

5.9 Public Redressal Grievances Machinery

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

5.10 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.

5.11 Representation of Scheduled Castes, Scheduled Tribes and Other Backward Class employees in the Commission of Railway Safety as on 31.03.2019:

5.12 Welfare of Senior Citizens

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

5.13 Facilities to Persons with Disabilities

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

5.14 Vigilance Activities

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

5.15 Citizen Charter

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

6. AIRPORTS AUTHORITY OF INDIA

6.1 INTRODUCTION

6.1.1 Airports Authority of India (AAI) came into existence on 1st April 1995. AAI has been constituted as a Statutory Authority under the Airports Authority of India Act, 1994. It has been created by merging the erstwhile International Airports Authority 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.

6.1.2 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.

129 Airports	23 International Airports	77 Domestic Airports	09 Customs Airports	20 Civil Enclaves at Defence Airfields

6.2 Important Activities, Physical and Financial Performances from 1st January, 2018 to 31st December, 2018 duly supported by Charts, Graphs, Photographs, etc.

Provisional Financial Performance of AAI for the F.Y. 2018-19

Financial Highlights (Provisional) (₹ in crores)

Particulars	Amount
Revenue	13381.59
Expenditure	9939.35
Profit Before Tax	3442.24
Profit After Tax	2185.12
Dividend	850.63
Tax on Dividend	174.85

Revenue Highlights (Provisional) (₹ in crores)

Particulars	Amount
Air Navigational Services	3769.69
Aeronautical Airport Services	4207.92
Non- Aeronautical Airport Services	1763.99
Airport Lease Revenue	2960.76
Other Income	679.23
Total Revenue	13381.59

Expenditure Highlights (Provisional) (₹ in crores)

Particulars	Amount
Employee Benefit Expenses	4017.73
Operating Expenses	2057.68
Administrative & Other Expenses	1058.11
Financing Charges	20.00
Depreciation	1519.98
Security Expenses	1265.85
Total Expenditure	9939.35

Revenue Pie

- 28% Air Navigational Services
- 32% Aeronautical Airport Services
- 13% Non-Aeronautical Airport Services
- 22% Airport Lease Revenue
- 5% Other Income

Expenditure Pie

- 40% Employee Benefit Expenses
- 21% Operating Expenses
- 11% Administrative & Other Expenses
- 0% Financing Charges
- 15% Depreciation
- 13% Security Expenses
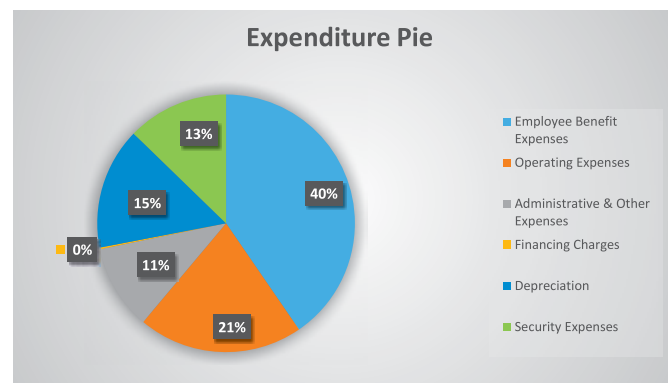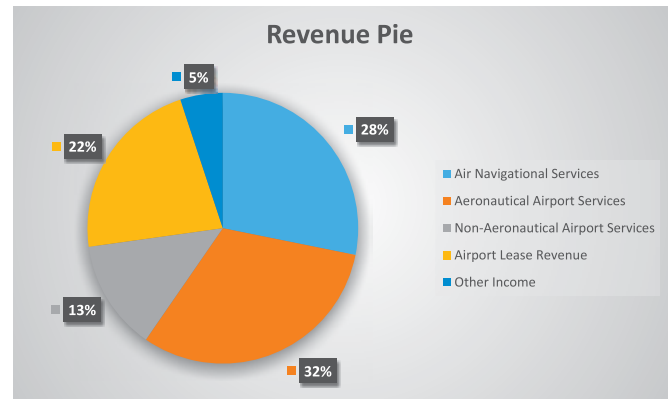
Contribution to Exchequer (Provisional) (₹ in crores)

Dividend	Dividend Tax	Guarantee Fee	Income Tax	GST	Total
918.50	188.81	2.16	2400.00	2200.00	5709.47

6.3 **The details of aircraft movements, passengers and cargo handled at all Indian Airports for the period of 2017–18** **vis-a-vis 2016–17 and 2018–19 are given below: –**

Category	(Apr– Mar) 2017–18	(Apr– Mar) 2016–17	(Apr– Nov) 2018–19	(Apr– Nov) 2017–18	(Apr– Mar) 2018–19*
Aircraft Movements (In '000)					
International	437.93	400.42	298.53	287.51	454.72
Domestic	1886.62	1648.66	1434.76	1217.43	2223.41
Total	**2324.55**	**2049.08**	**1733.29**	**1504.94**	**2678.13**
Passsenger (In lakh)					
International	654.75	592.85	450.78	420.85	701.31
Domestic	2432.78	2056.85	1817.22	1550.53	2851.22
Total	**3087.53**	**2649.70**	**2268.00**	**1971.38**	**3552.53**
Freight (In '000 tonne)					
International	2143.97	1855.06	1490.64	1429.54	2235.61
Domestic	1213.06	1123.18	916.56	813.33	1367.02
Total	**3357.03**	**2978.24**	**2407.20**	**2242.87**	**3602.63**
∗ Estimated Figure					

ACI– ASQ Awards 2017:

- Lucknow Airport has been rated as world's best Airport in the category "Best Airport by Size" among the airports handling 2 to 5 million passengers per year. Lucknow airport has also bagged the award for "Best airport by size and Region" among the airports handling 2-5 million passengers per year in Asia-Pacific region.

- Kolkata Airport and Pune Airports have been placed at third place in the world in the category Best Airport by size among the airports handling 5-15 million passengers per year.

- Chennai airport has been placed at third place in the world in the category

Best Airport by size among airports handling 15-25 million passengers per year.

- Indore Airport has bagged the award for Best Airport by Region among the airports handling under 2 million passengers per year in Asia-Pacific region.

- Ahmedabad Airport has been rated as the most improved airport in Asia-Pacific region.

- Based on the results of the survey carried out by the Airports Council International (ACI), the following AAI Airports have bagged awards in various categories for the year 2017 as mentioned in the table below:

Sl. No.	Airport	Award & Category
1.	Lucknow Airport	**world's top airport in the category – "Best Airport by Size"** among the airports handling 2 to 5 million passengers per year
	Lucknow Airport	**"Best airport by size and Region"** among the airports handling 2-5 million passengers per year in the whole Asia Pacific region
2.	Indore Airport	**'Best Airport by Region'** among the airports handling under 2 million passengers per year in Asia-Pacific region.
3.	Ahmedabad Airport	**'Most Improved Airport'** in Asia-Pacific region
4.	Kolkata Airport	**Third in the world in the category – 'Best Airport by Size'** among the airports handling 5-15 million passengers per year
5.	Pune Airport	**Third best in the world in the category – 'Best Airport by Size'** among the airports handling 5-15 million passengers per year
6.	Chennai Airport	**Third best in the world in the category – 'Best Airport by Size'** among airports handling 15-25 million passengers per year

- AAI in its constant efforts to enhance the capacity of airports to accommodate more flights has increased the operational hours of Indore, Guwahati and Patna airport to 24 hours. Moreover, the operational hours of Varanasi airport will be increased to 24 hours with effect from 01.02.2019.

- In order to reduce check-in time for passengers at Airports, the following additional number of equipment have been provided at all major 40 Airports:
  - Common User Terminal Equipment (CUTE): 160 Nos.
  - Common User Self Service (CUSS) Kiosk: 200 Nos.
  - Scanners: 1000
  - MSR/OCR Keyboard: 200

6.4 Pollution Control

6.4.1 AAI has prepared an Environment policy and taken initiative for reduction of Green House Gases and Sustainable Development by implementing cost effective carbon mitigation action to conserve environment.

6.4.2 Under this AAI is in process of reduction of Carbon Emissions and in the initial phase 4 Airports namely Varanasi, Kolkata, Bhubaneswar, Trivandrum are in the process of Airport Carbon Accreditation by ACI.

6.4.3 These airports have met the necessary requirements and entered LEVEL-1-Mapping of Airport Carbon Accreditation Programme. Now the focus is on Reduction of GHG emission at these Airports.

6.4.4 In order to comply with the directions issued by Ministry of Environment, Forests and Climate Change to beat plastic pollution, Instructions have been issued by AAI CHQ to all AAI Airports for strict compliance on Ban on Single-use of plastic materials.

6.4.5 In this regard, a list of plastic items has been identified to be removed to ensure the Airport Terminals/ Cityside as Single-Use Plastic free zones such as Cotton swab shafts, Spoons, Knives, Forks, Plates, Straws, Drinks stirrers, Plastic Cups, Plastic Glasses/ Tumblers, Plastic garbage liners. Moreover, Airports are directed to install Plastic Bottle crushing machines at the Airport premises.

All Stakeholders at Airports are engaged in the process and have been directed to comply with the instructions.

6.4.6   The compliance on ban of single-use plastic at airport terminals/ City side is being assessed by an internal committee along with the Stakeholders and Third- Party audit by Quality Council of India, an autonomous body under Government of India, as part of Third Party Assessment.

6.4.7   On the basis of Third- Party Assessment carried out by QCI and Compliance Report submitted by Airports, 16 Airports Terminals namely of Indore, Bhopal, Ahmedabad, Bhubaneswar, Tirupati, Trichy, Vijayawada, Dehradun, Chandigarh, Vadodara, Madurai, Raipur, Vizag, Pune, Kolkata, Varanasi Airports has been declared as Single-Use Plastic Free.

6.5   Women Welfare including gender budgetary data

6.5.1   Airports Authority of India in its endeavour to take up modernization and upgradation of Airports has always believed in giving equal opportunities to all. However, AAI lays a strong emphasis towards ensuring safe and secure working environment for its women employees. To ensure safe work environment for women employee, AAI has introduced a policy on Prevention and Redressal of Grievance relating to Sexual Harassment at workplace. Subsequently, a notification of 'Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013, the provisions of the Act have been implemented. Following the notification, complaint committee have been formed at various office locations look into any kind of sexual harassment complaints.

6.5.2   In an initiative to empower women, AAI has brought for the first time physical standard criteria for recruitment of female in firefighting discipline for the post of Jr. Assistant (Fire services). Recently, during 2018, two females have been recruited as Jr. Asstt (FS).

6.5.3   Besides, AAI believes in upgrading its employees at par with requirement of the time by means of imparting training. During the year 2018, a total number of 1267 employees were imparted training in different area of functioning out of which 327 were females i.e. almost 25.8% of total employees imparted training were women.

6.5.4   Also, AAI encourages women in sports and considers them as equal partners in all spheres of its activity; be it management of sports or the professional sports activities. AAI has two female officers as members of Sports Control Board and almost 56 women sportspersons on contract/scholarship schemes, who have not only brought laurels for AAI but for even our country.

6.5.5   Notwithstanding the above, AAI pays special attention towards the health and wellbeing of its women employees and organizing health awareness camps. Further, in the recent time, AAI management, considering supportive environment, security and welfare measure, has decided to allot the hostel accommodation, wherever applicable, across AAI colony at all airports for single female employee.

6.5.6   The gender wise data as on 31.12.2018 is

Male: 14832

Female: 2682

6.6   Steps taken to improve Public Grievance Redress Machinery

6.6.1   The Public Grievance Redress Machinery is monitored by a GM level Officer at Corporate Headquarters on All India Basis.

6.6.2 Public Grievance Officers have already been appointed at each airport, whose details are displayed at prominent places at airports for the benefits of the passengers and users of airports. The Public Grievances are monitored on daily basis by the respective PGOs at Field Stations, Regional Headquarters and at Corporate Headquarters. Dedicated Email IDs have been created for all the PGOs for the convenience of the users and their details are also available at AAI Website.

6.6.3 For the benefit of Citizen / passengers, multiple options are given to represent their grievances, such as; CPGRAMS, Letters, Emails, Quick Response Code (QR Code), AAI Website, Suggestion Box, Registers, Telephonic, Twitter or any other mean of complaints / print media.

6.6.4 All the Joint Venture and Private Airports along with AAI Airports have been added as subordinate office to AAI for proper control, Redressal and monitoring.

6.6.5 An Integrated Portal, namely, Air Sewa Portal was launched in the year 2016, which ran successfully. For better operation and smooth functioning and to give better user interface, Air Sewa 2.0 version is also launched in November 2018. Regular trainings with stake holders are scheduled from time to time.

6.6.6 Regular meetings and follow-ups are done with all the stake holders for proper administrative control of the Public Grievance Redress Machinery at AAI.

6.6.7 Recently, a new dimension has been added in the Public Grievances portfolio, which is Consumer Helpline Portal, under Ministry of Consumer Affairs, Food and Public Distribution. The grievances are handled, processed and redressed promptly through this portal also.

6.7 Achievement of Public Grievance Cell, Directorate of Operations at AAI

The Public Grievance Cell is receiving grievances from all walks of lives across India from various sources and on numerous subjects. The Team is committed to provide best resolution of Public / Passengers grievances with shortest possible timeline.

Amritsar International Airport

Synopsis of achievement during **01.01.2018 to 31.12.2018** is given below —

Sources of Public Grievance	Total Received	Total Disposed	Disposal Percentage	Remarks
CPGRAMS	1472	1415	96.12 %	3.87% received recently and are Under Process
PGO Mail	1360	1347	99 %	1 % received recently and are Under Process
Air Sewa Portal	5366	5134	95.68 %	4.32 % received recently and are Under Process
Consumer Helpline Portal	90	90	100 %	All the complaints received, are examined, duly replied and disposed off.

Note — In the list of all the subordinate offices under Ministry of Civil Aviation, AAI ranks No. 1 in timely Redressal of Public Grievances.

SC/ST and OBC representation as on 31.12.2018

Total number of employees as on 31.12.2018 = 17514

Number of SC employees = 3774

Number of ST employees = 1344

Number of OBC employees = 3846

6.8 Developmental activities taken in North East

CAPITAL SCHEMES COMPLETED IN F.Y. 2018–19 (01.01.2018 to 30.11.2018)

• **Pakyong**

Construction of Terminal Building, Control Tower cum Fire Station and other Misc. work.

Approved Cost : Rs.43.44 Cr.
Physical Progress : 100%
Work Completed : Feb, 2018

6.9 CAPITAL SCHEMES ARE UNDER PROGRESS IN F.Y. 2018–19 (01.01.2018 to 30.11.2018)

NORTH EASTERN REGION

CIVIL WORKS

• **Agartala**

Upgradation of safety Infrastructure i/c basic strip.

SH: Construction of Operational Boundary Wall, Property Wall, Watch Towers, Perimeter Road and Storm Water Drain.

Approved Cost : 26.97 Cr.
Physical Progress : 75%
PDC : 28.02.2019

• **Agartala**

Construction of CISF barrack, quarters guard etc.

Approved Cost : Rs.13.07 Cr.
Physical Progress : 60%
PDC : 31.03.2019

• **Agartala**

Construction of new domestic Terminal Building Apron, Taxi track and allied works.

SH: Construction of Apron, Taxi track.

Approved Cost : Rs.49.14 Cr.
Physical Progress : 94 %
PDC : 31.12.2018

• **Agartala**

Construction of New Integrated Terminal Building and associated work.

Approved Cost : Rs.338.93 Cr.
Physical Progress : 52%
PDC : 16.06.2019

- **Agartala**

Construction of New Isolation Bay and Associated link Taxi Track.

Approved Cost	: Rs.18.42 Cr.
Physical Progress	: 86%
PDC	: 31.01.2019

- **Agartala**

Construction of Residential Quarters for AAI staff in AAI colony at Agartala.

Approved Cost	: Rs.19.12 Cr.
Physical Progress	: Mobilization of material in progress.
PDC	: 03.04.2020

- **Agartala**

Construction of Hangaar.

Approved Cost	: Rs.32.30 Cr.
Physical Progress	: 17%
PDC	: 01.11.2019

- **Barapani**

Construction of Technical Block (supported) renamed, Construction of New ATC tower cum fire station.

Approved Cost	: Rs.10.22 Cr.
Physical Progress	: 23%
PDC	: 31.03.2019

- **Barapani**

Construction of balance portion of boundary wall of newly acquired land.

Approved Cost	: Rs.8.57 Cr.
Physical Progress	: 90%
PDC	: 31.12.2018

- **Barapani**

Extension of Runway from 6000 feet to 7500 feet and allied works at Shillong Airport, Barapani, Meghalaya.

Approved Cost	: Rs.34.00 Cr. (Revised)
Physical Progress	: 2.5%
PDC	: 31.07.2019

- **Barapani**

Construction of Perimeter Road

Approved Cost	: Rs.10.45 Cr.
Physical Progress	: 15%
PDC	: 31.03.2019

- **Dibrugarh**

Extension of Runway, Isolation Bay, link taxi track and allied works.

Approved Cost	: Rs.59.85 Cr.
Physical Progress	: 67%
PDC	: 28.02.2019

- **Dibrugarh**

Construction of Hangar.

Approved Cost	: Rs.21.70 Cr.
Physical Progress	: 17%.
PDC	: 20.02.2019

- **Dibrugarh**

Dismantling of existing open drain in operational area and construction of new covered drain at the same location at Dibrugarh Airport.

Approved Cost	: Rs.37.07 Cr.
Physical Progress	: Mobilization of material in progress.
PDC	: 31.03.2020

- **Dimapur**

Strengthening of Runway, Taxiway & Apron including Construction of Isolation Bay with Link Taxiway at Dimapur Airport.

Approved Cost	: Rs. 43.22 Cr.
Physical Progress	: 35%.
PDC	: 28.03.2019

- **Guwahati**

Construction of compound wall surrounding acquired land.

Approved Cost	: Rs.7.21 Cr.
Physical Progress	: 90%
PDC	: 25.03.2019

- **Guwahati**

Strengthening of existing runway 02/20 at LGBI Airport, Guwahati.

Approved Cost	: Rs. 44.78 Cr.
Physical Progress	: 22%
PDC	: 28.02.2019

- **Guwahati**

C/o New Integrated Terminal Building at Guwahati Airport, Assam.

Approved Cost	: Rs. 1142.00 Cr.
Physical Progress	: 10%
PDC	: 20.03.2021

- **Imphal**

Expansion of apron by 175x130m along with link taxiway to accommodate 3nos AB-321,1 no AB-320 & 3 nos ATR-72 class aircrafts.(Total 7 parking stand).

Approved Cost	: Rs.13.28 Cr.
Physical Progress	: 99%
PDC	: Dec, 2018

- **Imphal**

Raising height of newly constructed Perimeter wall by MPHC at newly acquired land.

Approved Cost	: Rs.6.93 Cr.
Physical Progress	: 75%
PDC	: March, 2019

- **Imphal**

Provision of Canopy in front of terminal building and associated works.

Approved Cost	: Rs.8.31 Cr.
Physical Progress	: 68 %
PDC	: March, 2019

- **Imphal**

Construction of Hangar, Associated apron & link taxiway at Imphal Airport.

Approved Cost	: Rs.35.90 Cr.
Physical Progress	: 10%
PDC	: June, 2019

- **Imphal**

Recarpeting of runway & major repairs to taxiway.

Approved Cost	: Rs.57.71 Cr.
Physical Progress	: 20%.
PDC	: 31.03.2019

- **Imphal**

Shifting & Construction of Perimeter wall along NH 150.

Approved Cost	: Rs.7.02 Cr.
Physical Progress	: 90%
PDC	: 31.12.2018

- **Silchar**

Re-carpeting of Existing Runway i/c shoulders.

Approved Cost	: Rs.11.98 Cr.
Physical Progress	: 100%
PDC	: Work Completed (31.03.2018)

- **Tezu**

Development & Operationalization of Tezu Airport in Lohit Distt. of Arunachal Pradesh.

SH: Main Terminal Building, Ancillary Structures like ATC Cum Technical Block, Fire Station, CCR Hall, RCC Underground Water Tank, Pump House etc.(Balance Work).

Approved Cost	: Rs.53.95 Cr.
Physical Progress	: 12%
PDC	: 25.01.2020

• **Pakyong**

Construction of New Greenfield Airport. East Sikkim. SH: Earth work in cutting & filling geo-gridfeinforced retaining wall, Drainage System i/c Box Culvert, Aerodrome pavements ect.

Approved Cost	: Rs.264.29 Cr.
Physical Progress	: 100%
PDC	: May, 2018 (Work completed)

• **Pakyong**

Construction of concrete cladding wall including finger drains to maintain the uphill slope on the Western side of the basic strip at Pakyong Airport, Sikkim (Re-call)

Approved Cost	: Rs.126.74 Cr.
Physical Progress	: Mobilization of material in progress.
PDC	: 10.11.2019

• **Pakyong**

Strengthening the Base of RE Wall by Micro Pile and Pre-tensioned Anchor at Pakyong, Airport.

Approved Cost	: Rs.34.90 Cr.
Physical Progress	: Mobilization of material in progress.
PDC	: 19.02.2020

• **Rupsi**

Strengthening and Re-carpeting of runway, taxiway, apron and allied works including Car Park, RESA, approach road, boundary wall at Rupsi Airport.

Approved Cost	: Rs.43.82 Cr.
Physical Progress	: 30%
PDC	: 06.05.2019

• **Rupsi**

Provision of Pre-Fab Porta Cabin Terminal Building, ATC Tower, Security hut and other allied works for RCS operations at Rupsi Airport (Re-call).

Approved Cost	: Rs.19.54Cr.
Physical Progress	: 5%
PDC	: 13.03.2019

6.10 Facilities to persons with disabilities

The details of facilities available for persons with disabilities at various AAI Airports is as follows

- **Ramps:** Smooth ramps with anti-skid flooring of comfortable gradient are provided at the terminal building entry points and city side area.

- **Doors:** Sensor fitted doors / manned doors at entrance are provided for easy accessibility. Door openings are wide enough for easy access for wheel chair passengers.

- **Toilets:** Specially designed separate toilets for Persons with Disabilities are provided with appropriate signage.

- **Elevators:** Elevators with Braille symbols and Auditory Signals have been provided to access all levels of terminal building with care taken of the door opening to allow the biggest size of wheel chair.

- **Aerobridges:** To facilitate smooth emplaning and deplaning of physically challenged passengers with wheel chairs, the aerobridges wherever provided have smooth gradient slope and anti-skid flooring.

- **Wheelchairs:** Wheelchairs are available with Airport Manager and airlines on demand.

- **Car Parking:** Reserved parking spaces with signage have been provided on city side of Departure and Arrival Terminals at various airports. Slots

of 3.6 m x 5.0m car park space are specially designated in the car parking area for Persons with Disabilities.

- **Accessible route:** 5m to 10m wide kerb is provided in front of terminal building which is directly connected to road with smooth ramp. From kerb side passenger can board the Taxi/ Car. For the easy access of wheel chair special cuts and slops are provided in the pavement. At some of the airports, engraving on surface of Zebra crossing is provided for visually disabled persons.

- **Tactile:** Tactile are provided at airports for visually impaired passengers from alighting points to entry vestibule at metro airports.

6.11 Details concerning activities and achievements of vigilance Department

The updated information concerning activities and achievements of vigilance department for the period from 1st January, 2018 to 30th November, 2018 is as follows:

6.11.1   Implementation of 'Integrity Pact' in AAI

- Integrity Pact (IP) was implemented in AAI from 01.04.2008. So far 297 numbers of projects valued at Rs.23077.31 crores came under the purview of IP.

- A meeting of the IEMs was held on 27.04.2018 in Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi. The meet was chaired by Chairman, AAI and attended by CVO, Member(Planning), Member(HR), Member(ANS), Member(Ops.) and HODs of all major procurement wings.

- Vendor's meet was organized by AAI vigilance department on 29th August, 2018 at Indian Aviation Academy. Around 120 vendors pertaining to various directorate attended the meet

which was addressed by Chairman, IEMs, Member(Plan.), Member(HR). Member(Ops.) and CVO. Various issues pertaining to online tendering, payment of bills, Make in India policy etc. were deliberated during the Vendor's meet.

6.11.2   Vigilance Issues and Activities

- Agreed List-2018 prepared in consultation with 30 branches of CBI and posting of all the Agreed List Officers to Non Sensitive positions ensured.

- ODI List-2018 prepared and posting of all the ODI List Officers to Non Sensitive positions ensured.

- Instructions of CVC regarding Job rotation have been implemented in Corporate Vigilance Department, AAI. All 14 Vigilance officials working for more than 05 years have been transferred and new officials included.

- The process of framing of a Job Rotation Policy in AAI has been initiated. HR Dte., All REDs, Institutes of AAI have been directed to provide details of employees in same work/place/ position for more than 5 years after the year 2005, for ensuring rotation of officials as per CVC guidelines. Implementation pending as information still awaited.

- Sensitive posts were last identified in AAI in 2008. A process has been initiated to review and update sensitive posts in AAI, keeping in view CVC guidelines.

- CVC Vigilance Manual 2017(For internal circulation only) got printed and distributed to Chairman, Members, all the Executive Directors, REDs, Airport Directors, few GMs at CHQ and all the Vigilance Officers.

- A power point presentation on 'The key provisions of Vigilance Manual 2017' was given by CVO, AAI to Chairman and Members/Board of Directors, AAI on 21.06.2018 and action points were circulated to all the Board Members for compliance.

- A joint surprise check was conducted by CBI, ACB, Madurai Branch at Trichy International Airport on 05/06.08.2018 in which unaccounted cash of Rs.9,04,000/-, paper slips containing details of bribe givers and banned items viz.-Gold, Alcohol bottles, Cigarette packets and receivers were seized. Subsequently CBI registered FIR vide RC 229 2018 A 0001 dt. 06.08.2018 U/s 7, 7A, 8 & 12 of PC Act, 1988 against 6 custom officials and 13 passengers.

- Draft Procurement Manual 2018 has been evaluated from Vigilance perspective and comments communicated to the management for further action.

- Draft Commercial Manual 2018 has been evaluated from Vigilance perspective and detailed suggestions given to the management to enhance transparency, accountability, reduce discretion and delays, improve standardization, uniformity and consistency.

- A monthly Review Meeting is held to review progress of all the pending disciplinary and suspension cases with officers of HR Directorate headed by ED(HR).

6.11.3 Observance of Vigilance Awareness Week (VAW), 2018

In accordance with CVC's guidelines, 'Vigilance Awareness Week — 2018' was organized from 29.10.2018 to 03.11.2018 in all the offices, airports and units of AAI (Photographs Annexed). The highlights of its observances at Corporate Headquarter are as follows:

- Messages of VAW 2018 reached approximately 75 Lakhs Passengers & stakeholders at the Airport & offices of AAI.

- 47,536 persons actively participated in the various VAW activities.

- 27,656 Persons took Integrity pledge and 13 organizations took e-Pledge. Now nearly 100% AAI employees have taken the e-Pledge.

- For the first time, the Corporate Vigilance Department, AAI Published a Vigilance Newsletter and circulated to all officers, offices MoCA and all CVOs of PSUs.

- 48 Workshops/ sensitization programmes / seminars were organized at Airports.

- 11,791 students from 44 colleges and 127 schools across the Country including IIT Guwahati, IIM Shillong & NLU, Delhi actively participated in Integrity March, Walkathon, Human Chain, Street play & other activities.

- Corporate Vigilance Department of AAI had conceptualized a value education program in schools through setting up of Integrity Clubs in schools. It was launched by the then CVC, Pratyush Sinha on 17th April 2009. AAI was running 6 Integrity Clubs the network of which has been expanded by establishing 21 new ICs in 16 States & 2 UTs, thus showing its presence in 20 states & 3 UTs.

- 20 Special Grievance Redressal camps were organized at Airports.

- Over 56000 likes of VAW activities were posted on social media platform twitter & Facebook.

- 26862 Pamphlets explaining the procedure for lodging complaints & Whistle Blower Complaints were distributed across 117 Airports.

6.11.4 Workshops/ Training Programmes

During the year 2018, 562 officials of AAI have attended workshops organized by CVD, AAI on preventive vigilance as follows:-

Sl. No.	Subject	Date	Venue	For Executives/ Non–Executives
1.	Preventive Vigilance – A tool for Better Governance	22-23 March, 2018	Udaipur	Executives and Non-Executives
2.	Preventive Vigilance – A tool for Better Governance	26-27 March, 2018	Mangalore	Executives and Non-Executives
3.	Preventive Vigilance as a Tool for better Governance	19-20 June, 2018	Guwahati	Executives and Non-Executives
4.	Preventive Vigilance as a Tool for better Governance	28-29 June, 2018	Pune	Executives and Non-Executives
5.	Preventive Vigilance as a Tool for better Governance	25-27 July, 2018	Raipur	Executives and Non-Executives
6.	Preventive Vigilance as a Tool for better Governance	30-31 August, 2018	Dehradun	Executives and Non-Executives
7.	Overview of Vigilance	09-10 August, 2018	CHQ, New Delhi	Vigilance Staff (Executives and Non-Executives)
8.	One day workshop on Vigilance Awareness	30th October, 2018	CHQ, New Delhi	Executives
9.	One day workshop on Vigilance Awareness	30th October, 2018	NSCBI, Kolkata	Executives
10.	One day workshop on Vigilance Awareness	31st October, 2018	O/o RED, Mumbai	Executives
11.	One day workshop on Vigilance Awareness	01st Nov., 2018	RHQ-NR, Guwahati	Executives and Non-Executives
12.	One day workshop on Vigilance Awareness	01st Nov., 2018	Training Centre, Cargo Complex, Chennai	Executives
13.	One day workshop on Vigilance Awareness	01st Nov., 2018	RHQ-NR	Executives and Non-Executives

CVD has taken an initiative to undertake a Training needs Analysis of all vigilance officials. Systematic training plans have been drawn up to enhance their capacity, knowledge and skill. During the year all the vigilance officers have been got imparted training from reputed institutes located in India and abroad. A special training programme was organized for the newly inducted Vigilance Officers and few existing Vigilance officers at CBI Academy, Ghaziabad for enhancing their investigation skills. It is being ensured that each Vigilance Officer undergoes at least 1-2 training during the year on vigilance initiative apart from the regular trainings being imparted through HR Directorate of AAI.

6.11.5   CTE Type Inspections

The efficacy of CTE type inspections enhanced by improving geographical spread, identifying new areas namely procurement of IT equipment, Airport Systems, Fire Equipment & Radar and according high priority to areas that can lead to Recovery of dues. Vigilance Department has conducted 10 CTE Type inspections pertaining to Civil and Electrical works etc. at Vadodra, Bagdogra, Indore, Lucknow, Visakhapatnam, Raipur, Pune, Ahmedabad, Patna and Chennai. This represents a 60% increase in Technical inspections over last year and is expected to cover 27% of the CAPEX planned by AAI during the year 2018-19.

6.12   Initiatives/Major Achievements of Various Directorates of AAI during 2018–19

Planning

- New Civil enclave inaugurated at Adampur Airport on 01.05.2018. Flights started under UDAN.
- New Terminal Building at Gorakhpur Airport Inaugurated by Union Minister of Civil Aviation, Sh. Suresh Prabhu and Hon'ble CM Yogi Adityanath on 03.09.2018.
- Jharsuguda airport in Orissa inaugurated by Hon'ble Prime Minister of India on 22.09.2018.
- PAKYONG Airport inaugurated by Hon'ble Prime Minister on 24.09.18 and flights started wef 04.10.18.
- AAI has plans for infrastructure development at various airports including 20 major airports with a Capex of Rs. 25000 Crores. The details of major Terminal Building planned are given as follows:
    Works in Progress
    - o **Port Blair:** The Balance work at Port Blair i.e. C/o New Integrated Terminal Building is in progress. PDC June 2020.
    - o **Agartala:** Work in Progress for construction of New Terminal Building to enhance the annual passenger capacity from 0.50 MPPA to 2.5 MPPA (1000 Dom. + 200 Intl. PHP) at an estimated cost of Rs.438 crores. New Terminal Building work awarded on 15.06.2017. PDC is Oct, 2019.
    - o **Guwahati:** Construction of a New Integrated Terminal Building at Guwahati Airport at a cost of Rs.1232 Cr.
      - **Award of work** – Foundation stone laid by Hon'ble MoCA and Hon'ble CM on 28.01.17. Work awarded on 21.03.2018, work started - Progress 20%
      - PDC Mar. 2021
    - o **Chennai:** Modernization of Chennai Airport Phase-II at Chennai Airport at a cost of Rs.2467 Cr.
      - Work awarded in July 2018
      - PDC Ph-I: Aug-20, Ph-II: Jan 2022
    - o **Lucknow:** Construction of New Integrated Passenger Terminal Building at Lucknow Airport at a cost of Rs.1383 Cr.
      Pax capacity: (3200 Dom. + 800 Intl.) PHP
      - Work awarded: Jun 2018.
      - PDC: Aug 2021.
    - o **Dehradun:** Construction of New Integrated Terminal Building at Dehradun Airport at a cost of Rs.348 Cr.
      - Pax capacity: 1300 PHP
      - Work awarded – Aug-18
      - PDC Sep 2020

o **Leh:** Construction of Terminal Building for 800 peak hour passengers (PHP) and other associated facilities at a cost of Rs.361 Cr.

- Work awarded − 5th Sep 2018.
- PDC Sep 2021.

o **Allahabad:** Construction of New Civil Enclave including Terminal Building for 300 peak hour passengers (PHP) and other associated facilities at a cost of Rs.137.52 Cr.

- Progress 95%
- PDC Dec 2018.

o **Tiruchirappalli:** Construction of New Integrated Passenger Terminal Building at Tiruchirappalli Airport at a cost of Rs.951 Cr.

- Work awarded − 24.10.2018
- PDC Nov. 2021

o **Pune:** Construction of New Integrated Terminal Building at Pune Airport at a cost of Rs. 475 Cr.

- Pax capacity:(1700 Dom. + 600 Intl.) PHP
- Work awarded − 08.10. 2018
- PDC Apr 2021

o **Patna:** Construction of New Domestic Terminal Building & other allied structures (Ph-I&II) at Patna Airport at a cost of Rs.1216.90 Cr.

- Work awarded − 05.10.2018
- PDC Oct 2022

o **Darbhanga CE:** Development of Darbhanga Airport for RCS Operations at a cost of Rs.79.00 Cr.

- PDC: June 2019

o **Kolhapur:** Kolhapur: a) Construction of New Domestic Terminal Building of 50 PHP at Kolhapur airport.

- Award of work − March, 2019
- PDC Feb, 2020
- b) Extension of runway, construction of apron, link taxi track, isolation bay, perimeter road, perimeter wall etc at a cost of Rs.111.57 Cr. PDC Feb 2020. Work in progress.

o Works in Planning Stage

o **Jaipur:** Development of New Integrated Terminal Building at Jaipur Airport at a cost of Rs.1441 Cr.

- Pax capacity: 5000 PHP
- Award of work − Mar 2019
- PDC Feb 2022

o **Srinagar:** Construction of New Integrated Terminal Building at Srinagar Airport at a cost of Rs.495 Cr.

- Pax capacity: 2300 PHP
- Award of work − Feb 2019
- PDC − Jul 2022

o **Jabalpur:** Construction of New Terminal Building capacity 500 PHP, ATC Tower cum Technical Block, Fire Station Category VII and all other associated works at Jabalpur Airport at a cost of Rs.207 Cr.

- Award of work − Feb, 2019
- PDC - Jan, 2021
- Work awarded in Feb 2018 for extension of runway, construction of apron and link taxi track, isolation bay, perimeter road etc. at a cost of 154.64 Cr. PDC Feb 2020

o **Vijayawada:** Construction of New Integrated Terminal Building at Vijayawada Airport, at a cost of Rs.420 Cr.

• Award of work – Mar 2019

• PDC Sept 2021

o Agra Development of new Civil Enclave at a cost of Rs.376.14 Cr.

▪ Award of work – On hold pending clearance of MoEF.

▪ PDC Feb 2021.

o **Indore:** Construction of New Domestic Terminal Building of 2900 PHP, 4.8 MPPA at Indore airport. Estimates in process.

▪ Award of Work –Dec, 2019

▪ PDC 24 months

o **Surat:** Extension of Terminal Building of 1200 DOM + 600 INTL PHP for integrated operations at Surat airport.

▪ Estimated cost – 250 CR.

▪ Award of Work – Feb 2019

▪ PDC 20 months

o **Goa:** Limited expansion of Terminal Building for total capacity of (2000 Dom. + 750 Intl.)PHP at at a cost of Rs. 220 Cr. Tender in process.

▪ Award of Work –April, 2019

▪ PDC Oct 2020

o **Ahmedabad:**

o Modification of Existing Domestic Terminal T1 for total capacity of 1400 PHP. Estimates under process.

o Construction of New Domestic Terminal Building of 4000 PHP/ 13.27 MPPA

▪ Estimated cost : Rs. 1319 Cr.

▪ Tender for PMC in process

▪ PDC Dec 2022

o **Adampur CE:** Construction of New Civil Enclave with Terminal Building of 300 PHP, apron, link taxiway and other associated infrastructure at Adampur airport at a cost of Rs.114.85 Cr. Award of Work – Tender called in Oct 2018

▪ PDC March 2021

o **Kanpur CE:** Construction of New Civil Enclave with Terminal Building of 300 PHP, apron, link taxiway and other associated infrastructure at Kanpur airport at a cost of Rs.168.87 Cr.

▪ Award of Work – Tender in process

▪ PDC Nov 2020

o **Bareilly CE:** Construction of New Civil Enclave with Terminal Building of 150 PHP, apron, link taxiway and other associated infrastructure at Bareilly airport at a cost of Rs.67.10 Cr.

▪ Award of Work – Tender in process

▪ PDC Sep 2019

o **Bihta CE:** Development of Joint Use Civil Enclave for AAI & IAF at Bihta, at a cost of Rs. 950.86 Cr.

• Award of Work: Sep 2022

o **Bhubaneswar:** Construction of New Domestic Terminal (T3) Building at Biju Patnaik Airport, Bhubaneswar, at a cost of Rs.935.40 Cr.

• Award of Work: Aug 2022

o 425 additional aircraft parking bays are planned at various airports in next 5 years for night parking of new aircrafts being purchased by airline operators.

o **Capital Scheme in Southern Region**

Enhance safety/security/ passenger facilities & capacity building at operational and non-operational side following Projects are executed in Southern Region

6.13   Energy Conservation Measures

6.13.1   AAI is very keen towards energy saving and environment and taken many steps to save energy and green environment for the better future of the coming generation. New Civil Aviation Policy-2016 is also very firm on the energy conservation planning and future friendly green & clean environment. In line with the NCAP and the responsibility towards the society to make the environment clean for future generation, AAI has mainly taken following steps:

- Energy Audit at Airports: - For Energy conservation several measures have already been taken through energy audit of electrical and mechanical installations at 56 airports by specialized energy audit agencies. Observations & recommendations are being implementing in phased manner as immediate measures, short terms measures and long term measures as per the schedule.

- Installation of Solar PV Plant at Airports:-

  AAI has also implemented the long term measures for energy conservation in terms of setting up the solar power plant for energy generation at various airports.

- AAI has commissioned 33.72 MWp Solar Power Plant at Airports by which AAI is able to generate approx. 31.76 lakhs units in the month of March'2018. AAI has generated 368.87

lakhs units till March'2018 and reduced approximately 330 Metric Ton of Carbon emission. Total 7 MWp capacity roof top & ground mounted Solar Plant installation works are in progress at Airports.

6.14   FIRE Directorate

6.14.1   Indian Airports get First Woman Fire fighter

6.14.2   The Airports Authority of India (AAI) has appointed its first woman fire fighter Ms. Taniya Sanyal, presently posted at Fire Service Training Centre, Kolkata. The all-male bastion of Indian aviation has fallen with appointment of first ever woman fire fighter. Till now, the Airport Fire Services did not have any woman in its Fire Services.

6.14.3   The physical standards for male fire fighters includes having a height of about 167 cm and at least 55 kg as weight and women fire fighters should have a minimum 157 cm height and weight of 45 kg. While relaxing the norms, the work description for woman fire fighter has been kept exactly the same as that for men.

6.15   INCIDENT COMMAND AND MANAGEMENT SYSTEM (ICMS)

6.15.1   Airports Authority of India has successfully delivered the Incident Command & Management (Simulation) Centre of the Airports Fire Services. The project has been executed by M/s Labotek in technical collaboration with M/s XVR, Netherlands. The simulation centre is based in New Delhi located in the same building as the Fire Training Centre, next to the Indira Gandhi International Airport. With the training centre, AAI takes a pioneering role for the Incident Command Simulation market in India.

6.15.2   The Training centre consist of two major components of Simulator which are as mentioned below:

- Incident Command Management System (Fire) Simulator
- ARFF Driving Simulator

6.15.3 ICMS software has been used by organizations worldwide to provide complete multi-agency emergency management training

6.15.4 AAI will be able to provide highly effective training for relevant scenarios for its trainees, resulting in proper operation and tactical deployment of the airport response vehicles, better knowledge of Standard Operating Procedures and Emergency Operating Procedures, and Command, Control, Coordination and Communication skills for airport emergency response. ICMS provides the AAI with an instrument to evaluate and improve Standard Operating Procedures and Incident Command.

6.15.5 In addition, the system will allow AAI the flexibility to utilize the system for training other organizations in India, including off-airport emergency response organizations.

6.15.6 The ICMS Training Centre covers an area of 2000 square feet and consists of 4 key simulation areas:

- The ICMS Training area with Incident Commander and Sector Commander stations
- The ARFF Driving Simulator
- The Debriefing Area
- UPS & Server Area

6.16   Procurement of New ACFT

6.16.1 AAI placed order with Dubai based company for supply of 31 nos. Airfield Crash Fire Tender (ACFT) for various airports in India.

6.16.2 These state of the art ACFTs will have 6000 liters water, 800 liters Foam Compound and 250 kgs of Dry Chemical Powder. Along

with various hydraulic rescue and cutting tools, this ACFT will have Drivers Enhanced Vision System (DAVS) to assist driver during adverse weather conditions.

6.16.3 The delivery of these ACFT is expected to start by end of December 2018. Addition of these advanced ACFTs in AAI's fleet will enhance firefighting capabilities to manifold.

- Regional Connectivity Scheme (RCS)
- o Training to State Government Manpower.

6.16.4 AAI Fire Training Centers are providing training to State Government Fire Services in Aircraft Rescue and Fire Fighting (ARFF) for efficient handling of Aircraft Emergencies at RCS Airports. Training data of State Fire Services for RCS Airports in given in following table.

Sl. No.	Airport/State	Number of Fire Personnel Trained.
1	West Bengal	18
2	Jharkhand	27
3	Chattisgarh	40
4	Orissa	26
5	Sikkim	9
6	Kandla Airport	43
7	Porbandar	11
8	Pondicherry	13
9	Salem	17
10	Vidyanagar	4
11	Himachal Pradesh	09
12	Uttar Pradesh	81
13	Haryana	09
	TOTAL	307

- o Procurement of Crash Fire Tender, PPE, etc. for RCS Airports.

6.16.5 AAI is also providing support to RCS Airports in terms of Fire Fighting Equipment and Manpower. Every possible effort is being

made to provide ACFT and other rescue tools and equipment of for maintaining ARFF category and commissioning of the airport for aircraft operations. Procurement of new ACFTs, Personal Protective Equipment (PPE), etc. for RCS Airport is in process at Technical Department.

- ACFT with standard accessories.
- Breathing Apparatus Sets
- Breathing Apparatus Air Compressors
- Proximity Suits
- Inflatable Lighting Tower
- Water Mist Fire Extinguishers.

6.17   CNS–OM

Introduction:

Within Airports Authority of India, CNS Department

is responsible for Maintenance Management of Communication, Navigation, Surveillance, ATM Automation Systems and ancillary Systems for providing Air Navigation services over continental and oceanic airspace.

The objective is to have high availability of CNS/ATM facilities for operational use for safe, secure and cost effective air navigation services.

Performance evaluation in respect of CNS-OM Directorate:

Followings have been the major achievement of the CNS-OM Dte. up to 31st Dec, 2018:-

- Serviceability & Availability Statistics of Air Navigation Facilities from Jan 2018 to Nov 2018:-

Serviceability/Availability Statistics for ANS Facilities
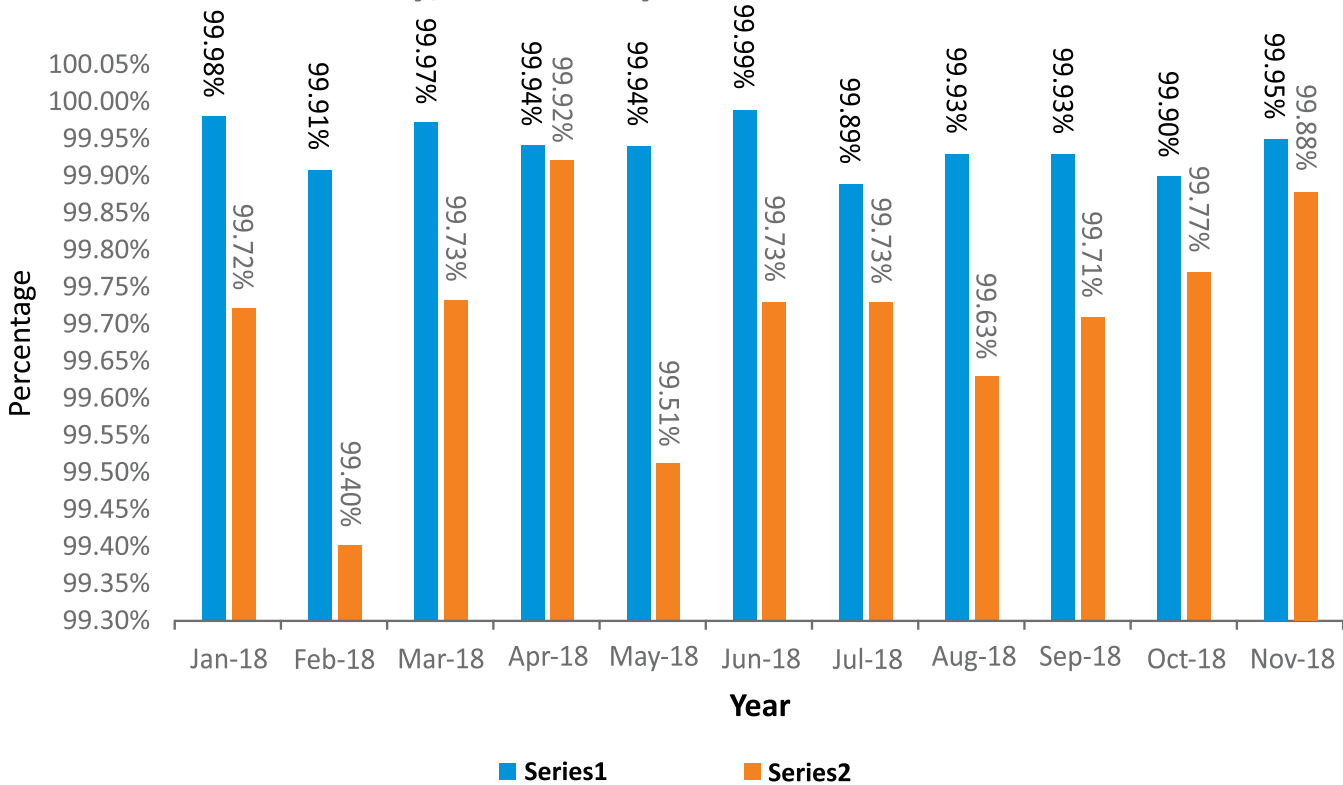
Average serviceability of ANS facilities for the period from 1st Jan, 2018 to 31st Dec 2018 is 99.93 % and Availability is 99.70%. This serviceability and availability of is at par with other leading Air Navigation Service

Provider in world.

For Performance Evaluation, Serviceability & Availability of ANS facilities operational at various stations is monitored as per details given below:-

Navigation		Surveillance		Communication		Gagan		ATM Automation systems
ILS	70	ARSR	02	VHF Tx/Rx	729	INMCC	03	44
CVOR/DVOR	91	ASR	18	HF Tx/Rx	54	INLUS	03	IATS Simulator -5
DME(HP)	93	MSSR	32	AMSS/AMHS	33	INRES	15	
DME(LP)	70	ASMGCS	11	DATIS	49			
Locator	12	ADS/CPDLC	04	DSCN	71			
NDB	49	ADS-B	21	DVR	82			
				VCCS	47			
				ASBS	15			
				RCAG	24			

- Air Calibration of Navigational Aids:

Following number of Navigational Aids have been calibrated from 01/01/2018 to 31/12/2018:-

Sl. No.	Facility	Numbers
1	ILS	97
2	DVOR/DME	58

6.18 Human resource training

- In-Country Training:-

Total number of 2028 CNS personnel have undergone developmental and continuance training on various CNS/ATM Systems at CATC and RTC'S during the period 01/01/2018 to 31/12/2018 on various operational CNS/ATM systems to meet DGCA/CAR requirement for trained CNS manpower.

6.19 Corporate Social Responsibility:

As a Corporate Social Responsibility (CSR), industrial/summer training, has been imparted to 522 Graduate engineering students from Electronics and Allied engineering branches from various prestigious Institutes/Colleges at various Regional Training Centres, CATC and other airports.

6.20 Impact Assessment and Siting criteria by CNS Simulation tool EMACS:

6.20.1 EMACS, a computer modelling tool, is used for simulation studies. This tool is also used for the siting of CNS facilities. Basically EMACS is a set of validated electromagnetic 3D modeling and simulation tools, capable of coping with EMC (Electro Magnetic Compatibility) issues and EMI (Electro Magnetic Interference) problems in airport and air navigation site scenarios. The modeling functionality (including terrain models, obstacles, interfering system, ground and airborne nav-aid equipment characteristics etc.) allows an expert EMACS user to model the real propagation phenomena taking place within a complex e.m. airport scenario, where signals (VOR, DME, ILS, ATC Radar, GPS systems) interfere with artificial or natural obstructions.

6.20.2 EMACS section of CNS-OM Directorate has done a remarkable job by doing simulation studies for proposed ATC Tower, Technical buildings, Terminal buildings, Fire Control Centre, Cargo complexes, AFL Masts, National Flag Masts etc. and Siting of ILS, VOR/DME, RADAR etc. The details are given below:

S. No.	Station	Subject
1	TRIVANDRUM	New Fire Station Tower Height -Revised
2	KANCHIPURAM	New Proposed Site for DVOR
3	UDAIPUR	New Proposed Site for DVOR
4	BARAPANI	SITE SELECTION For DVOR
5	BIKANER	Proposed Site for MSSR Site at LUNKA-2
6	HUBALI	For New ILS Site
7	BELAGAVI	Simulation of ILS RWY26 for Hump on RWY
8	BENGALURU	Impact of Barcadding on LLZ RWY09
9	JAIPUR	Impact of A/c movement on TaxiE forSMR Coverage at Taxi T
10	LUCKNOW	For Proposed Intl. Terminal Building
11	TRIVANDRUM	Simulation for ATC Tower of Trivandrum Airport
12	KANNUR	Revised Simulation WITH 20 Watt LLZ
13	SURAT	Simulation to study the GP Coverage Restrictions
14	TRICHY	Simulation Study of Proposed Terminal Building of Trichy
15	CHANDIGARH	Feasibility Study for Upgradation of ILS CAT-I to CAT-III
16	DELHI	NHAI PROJECT, DWARKA EXPRESSWAY-NH8 Simulation Study
17	DELHI	IAF VVIP HANGER Simulation Study for Height Clearnce
18	JAIPUR	Simulation Study FOR New Integrated Terminal Building
19	VADODARA	Proposed ATC Tower CUM Technical Block Simulation Study
20	IGI, DELHI	Simulation Study for Proposed Terminal Building &Piers wrt LLZ10,28 ,PSR-E & P
21	IGI, DELHI	Simulation Study for Proposed Terminal Building &Piers wrt DVOR- P
22	SRINAGAR	Simulation Study for impact of IAF Structure on ILS at new Parallel Runway
23	IGI, DELHI	Simulation Study for Phase-3 Work for Proposed Taxiway, RWY & Parking Stands
24	CHENNAI	Simulation Study for Proposed Hostel Building wrt LLZ07R
25	BIAL	Simulation Study for High Mast Light at Apron T2
26	Udaipur	Simulation Study for Apron & Flood Light Mast at Airport

6.21 Performance of Automation Section

- AAI has awarded the work for up-gradation of Tower Automation System at 09 Airports for creation of :
  - o Lower area control centres (LACC) at Lucknow, Jaipur, Amritsar, Agartala, Patna, Bhubaneswar, and Cochin
  - o Approach control centres at Trichy and Imphal airports.

The work will be completed by September, 2019.

- Automation systems at Mumbai, Delhi, Chennai and Kolkata have

- been covered under the maintenance support contract with OEMs.
- AAI in active collaboration with INS, Hansa a unit of Indian Navy at Goa has taken up the work for enhancing the Air situational awareness at Goa by providing ATC Automation display feed from its Mumbai center to Goa ATC. AAI will be integrating ADS-B and Indian Navy Radar to enhance the coverage. Contract has been awarded on 26 October,2018.

The work will be completed by September, 2019.

- AAI has completed the task of integration of ATS Automation systems with AOCC systems at 08 Airports as on 16 November 2018 i.e. Ahmedabad, Guwahati, Jaipur, Mangalore, Trichy, Calicut, Trivandrum and Lucknow for providing the live ATS data to efficiently manage the Airport Operation.
- AAI has issued RFP for enhancement of Automation system at Chennai and Mumbai for performance based communication and surveillance (PBCS) capability.

- Contract has been awarded to M/s Leonardo for up gradation of Automation and Advanced Surface Movement Guidance and Control System (ASMGCS) and Software maintenance contract for Automation system at Hyderabad international Airport and Bangalore international Airport.
- AAI In-house developed Airport Collaboration Decision Making (A-CDM) system installation at Chennai and up gradation of Mumbai ACDM system has been undertaken which will provide all stakeholders accurate, timely and relevant information to improve operational efficiency, ensuring the best possible use of airport infrastructure and resources to the benefit of all stakeholders.
- AAI has formulated and adopted the Information Security policy for CNS/ ATM Infrastructure to bring a uniform policy and procedures and provide necessary framework for adapting the best practices for strengthening of cyber security.

6.22   Performance of Communication Section :–

S.No.	Subject	Descriptions
1.	**RCAG**	➢ Project (vide purchase Order (PO) dated 18.05.2018) for RCAG implementation at Jaipur and Bikaner through SITII VCS (IP based) and their integration with Schmid VCS at existing NATS ,New Delhi for RNP-2 Connectivity between Delhi and Mumbai is completed. The above RCAG shall also provide VHF coverage up to TIGER/VIKIT Point. RCAG at Jaipur and Bikaner has been commissioned on 02.11.2018. ➢ RCAG at Pallavaram Hill has been established to provide the required VHF coverage in Chennai Upper air space in Chennai FIR. The above RCAG is providing satisfactory VHF coverage.
2.	**DSCN (Dedicated Satellite Communication Network)**	➢ Chennai- Port Blair RCAG on Standby VHF Frequency of Chennai Oceanic Control Center (OCC) has been successfully implemented through DSCN link for operation.

3.	**Online Flight Plan Management System (OFPL)**	➢ Purchase order was issued to M/s ECIL on 1st Nov, 2017 for execution of Online Flight Plan Management System as per Para 16.d & 24.a. of National Civil Aviation Policy, 2016 (NCAP-2016), to implement a web based platform to facilitate Helicopter & seaplane operations without prior ATC clearance in airspace below 5000 feet. ➢ Factory Acceptance Test (FAT) has been completed. ➢ Hardware and Software of OFPL system has been delivered to all five sites. ➢ Initial training has been conducted at IGI from 17th to 21st Dec 2018 (5 Days) for Five sites. ➢ Site Acceptance Test (SAT) and training is likely to be conducted in the Month of December, 2018.
4.	**New IP AMSS development and implementation**	➢ In house developed IP AMSS has been successfully installed at Varanasi airport. Procurement of required COTS hardware and software to implement similar system at other airports is under progress.
5.	**Up gradation of AIS–AIM System**	➢ The up-gradation of AIS-AIM system has been successfully completed as under. 1. Server Hardware and network components up-gradation. 2. EMACS, IAS, FPDAM Software upgraded to latest version. 3. Up-gradation of AIM database from AIXM 4.5 to AIXM 5.1.
6.	**HF Receiver**	➢ New HF Receivers and antennae at Mumbai, Chennai and Trivandrum has been successfully installed by using best signal through IP connectivity for providing better HF Coverage in Mumbai Oceanic Region.
7.	**DVR System**	➢ In-house integration of Quantity 08 DVR systems for RCS Airports by using available Retia software and recording cards by SMU, DVTR Mumbai has been successfully implemented.

AFTM

I.   Integrated Planning Group

o   In house developed Airport Collaborative Decision Making (ACDM) system has been commissioned at Chennai Airport on 24th May'2018.

o   In house developed Airport Collaborative Decision Making (ACDM) system has been commissioned at Kolkata Airport on 11th August'2018 which was inaugurated by Chairman, AAI.

o   ICAO, APAC office had entrusted India to prepare implementation plan of ACDM in the Asia Pacific Region. The ACDM experts of India submitted the document in the 3rd Task Force meeting of ACDM held at Bali, Indonesia in August'2018.

o   Airports Authority of India signed a MOU with USTDA for CNS/ ATM Road Map on 16th November'2018.

II.   CARO related major achievements in 2018.

o   AAI Board approval for Setting up a world class Civil Aviation Research Organization (CARO) at Begumpet

Airport catering for ANS and Airport/Engineering research and for construction of CARO at a cost of 353.61 Crores.

o In-house development of CARO Policy, CARO Plan and CARO manual.

o Laying of Foundation-stone for the futuristic CARO on the 5th July 2018 at Begumpet, Hyderabad by HMCA.

o Completion of Phase 1 Project of Automatic Voice to Text conversion Software in collaboration with M/S Honeywell with an accuracy of 50%.

III   Air Traffic Flow Management

o AAI successfully hosted ICAO ATFM Steering Group Meeting-08 (ATFM-SG/08) at New Delhi during the month of May'2018.

ATM–HRD

- Regular and continuous conduct of ab-initio training at the training centres for the newly recruited JET (ATC)s.

- 400 JET (ATC)s were recruited in 2017. Out of these, 200 officers were posted in December 2017. Further 132 JET (ATC) s were posted to various airports in June 2018 after completion of their initial training. The remaining 68 officers are undergoing ab-initio training and will be posted to various airports in January 2019.

- Effective positioning of manpower to:

o Reduce ATM manpower gaps at various airports.

o Meet commitments of AAI for increase in watch hours of various airports and the RCS/UDAN scheme.

- The deficiencies pointed out by ICAO during USOAP audit -2015 were addressed and the relevant documents were submitted to DGCA in the ICAO –ICVM audit held in November 2018.

6.23   ICAO Fact Finding Mission–2018

Following ICAO USOAP CMA Audit of India – 2017, there were indications for a potential Significant Safety Concern as per the opinion of ICAO audit team. However, India communicated to ICAO that India has a robust system in place which ensures compliance with all the provisions of ICAO Annex-1 and subsequently deputed a team to Montreal including officials from CAP Directorate to explain to them the system and procedures in place in India. ICAO, in response to India's viewpoints, deputed a fact finding mission to India in January 2018. The mission required visit to AAI Corporate Head Quarters and selected ATS facilities of their choice for the purpose of assessment and collection of evidences in the areas of PEL (Personnel Licensing) and ANS (Air Navigation Services). CAP Directorate revisited the responses to the ICAO Protocol Questions (PQs) and the evidences submitted to ICAO through DGCA during ICAO USOAP CMA Audit of India – 2017 and meticulously further improved upon the responses/ evidences.

ICAO Auditors, during the fact finding mission in January 2018, visited CAP Directorate and inspected all the documents pertaining to ATS personnel. CAP Directorate successfully demonstrated the various systems in place for ensuring compliance with Annex-1 requirements including individual records of all ATCOs, their Class 3 medical assessments, records of compliance with English Language Proficiency requirements, the rating and training process of ATS personnel and the surveillance functions carried out by CAP directorate to the complete satisfaction of the visiting ICAO fact finding mission.

In addition to the above activity, ICAO team visited Chennai and Kolkata ATS facilities for auditing Annex-1 compliances at field stations. CAP officials accompanied the ICAO team and demonstrated the systems and procedures in place at field stations for ensuring compliance with ICAO Annex-1 requirements at all times. The ICAO team expressed their complete satisfaction on the systems and procedure put in place by Airports Authority of India. CAP directorate's efforts in this regard successfully proved to the ICAO

team that Airports Authority of India, as a major Air Navigation Service provider is fully compliant with Annex-1 requirements and that there is not even an iota of evidence for Serious Safety Concern (SSC) whatsoever.

6.23.1 CAP Directorate's contribution for Aircraft (Sixth Amendment) Rules 2018

On 5th April 2018, the Hon'ble Secretary (CA) directed that, in line with ICAO's recommendation, DGCA shall be responsible for ensuring regulatory compliances related to ATCO and their certification and constituted two teams consisting of officials from MoCA, DGCA & AAI for examining the requirement of amendments to the existing Aircraft Rules 1937 and to look into the practical details of the procedural model for Licensing of ATCOs proposed by DGCA.

In line with the above direction of Hon'ble Secretary (CA), CAP Directorate worked in very close coordination with officials of MoCA & DGCA providing vital inputs for the proposed amendments to the Aircraft Rules 1937 in so far as it related to the provisions pertaining to Licensing of ATCOs. The efforts of the team constituted by Secretary (CA) culminated in the publication of Aircraft (Sixth Amendment) Rules 2018.

6.23.2 ICAO ICVM Audit-2018

As a sequel to ICAO CMA Audit of India carried out in November 2015, ICAO ICVM team visited India from 13th November to 21st November 2018. USOAP ICVM is an on-site activity in which ICAO team of subject matter experts collects and assesses evidences provided by the state demonstrating that India as a state has implemented corrective actions to address the previously identified findings for the purpose of validation of the same. The ICAO ICVM 2018 covered Legislation (LEG), Organization (ORG), Air Navigation Services (ANS) and Aerodrome

& Ground Aids (AGA). The scope of Audit included field visits in addition to audit of Nine (9) ICAO Annexes.

CAP Directorate of AAI was the nodal office for the ICVM in respect of matters pertaining to AAI. CAP directorate provided response to ICVM PQs along with evidences and submitted the same through DGCA. In addition, CAP Directorate faced side by side with DGCA officials the ICVM audit and answered all the queries to the satisfaction of ICVM team. As a part of the mission, ICVM team visited ATS facilities at IGI Airport Delhi on 16th November 2018 and after inspection, they expressed their satisfaction in respect of systems and procedures in place at IGI Delhi for ensuring compliances with various provisions contained in relevant Annexes of ICAO. During the exit meeting on 21st November 2018, the ICVM team leader expressed overall satisfaction in respect of the progress made by India as a state since their last visit in 2015 in general and complemented Airports Authority of India in particular. The highlight of the ICVM visit is that we could demonstrate that India's record as a safe aviation country is well above the global average.

6.23.3 CAP Directorate's contribution for development of DGCA CARs

DGCA, from the month of June 2018 has been in the process of issuing new Civil Aviation Requirements (CARs) in the light of proposed amendments to Aircraft Rules 1937 and CAP Directorate, being the nodal point of contact, has been actively involved in the process by way of providing preliminary inputs taking into account the operational needs of AAI and practical aspects of compliance with CARs. So far, DGCA has come out with 11 draft CARs, out of which ED (CAP), in consultation with all other concerned directorates of AAI, has provided

inputs for all 11 CARs out of which 4 CARs have been finalized and published.

6.23.4   Tech Passenger Facilitation measures

Considering development and Regional Connectivity of various airports in India, AAI has procured Passenger Baggage Trolleys – Qty. 14676 Nos. at a total cost of Rs.14.80 crores (approx.) and Passenger 3-seater Chairs – Qty. 5979 Nos. at a total of Rs.10.00 crores (approx.) during the period 1st Jan, 2018 to 31st Dec, 2018 under Rate Contract. This will cater the growing needs and facilitation of passengers at various AAI airports in India and to achieve desired level of Customer Satisfaction.

Further AAI has procured the battery operated Golf Cart Vehicles – Qty 30 Nos. for various Airports in compliance to the direction of the Ministry of Social Justice and Employment (SJ&E) and also the Ministry of Civil Aviation. These vehicles will facilitate the Senior Citizens movement irrespective of the class of their Travel and to achieve desired level of Customer Satisfaction.

Aerodrome Safeguarding (NOC for Height Clearance) :-

Innovation Technology

AAI is entrusted for safeguarding the civil aerodromes all over India under the provisions of GSR-751(E). AAI issues clearance within 20 kms of the airports. The online No Objection Certificate Application System (NOCAS) – Ver.II was developed in 2016, which accepts online applications and also carryout height calculations in respect of various parameters of AGA, CNS and PANS-OPS automatically. 30% of the NOCs are issues through the auto-settled process in NOCAS-II within same day. Other NOCs are issued within 15 working days as mandated by the Ministry of Urban Development. More than 80% airports in India participate in the online NOC issuance process to expedite the issuance of NOC.

Appeal online

Till now the appeal procedure, i.e. application to the Appellate Committee for higher height, was an offline process where the applicant need to submit the hardcopy and deposit the appeal fee through Demand Draft or online transfer. Now AAI is in the process of putting the appeal online along with payment gateway. This module will be operational for public for trial on 21st December 2018.

Integration with the web service of Urban Local Bodies (ULBs):

AAI has integrated NOCAS with the web service of a number of ULBs and is in the process of integrating with all other ULBS as and when they develop their web service. This has resulted in single window clearance of construction permits.

The above steps taken by AAI have been emulated by various departments of Government of India from time to time under EODB.

AAI has been an important stake holder in the entire process of integrating the web service of ULBs with external agencies for obtaining construction permits. AAI is a member of the task force formed to initiate reforms with the objective of improving India's position in the rankings issued by World Bank annually. AAI has been regularly attending all the meetings held in the Ministry of Urban Affairs and taken active part in all the deliberations.

In the World Bank ranking released recently, India has made an unprecedented jump of 129 places in Construction permits to position itself at 52 rank up from 181 rank that it held in the previous year. This is the culmination of a series of reforms that were initiated last year under Ease of Doing Business.

Workshops on Aerodrome Safeguarding

With the objective to sensitize the officers about "Aerodrome Safeguarding Procedures and Control & Monitoring of Obstacles in the Vicinity of Aerodromes by Airport Management" 10 Workshops have been conducted at various regions / Field stations/ JV

Airports (MIHAN Nagpur & Kannur) from February 2018 till date.

445 Officers from 73 Airports including Local Bodies Officers from MIHAN (Nagpur), Imphal & Kannur Airports have been trained so far.

6.24 Initiative under Ease of Doing Business

Government of India vide GSR751 (E) has entrusted the responsibility to Airports Authority of India to issue No Objection Certificate (NOC) for height clearance to ensure that the built environment around the airports do not adversely impact safe aircraft operations.

Development of NOCAS–2

Airports Authority of India has developed the No Objection Certificate Application System NOCAS version 2 by upgrading the earlier version of NOCAS for processing of NOC applications. NOCAS-2 is an online, fully automated, paperless and transparent system aimed at fast and efficacious disposal of applications for height clearance. Applicants can file NOC application online at their own convenience. After online processing of applications, NOC are also issued online to the applicants. Many of the NOC applications filed by the applicants will be auto settled by the system within minutes of filing the same. For auto settled case, system generated letter (without signature), stating that NOC from AAI is not required and the reason thereof, is issued automatically.

There is a provision in NOCAS for the applicants to check approximate top elevation admissible at a particular location for planning building height before filing online application for NOC. All the NOCs issued are available for viewing in the public domain in the NOCAS website.

NOC cases received from (1st Jan 2018 to 30th Nov 2018)

NOC Centre	Delhi	Mumbai	Kolkata	Chennai	Guwahati	Hyderabad	Bengaluru	Ahmedabad	Nagpur	North	South	East	West	North East	Total
Building/PTL	832	2106	364	649	142	934	616	1323	565	685	3179	1261	4463	97	17216
Sacfa Mast	4512	6663	1116	1616	283	2902	5933	1675	864	10433	6424	8534	7366	2113	60434
Total	5344	8769	1480	2265	425	3836	6549	2998	1429	11118	9603	9795	11829	2210	77650

Building/PTL cases Recieved & Cases Disposed Off Comparision Chart
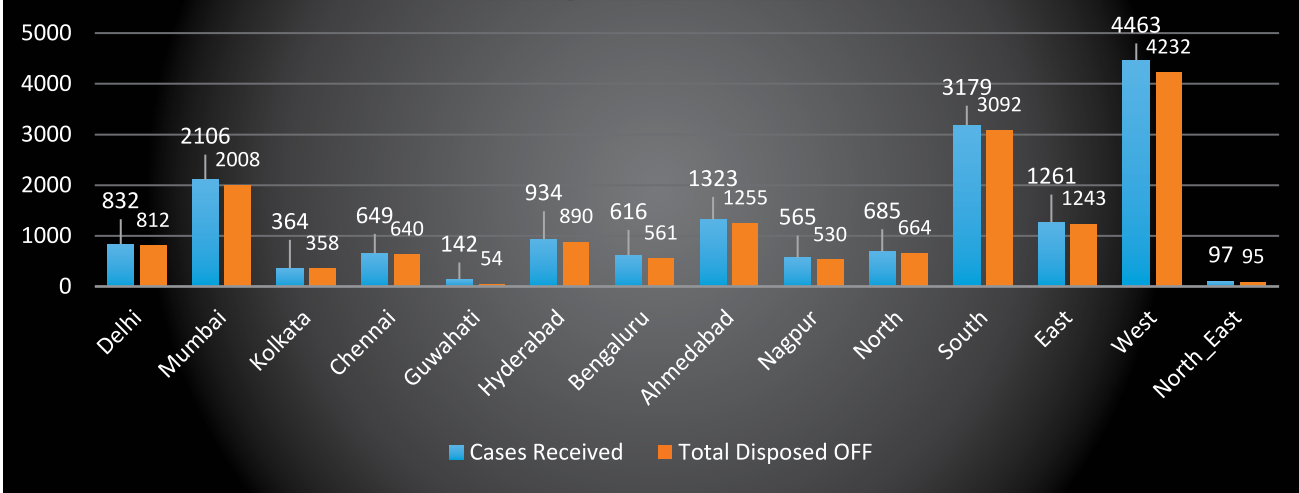
Single window clearance for Buildings/Structures

NOCAS website of AAI is being integrated with the Online Building Permission System (OBPS) of Urban Local Bodies (ULBs) of different states for Single window clearance of Construction permits. AAI has integrated NOCAS with the Online Building Permission System (OBPS) of 10 Urban Local Bodies of seven States and is in various stages of integration with OBPS of another seven States. AAI has also in communication with states who in the process of developing their own OBPS.

Single window clearance for telecom Masts

For effective implementation of Single Window clearance and to avoid duplicate filing of applications by the telecom operators and wireless users, the SACFA and NOCAS Servers have been integrated. The applicants are required to apply to SACFA Secretariat, WPC wing (DOT) only. Applicants are not required to apply to AAI separately. The requisite data, is fetched from SACFA to NOCAS automatically. After processing, AAI issues online NOC for height clearance to SACFA. The individual SACFA application at the SACFA server is also automatically updated with NOC height data as cleared by AAI.
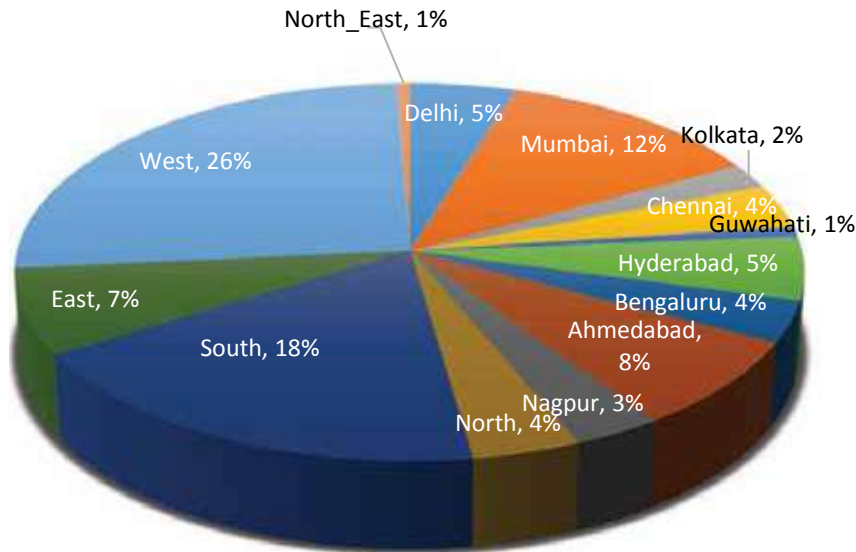
SACFA Mast Cases Received From January 2018 to November 2018
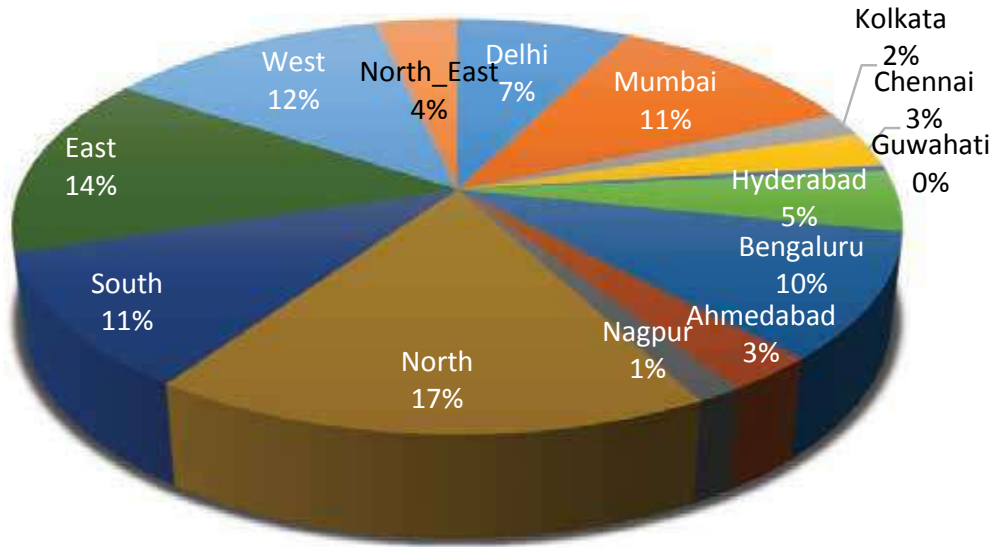
A PORTION OF CCZM of DELHI

Pie Chart of Sacfa Mast Cases Status Wise
(January 2018 to November 2018)

Colour Coded Zoning Maps (CCZM)

CCZM have been prepared based on the latitude & longitude of the area in respect of civil aerodromes which indicate through different colour coded grids, the permissible heights in the areas around the airport, falling within the radius not exceeding twenty kilometers from the Aerodrome Reference Point. Local bodies can sanction building plans without AAI NOC if the height requested 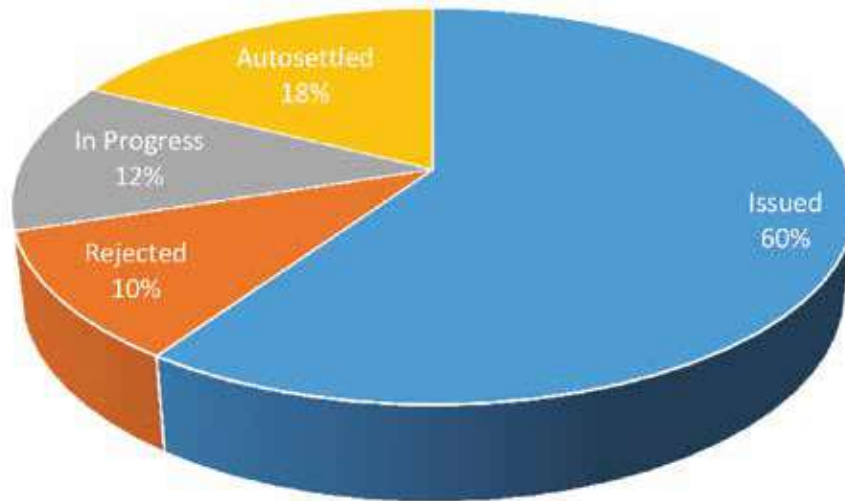is below Colour Coded Zoning Maps (CCZM) grid height. AAI has developed Colour Coded Zoning Maps (CCZM) for 31 major cities of India under 'Ease of Doing Business'. These cities are Ahmedabad, Amritsar, Aurangabad, Agartala, Bangalore, Bhopal, Bhubaneshwar, Calicut, Chennai, Cochin, Coimbatore, Delhi, Dimapur, Guwahati, Hyderabad and Shamshabad, Indore, Jaipur, Kolkata, Kota, Lucknow, Madurai, Mangalore, Mumbai and Navi Mumbai, Nagpur, Patna, Puducherry, Ranchi, Surat, Thiruvananthapuram, Vijayawada and Vadodara. Local Municipal bodies are empowered to issue NOC for heights below CCZM without referring to AAI. These CCZMs have been uploaded in the AAI website. AAI is in the process of developing CCZMs for all the remaining airports.
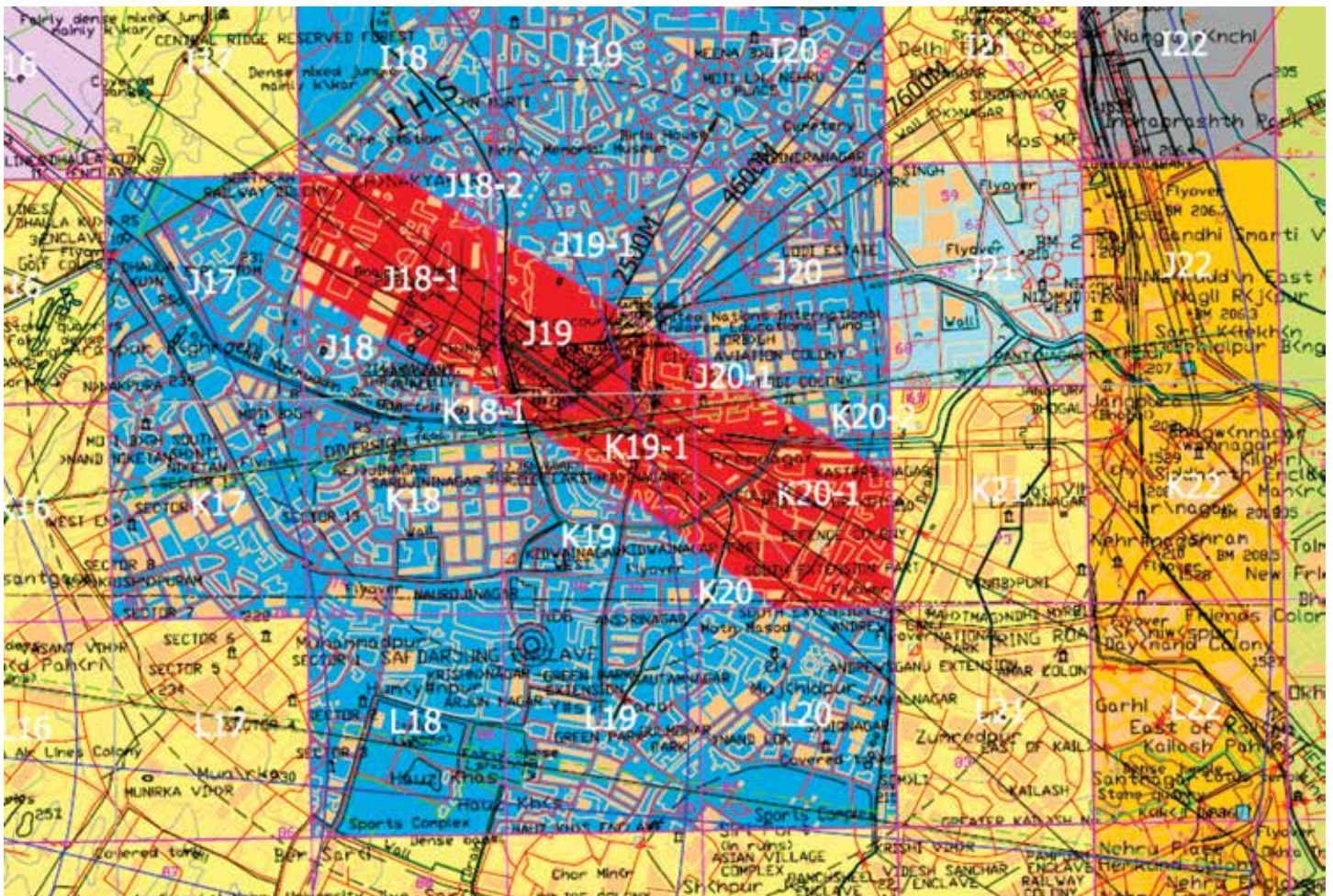
- The process of Operation & Management of Select Areas of Ahmedabad Airport upto the stage of Technical Evaluation, though the tender was cancelled in view of single valid bid.

- The process of Operation & Management of Select Areas of Jaipur Airport upto the stage of Technical Evaluation, though the tender was cancelled in view of single valid bid.

- Finalization of TOR & RFP for National strategy for Airport Development & Operation and Formulation of Model Concession Agreement (NS&MCA) including appointment of strategic consultant i.e M/s KPMG.

- Timely completion of consultancy contract awarded to M/s Mckinsey for Organisational Restructuring & Capability Enhancement Phase 3 under Project Utkarsha.

- Finalization of RFP, Draft Concession Agreement for leasing of 6 Airports i.e Ahmedabad, Jaipur, Lucknow, Guwahati, Thiruvananthapuram and Mangaluru through PPP under Operation, management & Development Model including initiation of BID process in CPP Portal in record time as prescribed by MoCA.

- Drafted a concept paper titled "Mainstreaming the States into Civil Aviation Growth Story".

- Drafted a Term of Reference for engaging a consultant for study on "Indian airports as an Aviation Hub".

- Drafted a concept paper on 'Development of Next 100 Airports including PPP mode'.

6.25   Cargo

Introduction

- **AAI Cargo Logistics & Allied Services Company Limited"** (AAICLAS) a wholly owned subsidiary of AAI has been managing the Air Cargo Operations at various AAI Airports in the country. This game-changer decision was taken by AAI Board in its 168th meeting held on 14.3.2016. The subsidiary company was incorporated on 11th August, 2016 with an initial authorized capital of INR 25 Crores.

Physical performance:

Sl No.	Year	Tonnage Handled (in MT)
1.	2017-18	9,15,353
2.	2018-19 (up to Nov.2019)	6,45,268

New Cargo Terminals under construction / likely to be commissioned during the year2018–19:

- International Cargo Terminal(s) at **Varanasi & Aurangabad** Airports

- International Courier Terminals at Trichy and Kolkata Airports.

Policy decisions taken and implemented

- AAICLAS has appointed M/s NABCONS to carry out the study for establishment of Perishable cargo Pack-house at Kolkata and Guwahati airports. The DPRs have been received and is being studied and AAICLAS is contemplating to seek grant under TIES for the Pack-Houses subject to transfer/availability of land.

- AAICLAS has kept AERA duly apprised on the cargo tariff related issues and obtained requisite approval to maintain status-quo till submission of tariff.

- AAICLAS has got trained its thirty three (33) Nos. of executives/non-executives on "Dangerous Goods Regulations" (Basic course of Category 3 & 6) to keep updated and as required by IATA.

- AAICLAS has also imparted training on"Air Cargo Management" for it's 38 (Thirty eight) Nos of Executives at Indian Aviation Academy.

- AAICLAS is gearing up to strengthen its IT and Security Dte for preparing the road-map for development of

its plans. The proposal for upgrading ICMS (IT System of Cargo Directorate of AAICLAS) has been approved 'in principle' and the process of appointing a Consultant is under process.

- Regular Customer Satisfaction Surveys for Measuring Performance & Service Standards. The Tabulated details would clarify/elucidate the same as given here-under:-

Cargo Terminals	Respondent Category	Round–I (Jan–Jun'18)		Round–III (July–Dec'17)		Difference in CSI of Round I(Jan–Jun 18) & Round III(Jul–Dec17)	
		CSI	Overall CSI	CSI	Overall CSI		
Chennai	Exporters	4.33	4.33	4.36	4.34	-0.03	-0.01
	Importers	4.34		4.32		0.02	
Kolkata	Exporters	4.35	4.28	4.20	4.11	0.15	0.17
	Importers	4.21		4.02		0.19	
Overall CSI of both the Air Cargo Terminals			4.30		4.23		0.07

Facilitation to Cargo Trade / Users of Cargo Terminals:

- Non-schedule freighter operation started at Amritsar airport from July 2018 onwards between Amritsar/Kabul airports after a gap of nearly 5 years.

- AAICLAS has participated in the Cargo Service Quality (CSQ) survey initiated by TIACA, with a vision of driving Global Standards and raising the profit of air Cargo. AAICLAS Madurai Cargo Terminal was adjudged as 2nd Rank followed by Kolkata 9th, Coimbatore 12th and Chennai as 15th ranks in the Service Quality Survey to the Customer at the respective airports during the month of May 2018.

- Commenced TP Cargo operation from DAC to Kolkata,which led to tremendous growth in the TP cargo movement.

- Organized/Conducted one day End to End Cargo solution events at Guwahati on 03.08.2018, Bhubaneswar on 05.10.2018 and Chandigarh Airports on 21.11.2018 respectively.

- Plan to establish Pack-house at Kolkata and Cargo Hub at Guwahati Airports based on grant from TIES & transfer / availability of land.

6.26 Issues relating to developmental activities taken by AAICLAS in the North-East Region:–

- Construction of Air cargo Terminal in Progress at Imphal, Silchar and Agartala Airports airport.

- Upgrading International Air Cargo Terminal at Guwahati Airport at the cost of 1.5 Crores to handle 1000MT/month.

- Customs EDI system (Service Center) has been put under operation at Guwahati Airport recently to promote EXIM Trade.

- Common User Domestic Cargo Terminal -2 and 3 is under construction to bring all operating airlines under one Umbrella at the cost of 3.5 crores to handle 3000MT per month with a state of art facility.

- The existing CUDCT with dedicated Cold storage/valuable storage facilities in the out-bound/In-bound warehouses will cater the emerging potential of e-commerce, air cargo and perishable cargo.

- M/s AIDC to develop Perishable Cargo Terminal and integrated pack-house facilitate for Perishable Guwahati Airport may focus on emerging potential of Pharmaceutical Industry in then the State of Sikkim with the presence of leading companies in the sector-Zydus, Cadila, Alkem, Sun Pharma, Cipla, Golden Cross Pharma, etc. M/s AIDC has commenced the construction work of Perishable Cargo Terminal at Guwahati Airport.

- Movement of pharma units is expected into the state owing to the tax incentives being provided and the near-completion of tax exemption period in other states such as Tamil Nadu/Himanchal Pradesh etc.

- Bagdogra Airport is in closer proximity to the pharma clusters in Sikkim, AAI/AICLAS may be able to cater to pharma clusters by assessing and creating infrastructure/services required for the facilitation of pharma cargo to Guwahati for onward air transshipment.

6.27 Steps taken to improve Public Grievance Redress Machinery

- AAICLAS has a mechanism of HELP-DESK Services at all cargo facilities. An officer of AAICLAS is purely dedicated for extending necessary guidance to the visiting passengers and Importers/exporters for day to day clearance of their goods from cargo terminals. Grievances, if any, reported are being recorded and discussed in the in-house

and various trade related meeting for redressal/disposal of the complaint/grievances.

6.28 Citizen Charter

- AAICLAS, at its all major cargo facilities, has a Citizen Charter in place to serve the trade in a professional way at each and every steps of cargo processing/handling with pre-decided time-line for completion of each activities which is also hosted on AAI web-site too.

6.29 CSR

A Brief outline of the AAI's CSR Policy, including overview of projects or programs proposed to be undertaken and a reference to the web-link to the CSR policy and project or programs.

AAI believes in giving back to society and maximizing positive impact for all its stakeholders. At AAI, being a catalyst for change at the grassroots is as important as a healthy bottom line and robust business growth.

AAI's approach towards CSR and Sustainability is to empower under-privileged communities near its airports so as to promote an environment of inclusive growth. Its CSR and welfare activities are committed to create and support programmes that bring about sustainable changes in society including through education.

During the year 2018-19, AAI has undertaken a range of CSR Activities this year with special emphasis on Sanitation, Health, Skill Development, Environment and sustainability. Further, a separate section on the Corporate Social Responsibility & Sustainability forms part of the Annual Report of AAI.

AAI's CSR and welfare activities during FY 2018-19 would be around promoting education with special emphasis on girl child, eradicating hunger, promoting preventive healthcare and sanitation. Further, Hon'ble Prime Minister of India in the CPSE conclave held on 09.04.2018 suggested that the CSR spend of CPSEs should be focused largely on one specific theme each year. Accordingly, AAI's Board approved the following Annual CSR theme of AAI for FY 2018-19:-

"Providing support to health sector in improving basic health care facilities and mitigating life threatening diseases like cancer."

AAI's CSR Policy is available and can be viewed on AAI's website at *https://www.aai.aero/sites/default/files/ csr_policy/Corporate%20Social%20Responsibility%20 %26%20Sustainability%20Policy%202017-2209.pdf*

6.30   Swachh Bharat Mission

6.30.1   A Swachh Bharat Pakhwada was held from 16th August to the 31st August, 2018 wherein some of the activities carried out are as follows:

- At CHQ the main highlights during this Pakhwara was Inspection of the Offices for cleanliness and to spread awareness about cleanliness and also for Weeding out of old records.

- At the Airports of the Regions and Regional Headquarters some of the main activities carried out are Swachhta Jagrukta Programmes in nearby Schools, Swachhta competition among various Departments at the Airports, Slogan writing competition among the School Children, Painting Competition, Essay Writing Competition among School Children on Swachhta, Slogan Writing Competition among AAI Officials, Adoption of Schools for ensuring Cleanliness. Apart from the above Shramdan for cleanliness, Planting of trees, pruning of Trees and shrubs, weeding out of unwanted plants etc., Display of Posters/Banners etc. were carried out during the Pakhwara.

6.30.2   A Swachhta Hi Sewa Pakhwada was held from 15th September to 2nd October, 2018. Some important activities carried out are as follows:

- At CHQ a demonstration on toilet pit digging exercise, Lecture for House keeping staff by an expert faculty,

Cleaning activity in the parking area by House keeping staff, Health Talk to the residents of the INA Colony by Dr. B.K. Barolia, a Nukkad Natak on Swachhata at 'C' Block, Rajiv Gandhi Bhawan and a demonstration on segregation of solid waste to House Keeping staff was carried out.

- At the Airports and Regional Headquarters some of the notable activities carried out are Toilet Pit Digging exercise, cleaning of streets, drains and back alleys through Shram Dan, waste collection drives, conducting door to door meetings to bring awareness about good sanitation behaviours, organising campaigns for better sanitation practices, Organisation of Nukkad Nataks/Street Plays, folk music and dance performances on Swachhta, Organizing of village level rallies to generate awareness about sanitation, demonstration of segregation of solid waste, mobilization of Community to build composite pit for decomposition of organic waste. Apart from the above Shramdan for cleanliness, Planting of trees, pruning of Trees and shrubs, weeding out of unwanted plants etc., Display of Posters/Banners etc. were carried out during the Pakhwara.

6.30.3   A Swachhta Pakhwada was held from 01st of November to the 15th November, 2018 the main activities carried out are as follows:

- At the CHQ level the Pakhwara was inaugurated with the administration of Swachhta Pledge by Chairman. This was followed by a tree plantation drive the next day at Kendriya Vidhayalaya, Rangapuri besides this a painting competition at Kendriya Vidhyalaya, Rangapuri, Health talk on swachhta related issues by eminent Doctor of PSRI, Hospital, a programme on swachhta

at a School near INA Colony and a lecture on Swachhta by Magsaysay award winner Social Activist, Shri Bezwada Wilson, which was attended by Government Departments/PSUs under Ministry of Civil Aviation. Smt. Usha Padhee, Jt. Secy., MOCA graced the occasion.

- In the Regional Headquarters Swachhta Pledge was administered to Employees of AAI, Airlines and CISF Staff, Plantation of trees, in-house training programme to the House Keeping staff, Medical Awareness programmes on Swachhta related issues, Essay, Drawing and Slogan writing Competition among School Children, Swine Flu Awareness programmes to the travelling passengers and employees of AAI, Airlines and CISF staff were also carried out at some of the Airports. Besides the above at some Airports Two wheeler rallies to spread awareness of cleanliness among the General Public, Inspection of various areas of the Airports and Offices, distribution of leaflets on swachhta, weeding out of old and unwanted records and files, observation of zero plastic day were also carried out at some Airports.

7. AIR INDIA LIMITED

7.1   Introduction

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

7.2   Authorized Share Capital

The Authorized Share Capital of the Company has increased from Rs. 30,000,00,00,000 to Rs. 35,000,00,00,000 divided into 3,500,00,00,000 equity shares of Rs.10/- each (As on 31st March, 2019). The Issued, Subscribed & Paid-up Share Capital of the Company is Rs. 32,665,21,00,000/- divided into 3,266,52,10,000 fully paid up equity shares of Rs.10 each.

7.3   SUBSIDIARY COMPANIES

The following are the wholly owned subsidiaries of Air India Ltd., and as on 31st March 2019 the Company's investments in these Companies was as under:

- Air India Air Transport Services Ltd   Rs. 138.42 crores
- Air India Express Ltd   Rs. 780.00 crores
- Air India Engineering Services Ltd   Rs. 166.67 crores
- Airline Allied Services Limited   Rs. 402.25 crores

Air India Ltd. has one more subsidiary company viz. Hotel Corporation of India Ltd (HCI). As on 31st March 2019 Company's investment in HCI is Rs.110.60 crores and that of Government of India is Rs.27 crores.

7.3.1 Air India Air Transport Services Limited (AIATSL):

(Rs. in Crores)

Particulars	2018–19	2017–18
Total Income	707.16	669.27
Profit/(Loss) Before Tax	127.42	104.95

AIATSL, a wholly owned subsidiary of Air India operationalized on 1 February 2013 and started its autonomous operations effective April 2014, presently provides ground handling services at 80 Airports in India. Apart from handling the flights of Air India Limited and its Subsidiary Companies, ground handling is also provided to 37 Foreign Scheduled Airlines, 3 Domestic Scheduled Airlines, 4 Regional Airlines, 12 Seasonal Charter Airlines, 23 Foreign Airlines availing Perishable Cargo handling. Ground handling was provided for 1,24,496 flights (Air India and Subsidiaries) and 23,673 flights of scheduled and non-scheduled customer airlines during 2018-19. AIATSL has no debt and ended the year without any Audit Qualification.

7.3.2 Air India Express Limited (AIXL):

(Rs. in Crores)

Particulars	2018–19	2017–18
Total Income	4,202	3,920
Profit/(Loss) Before Tax	169	261

AIXL, 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. Initially, AIXL connected 3 cities in Kerala and to 6 points in Gulf. Effective 05th May 2017, the name of "Air India Charters Limited" (AICL) has been changed to "Air India Express Limited" (AIXL).

AIXL has 17 owned Aircraft and 8 leased aircraft and operates 621 weekly flights (Domestic & International) linking 20 Indian stations in India and 13 international stations in Middle East and South East Asia. AIXL has carried 4.36 million passengers during the 2018-19 compared to 3.89 million passengers during the year 2017-18.

During FY–2018-19 AIXL operates its Aircrafts at an average utilization of 13.30 hrs per day per aircraft which is one of the best comparable parameter in the industry.

New flights/Destinations introduced by Air Indian Express Limited during FY 2018–19

- Kochi-Bengaluru-Singapore & vv 04 flights with effect from 29th October, 2018.

- Kannur-Abu Dhabi-Kannur 03 flights with effect from 09th December, 2018.l

- Kannur-Riyadh-Kannur 03 flights with effect from 09th December, 2018.

- Kannur-Sharjah-Kannur 04 flights with effect from 10th December, 2018.

- Kannur-Doha-Kannur 04 flights with effect from 10th December, 2018.

- Surat-Sharjah-Kannur 02 flights with effect from 16th February,2019.

Note-Additional Kochi-Abu Dhabi 03 flights was operated between 18th April, 20189

7.3.3 Air India Engineering Services Limited (AIESL)

(Rs. in Crore)

Particulars	2018–19	2017–18
Total Income	1206.4	740.48
Profit/(Loss) before Tax	(180.87)	(495.65)

AIESL, a wholly owned subsidiary of Air India was operationalized on 1st February 2013. It has bases at Delhi, Mumbai, Hyderabad, Trivandrum, Nagpur and Kolkata for carrying out Maintenance, repair and Overhaul (MRO) activities for various types of Airbus, Boeing and ATR fleet.Air India Engineering Services Limited (AIESL) caters the Engineering Maintenance, Repair and Overhaul (MRO) service to the aircraft of

Air India, AASL (Airline Allied Services Limited) and AIXL (Air India Express Limited) apart from customer like General Electric, Qatar Airways, Silk Air, Go Air etc. AIESL is equipped with 3800 highly trained, experienced technical work force. Its multiple facilities covering all aspects of Maintenance that can truly act as "One Stop Shop" viz Line Maintenance, Base Maintenance, Engine and APU Overhaul shops, Components and Avionics Overhaul shops, Engineering Management - Asset Management, Material and Logistics Support, Quality Assurance, Technical Services, Technical Training, facilities and Equipment Maintenance. It offers line maintenance facilities in 78 domestic stations.

AIESL has developed world class MRO facility at Nagpur which is operational since 2015. In 2018, AIESL started Quick Turn Repair on GEnx engine fitted on B787 Dreamliner aircraft. The engine overhaul capability will be expected to be fully operational by July 2020. GE90 test facility already approved by DGCA. Progressively, the engines which are repaired abroad, will be repaired in India once the facility is fully operational. Hyderabad MRO is also equipped with all the facilities of modern MRO set up. Centralised hydro static testing facility has also been set up at MRO Hyderabad. AIESL has also started MRO in Sharjah.and Dubai. Negotiation is on for MRO facility at Kathmandu, Colombo, Dhaka.

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

7.3.4 Airline Allied Services Limited (AASL):

(Rs. in Crores)

Particulars	2018–19	2017–18
Total Income	836.35	602.18
Profit/(Loss) After Tax	(296.57)	(263.76)

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 seven bases viz. Delhi, Mumbai, Hyderabad, Bangalore, Kolkata, Chennai and Jaipur. Currently, it operates passenger services with 18 leased aircraft (1 ATR-42-320, and 17 ATR 72-600). It operates to 57 domestic destinations and 01 international destination and daily carries approximately 5000 passengers.

Alliance Air has commenced following flights/sector under Regional Connectivity Scheme (RCS).

- Delhi/Shimla/Delhi w.e.f. 27th April, 2017
- Delhi/Bathinda/Delhi w.e.f. 27th April, 2017.
- Gwalior/Indore/Gwalior w.e.f. 31st May, 2017
- Gwalior/Delhi w.e.f. 31st May 2017
- Delhi/Ludhiana/Delhi w.e.f. 02nd September, 2017
- Delhi/Bikaner/Delhi w.e.f. 26th September, 2017
- Jaipur/Agra/Jaipur w.e.f. 08th December, 2017
- Delhi/Pathankot/Delhi w.e.f. 05th April, 2018
- Hyderabad/Kohlapur/Hyderabad w.e.f. 09th December, 2018
- Kohlapur/Bangaluru/Kohlapur w.e.f. 09th December, 2018
- Pantnagar/Dehradun/Pantnagar w.e.f. 04th January 2019
- Hyderabad/Nasik/Hyderabad w.e.f. 01st February, 2019
- Nasik/Ahmedabad/Nasik w.e.f. 01st February, 2019
- Belgaum/Pune/Belgaum w.e.f. 15th May, 2019

- Bhubaneswar/Jharsuguda/Bhubaneswar w.e.f. 05th June, 2019

- Raipur/Jharsuguda/Raipur w.e.f. 05th June, 2019

- Bangaluru/Mysuru/Bangaluru w.e.f. 07th June, 2019

- Hyderabad/Mysuru/Hyderabad w.e.f. 19th July, 2019

- Mysuru/Kochi/Mysuru w.e.f. 19th July, 2019

- Mysuru/goa/Mysuru w.e.f. 19th July 2019

- Nasik/Pune/Nasik w.e.f. 27th October, 2019

- Dharamshala/Chandigarh/Dharamshala w.e.f. 16th November, 2019

- Ahmedabad/Kandla/Ahmedabad w.e.f. 18th November, 2019

- Hyderabad/Hubbli/Hyderabad w.e.f. 26th November, 2019

- Guwahati/Dimapur/Imphal/Dimapur/ Guwahati w.e.f. 07th December, 2019

However flights on the following sectors will commence shortly in RCS-UDAN scheme:

1. Bangaluru/Gulbarga/Bangaluru

2. Raipur/Jagdalpur/Raipur

3. Hyderabad/Jagdalpur/Hyderabad

7.3.5 Hotel Corporation of India Limited (HCI):

(Rs. in Crores)

Particulars	2018–19	2017–18
Total Income	67,.28	56.98
Profit/(Loss) Before Tax	(71.20)	(55.77)

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

Further, as per the direction of the government, 45,000 sq. mts. land parecel leased from Airports Authority of India (AAI) for the Delhi units i.e. CHDA, CFCD is required to be handed over to AAI by 30 November 2019. Accordingly, steps are being taken to ensure smooth handing over and also claim of appropriate compensation from AAI.

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

Air India SATS Airport Services Pvt. Ltd. (AISATS) is a joint venture between Air India Limited (AI) and SATS Ltd. where both the JV partners have invested equally Rs. 33.33 crore each at the time of formation of the JV. As on 31/03/19 Issued / Paid Up Share Capital of AISATS is Rs. 80,84,99,500/- (divided into 8,08,49,950 equity share of Rs 10/- each). AI's 50% share of investment is Rs. 40,42,49,750/- (40424975 paid up shares @ 10/- each).The net worth of the shareholder's as on 31st March 2019 is Rs. 443 crore.

The amount invested by Air India has gone up from Rs. 33.33 crore to Rs. 222 crore (half of Rs. 443) in 9 years with a CAGR increase of 20% in the shareholder's fund. Besides the above, AISATS has also declared a Dividend of 15% in the FY 12-13, 13-14, 14-15, 7.5% in 15-16 & 5% in 16-17, 17-18 and 3% in 2018-19 and Air India has received dividend totaling to Rs. 26.45 crore so far from this JV.

The JV is currently handling flights more than one lakhs flights in a year which includes Air India and its group companies at Bangalore, Hyderabad, Delhi, Mangalore& Trivandrum. For the FY 17-18, AISATS's revenue & PAT is Rs 730 crore and Rs 45 crore respectively and the investment in Fixed Assets stands at Rs. 225 crore up to 31st March 2019.

7.5   Financial Performance

(Rs in Crores)

Particulars	2018–19 (Actuals)	2017–18 (Actuals)	2016–17 (Actuals)	2015–16 (Actuals)
Passenger Revenue	20774.16	17744.09	15997.81	15656.25
Operating Revenue	25508.82	23003.68	21859.61	19992.33
Operating Expenses	30194.06	24661.77	21561.58	19887.33
Operating Profit/(Loss)	(4685.24)	(1658.09)	298.03	105.00
Total Revenue (incl. Exceptional and Comprehensive Income)	26349/02	23777.68	20032.29	20524.56
Total Expenses	34905.37	29125.86	25797.45	24361.33
Net Profit/(Loss)	(8556.35)	(5348.18)	(5765.16)	(3836.77)
EBITDA	(2066.34)	944.50	244.36	2413.29

7.6   Physical Performance

Particulars	Unit	2018–19 (Provisional)	2017–18 (Actual)	2016–17 (Actual)	2015–16 (Actuals)
ASKMs (Scheduled Services)	Millions	62134.0	57722	54155	51208
PKMs (Scheduled Services)	Millions	49063.0	45970	41316	38694
Passenger Load Factor	(%)	79.0	79.60	76.3	75.6
No. of Pax Carried (Scheduled Services)	Millions	21.66	20.90	19.1	18.0

7.7   Analysis of the Physical/Financial Performance

2018–19 vis–a–vis 2017–18

The company has shown an improvement in Operational/Financial parameters during FY 2018-19 as compared to the previous year as reflected below:

Improvement in Financial Front

- Company has earned as **Operating Revenue of Rs. 25508.82 crore as compared to the Operating Revenue of Rs. 23003.68 crore** in the previous year
- However **Net Loss increased by 59.9%** from **Rs. 5348.18 crore in 2017–18 to**

Rs. 8556.35 crore in 2018-19 mainly due to the following.

- ATF Cost increased by Rs. 2671.71 crore (36.2%)-due to increase in operations by 8.0% (Rs. 596 crore) and increase in ATF prices by 28.0% (impact of Rs. 2076 crore).

- Exchange variation increased from Rs. 30.78 crore in F.Y. 17-18 to Rs. 772.17 crore in F.Y. 18-19 i.e. by Rs. 741.39 crore. The increase was mainly due to the weakening of the Indian Rupee vis-a-vis the USD as on 31st March, 2019 as compared to the PY. The exchange rate of INR to USD as on 31.03.2018 was Rs. 65.18 which increased to

Rs. 69.16 as on 31.03.2019 i.e. an increase of 6..1% which led to an exchange impact of Rs. 741.39 crore in FY 2018-19.

- Hire of Aircraft Expenses by Rs. 737.56 crore because of full year impact on B787 SLB aircraft/A320 Family Aircraft.

- Aircraft Maintenance costs by Rs. 701.61 crore.

- Interest and financial charges by Rs. 247.22 crore.

Improvements in the Operational Front

- Capacity offered (ASKMs) improved by 7.6% from 57722.00 million in 2017-18 to 62134.00 million in 2018 -19.

- Capacity Utilization (RPKMs) improved by 6.7% from 45970.00 million in 2017 -18 to 49063 million in 2018-19

- Number of Passengers carried has also increased from 20.9 million in 2017 -18 to 21.66 million in 2018-19 i.e. by 3.6%.

- Seat Factor achieved 79.60% on enhanced capacity as against 76.3% in the previous year.

7.8 Disinvestment of Air India Limited

In view of the NITI Aayog recommendations on the disinvestment of AI and followed by the recommendations of the Core Group of Secretaries on disinvestment (CGD), the Cabinet Committee on Economic Affairs (CCEA) has given an 'In-Principle' approval for considering the strategic disinvestment of the group in it's meeting held on 28th June, 2017. CCEA also constituted the Air India Specific Alternative Mechanism (AISAM) to guide the process of strategic disinvestment. The Transaction Advisor, Legal Advisor and Asset Valuer had also been appointed to guide the Govt. and to carry forward the process of Disinvestment.

In the AISAM Meeting held on 18th June, 2018 it was decided that:

- In view of the volatile crude prices and adverse fluctuation in exchange rates, the present environment is not conductive to stimulate interest amongst investors for strategic disinvestment of Air India in the near future.

- To undertake near and medium-term efforts to capture operational efficiencies and to improve the performance of Air India.

- To monetize non-core land and building assets

- To Separately decide the contours of the mode of disposal of the subsidiaries viz. Air India Engineering Services Ltd. (AIESL), Air India Transport Services Ltd. (AIATSL) and Airline Allied Services Ltd. (AASL)

- Once the global economic indicators including oil prices and the forex regime stabilizes, the option of strategic disinvestment of Air India should be brought before AISAM, for deliberating the future course of action.

7.9 Star Alliance

Air India became a member of Star Alliance on 11th July 2014. The entry of Air India into Star Alliance consisting of 28 alliance members enabled us to connect across the earth covering 1317 airports in 193 countries. Air India was required to align its processes for Core Values and standards of Star alliance to become its member thereby adopting the best practices, ensuring commitments to high service standards, offer worldwide reach.

All customers who chose to fly by Star Carriers enjoy the follow benefits:

o Coordinated schedules within the Star Alliance Network thereby reducing waiting times for passengers

o Enhanced Customer Service & smoother travel experience including seamless

transfers & code sharing leading to a wider choice of flights while travelling across the globe and enhanced revenue for Star Alliance Carriers

o The alliance offers passengers a choice of Silver or Gold status benefits across the alliance. The traveler's status is recognized around the world throughout the Star Alliance network.

o A more rewarding Frequent Flyer programme where-in the passenger can earn more frequent flyer miles when taking qualifying flights on any member of the Star Alliance network. Redemption facility is also available on any Star Alliance member carrier.

o Star Alliance Gold members have access to more than 1000 lounges worldwide, increased baggage allowance, priority check-in, priority waitlist clearance & priority boarding.

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

7.10   Air India Website

Air India website offer various attractive fares / schemes/ promotions from time to time and has also tied up with various outside agencies for sale of various ancillaries linking their URLs through Air India website viz Booking.com , Australia Tourism etc Air India website provides web link connectivity to Air India Cargo, Frequent Flyer Program, Air India Express, Alliance Air etc.

Air India website accepts booking payment in 29 local currencies, worldwide. Air India website provides Social

Media integration through Facebook and Twitter handle. Air India website is differently abled compliant'. Frequent Flyer Programme related to redemption of miles is permitted through the Air India Website on all Star Carriers through real time integration. Payment option of UPI has been integrated.

The we sale revenue of 2018-19 is INR 3536.35 crore and has increased by 10.09% in FY 2018-19 as compared to FY 2017-18.

The average flown revenue through Air India website is around the 13% of the total passenger revenue.

7.11   Air India Mobile App

Air India launched its New & Improved Mobile App on 24 Oct 2016 for quick, easy & convenience of booking on all Air India flights from anywhere in the world on both Android & iOS Platform..

Air India is in the process of starting the online re-booking and cancellation module and is in UAT currently.

the revenue from Air India Mobile App in 2018-19 is INR 197.24 crore and has increased by 48.74% in FY 2018-19 as compared to FY 2017-18.

The average flown revenue through Air India website is around the 0.9% of the total passenger revenue.

7.12   Fleet Size (As on 11th January 2019)

Air India	
Aircraft type	No.
Airbus Family	76
B777-200LR	03
B777-300ER*	15
B747	04
B787-800	27
Total Air India	**125**
Air India Express	

B737-800	25
Total Air India Express	**25**
Alliance Air	
ATR42	2
ATR72	17
Alliance Air Total	**19**
Total Aircraft AI Group	**169**

7.13   Fleet Utilization & Dispatch Reliability

Utilization in terms of average Utilization on operating fleet and the Technical dispatch reliability for the year 2017-18 and year 2018-19 is as under:

During 2017–18 (01 April 2017 to 31 march 2018)

Aircraft Type	Utilization on operating fleet	Technical Dispatch Reliability (%)
A320	12.13	98.81
A319	11.39	99.33
A321	13.37	99.11
B777	13.70	97.49
B787	14.95	97.67
B747	7.01	97.30

During 2018–19 (01 April 2018 to 31 March 2019)

Aircraft Type	Utilization on operating fleet	Tech Dispatch Reliability (%)
A320	13.12	99.37
A319	12.20	99.29
A321	13.64	99.16
B777	14.02	97.22
B787	14.86	97.34
B747	6.87	97.34

7.14   The pattern of international operations

ROUTES	SUMMER 2018	WINTER 2018
India-New York	7	10
India-London	22	28
India-Birmingham	6	6
India-Chicago	7	7
India-Frankfurt	11	11
India-Newark	7	7
India-London-Newark	3	0
India-San Francisco	9	9
India-Paris	7	7
India-Gulf	137	137
India-Australia	8	8
India-Tokyo	4	4
India-Shanghai	5	5
India-Hong Kong-Osaka	3	3
India-Hong Kong-Seoul	4	4
India-Singapore	28	28
India-Bangkok	28	28
India-Colombo	16	21
India-Male	13	13
India-Kabul	4	4
India-Dhaka	7	7
India-Kathmandu	18	18
India-Rome/Milan	7	7
India-Vienna	4	4
India-Madrid	3	3
India-Yangon	4	4
India-Copenhagen	4	4
India-Stockholm	3	3
India-Tel Aviv	4	5

7.14.1   Air India current operations to North East

ROUTING	FREQUENCY	TYPE OF ACFT
Kolkata-Dibrugarh-Kolkata	5 flights per week	A319
Kolkata-Dimapur-Kolkata	6 flights per week	A319
Kolkata-Aizawl-kolkata	5 flights per week	A319
Kolkata-Guwahati-Kolkata	7 flights per week	A319
Kolkata-Guwahati-Kolkata	7 flights per week	A320
Delhi-Guwahati-Delhi	7 flights per week	A320
Bangalore-Guwahati-Bangalore	4 flights per week	A319
Kolkata-Agartala-Kolkata	14 flights per week	A319
Kolkata-Silchar-Kolkata	7 flights per week	A319
Delhi-Guwahati-Imphal & VV	7 flights per week	A321
Kolkata-Imphal-Kolkata	4 flights per week	A319
Kolkata-Aizawl -Imphal-Kolkata	1 flights per week	A319
Kolkata-Imphal -Aizawl -Kolkata	1 flights per week	A319

7.14.2   New flights / Destinations introduced during 2018–19

Domestic

- Delhi-Kochi-Delhi frequency increased from 14 /week to 21/week from 05th April, 2018.

- Commenced operations on Delhi-Durgapur-Delhi route from 15th April, 2018

- Commenced operation on Bengaluru-Belagavi-Bengaluru route from 10th Aug, 2018.

- Delhi-Rajkot-Delhi frequency increased from 06/week to 07/week from 21st Aug, 2018.

- Commenced operation on Bengaluru-Kochi-Bengaluru route with effect from 28th Oct, 2018.

- Commenced operation on Delhi-Nanded-Delhi route with effect from 19th Nov, 2018.

- Commenced operations on Kolkata-Jaipur-Kolkata route with effect from 16th Oct, 2018.

- Bengaluru-Bhubaneswar-Bengaluru frequency increased from 03/week to 04/week from 17th Oct, 2018.

- Commencing operation on Bengaluru-Ahmedabad-Bengaluru route from 30th Nov, 2018.

- Commencing operation on Delhi-Coimbatore-Delhi route from 30th Nov, 2018.

- Starting 02nd daily frequency on Delhi-Goa-Delhi route from 30th Nov, 2018

- Commenced operations on Chandigarh-Nanded-Chandigarh route from 08th January 2019.

- Commenced operations on Delhi-Allahabad-Delhi route from 13th January 2019.

- Commenced operations on Kolkata-Allahabad-Kolkata route from 13th January 2019.

- Commenced operations on Ahmedabad-Allahabad-Ahmedabad route from 16th January 2019.

- Commenced operations on Hyderabad-

Durgapur-Hyderabad route from 16th January 2019.

International

- Frequency on Delhi-Amritsar-Birmingham & vv route increased from 02/week to 03/week from 05th May, 2018.

- Frequency on Delhi-Vienna-Delhi route increased from 03/week to 04/week from 07th May, 2018.

- Frequency on Delhi-Copenhagen-Delhi route increased from 03/week to 04/week from 11th May, 2018.

- Frequency on Delhi-Tel Aviv-Delhi route increased from 03/week to 04/week from 14th Jul, 2018 and from 04/week to 05/week from 26th Nov, 2018.

- Commenced operation on Mumbai-Frankfurt-Mumbai route with effect from 16th Oct, 2018.

- Commenced operation on Bangkok-Kolkata-Bangkok route with effect from 16th Oct, 2018.

- Commenced operation on Bangkok-Bengaluru-Bangkok route with effect from 17th Oct, 2018.

- Commenced operation on London-Bengaluru-London route with effect from 17th Nov, 2018.

- Will be commencing operation on Mumbai-New York-Mumbai route with effect from 07th Dec, 2018.

- Increase in frequency on Delhi-Colombo-Delhi from 7/week to 12/week from 15 Dec, 2018.

  Commenced operation on route Delhi-Najaf-Delhi with effect from 14 Feb. 2019-two flights per week.

New flights/ Destinations by Air India Express Limited

- Kochi-Bengaluru-Singapore 04 flights with effect from 29th October, 2018.

- Kannur- Abu Dhabi 03 flights with effect from 09th December, 2018.

- Kannur- Riyadh 03 flights with effect from 09th December, 2018.

- Kannur- Sharjah 04 flights with effect from 10th December, 2018.

- Kannur- Doha 04 flights with effect from 10th December, 2018.

Note- Additional Kochi- Abu Dhabi 03 flights was operated between 18th April, 2018 and 30th September, 2018.

7.15 SC/ST/OBC REPRESENTATION IN EACH GROUP IN AIR INDIA AS ON 01.04.2019–Regular Employees

	Group	Total No. of Employees	Total Representations of SCs	Percentage (%)	Total Representations of STs	Percentage (%)	Total Representations OBCs	Percentage (%)
A	Other than Lowest Rung	3199	558	17.44	228	7.12	197	6.15
A1	Lowest Rung	2355	408	17.32	176	7.47	68	2.88
B		2424	407	16.79	187	7.71	334	13.77
C		57	11	19.29	07	12.28	04	7.01
D	Excluding Safai Karamcharis	1452	444	30.57	112	7.71	95	6.54
D1	Safai Karamcharis	506	296	58.49	23	4.54	22	4.34
	Total	**9993**	**2124**	**21.25**	**733**	**7.33**	**720**	**7.20**

7.16   Haj Operations 2018

Haj operations 2018 were conducted between 14th July 2018 and 25th September 2018. There were 07 haj embarkation points serviced by Air India. AI carried 47,700 pilgrims during this period.

7.17   Pollution control

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

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

7.18   Women Welfare

Air India is amongst the very few organizations in the world to employ women in highly skilled vocations such as flying and maintenance of aircraft. Presently there are 07 Female Executive Directors, out of a total of 20 Executive Directors. Further there are 11 Female General Managers out of a total of 45 General Managers in Air India. Air India has a staff strength of 10411 as on 01.10.2018 employees excluding subsidiaries, out of which 3051 are women employees, which comprises of 29.30% of total strength. Out of whichthere are110 women executives and 148 women pilots (including09Executive Pilots).

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

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

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

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

7.19   IATA Operational Safety Audit (IOSA) – AIR INDIA LIMITED

Air India has been certified and has maintained all standards of IOSA. The IOSA Registry of Air India Limited is valid till 16th January, 2020. In light of the same, for renewal of the Registry, Corporate QMS coordinated with IATA and M/s. Quali-Audit, (Auditing

Agency), France. Corporate QMS initiated the work and taken the budgetary approval from CMD for the audit which will be conducted tentatively in the month of August, 2019.

IATA Operational Safety Audit (IOSA) – Air India Express Limited

The IOSA Registry of Air India Express Limited (AIXL) was valid till 9th December 2018. In light of the same, for renewal of the Registry, Corporate QMS coordinated with IATA and M/s. Aviation Quality Services GmbH (Auditing Agency). Corporate QMS in coordination with nominated Air India Express officials conducted internal Quality & Safety Audits, updated Manuals for all operational areas as per the IOSA requirement for continuous improvement. Air India Express Limited cleared the IOSA renewal audit conducted from 30th July to 3rd Augustë 2018. The IOSA Registry is valid now for Air India Express till 9th December 2020.

7.20   Award and Achievements

- Air India was awarded the Global Award for the Best Quality and Environment Company on July 05, 2018.
- Air India was Ranked No 4 in the Fly Quiet and Green Program rankings of Heathrow airport, London in the third quarter of 2018. The rankings are based on matrix for Noise and emissions reduction at Heathrow airport.

7.21   Facilities to Persons with Disabilities:

Air India is sensitive to the needs and requirements of persons with disabilities air passengers as per international standards and guidelines envisaged under ICAO and IATA. Air India is also a member of STAR Alliance comprising of 28 member airlines. The facilities include Ramp Access and Wheelchair enabled access at booking offices and priority handling of passengers. Air India operates at airports that are compliant with national and global standards with facilities for persons with disabilities. Air India officers wheelchair facilities based on advanced intimation of requirement when booking flights. Escorted boarding is accorded where needed at departure, arrival and transit at Air India stations. Air India also employees person with disabilities in various offices in compliance with national directives and guidelines.

7.22   Citizen's Charter

Air India's Citizen's Charter is available on its website www.airindia.in.

8 INDIRA GANDHI RASHTRIYA URAN AKADEMI

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.

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:

- Ab-Initio to CPL Course on fixed wing aircraft. Instrument rating and multi engine endorsement is part of this course.

- Three years Graduation programme leading to award of B.Sc. (Aviation) degree through Chhattrapati Shahuji Maharaj University, Kanpur

- CRM & Multi Crew Conversion Course on DA 42 aircraft.

- Refresher Course for Certified Flying Instructors and Pilot Instructors of Flying Training Institutes.

- Courses for Assistant Flight Instructor Rating (A) and Flight Instructor Rating (A).

- Skill Tests for renewal of Licence for Ex-students of IGRUA on requirement basis.

- To provide Simulator training & checks and other facilities to outside aviation agencies for their Pilots Selection & Interview.

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

8.3   Infrastructure

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 fantastic infrastructure that permits the growth of a school pass level individual to a confident commercial pilot fit to be absorbed by the airlines. It has three hostels (including a separate Girl's hostel) which can house 248 boys and 40 girls on a twin sharing basis. IGRUA campus also has residential accommodation for its staff. The operational area has a 6080 feet runway with a parallel taxy track, dispersal area and three hangars. The complete area is equipped with night flying facilities including a PAPI. IGRUA airfield has its own nav and landing aids in terms of VOR/DME and ILS. It has its own safety services, Aviation Fuel Station (AFS) and Air Traffic Services. IGRUA also has dedicated air space earmarked for it to enable uninterrupted training. This unique model wherein IGRUA owns the airfield and its operating services allows it the freedom to provide quality training. The Ground Training School is also housed in the operational area.

8.4   Organization

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.

8.4.1   Ground Training

- **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 505 hours of Class Room Lectures. (380 hours for CPL and 125 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.

- **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 and a Computer Based Training (CBT) system.

8.4.2   Flying Training

- **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 on the simulator and aircraft.

- **Simulator Training**

  Single engine training is carried out on two Diamond DA40 flight simulators with 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 visual system having 180 degree field of view is available.

8.4.3   Aircraft

- The Akademi has Thirteen DA40 aircraft. DA40 is a piston engine aircraft equipped with glass cockpit.

- 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.

- 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.

- 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.

Flying Training Syllabi

For Ab-initio to CPL trainees Single Engine

For Ab-initio to CPL trainees -	20.00 hrs. Simulator training on FNPT.
-	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.

- **Crew Resources Management (CRM) and Multi Crew Conversion Course (MCC)**

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

8.5   Main Achievements

- **Highest Enrollment**

  IGRUA received the highest number of applications (1400) for enrolment this year. It plans to induct 75 trainees.

- **Higher Flying Output**

  IGRUA has improved its quantum of yearly flying this year and is expected to produce higher flying output than the average of 15000 hrs. per year obtained in previous 10 years.

- **Improved Flight Safety**

  Higher quantum of flying is accompanied with an improved safety record. The accident/incident rate is the lowest ever achieved. The accident/incident rate has declined considerably in the last ten years.

- **Reduced Manpower**

  Over the last ten years manpower at IGRUA has reduced from 300 to 260 due to natural causes like retirement/death etc. No replacements are provided and work redistributed amongst existing staff. Tis leads to reduction in the salary bill.

- **Lower Burden of Subsidy per cadet.**

  With a tight financial control under better management, IGRUA has been able to reduce the subsidy burden per cadet by 48% over the last decade.

8.6   Swatchh Bharat

- **Solid Waste Disposal:**

  The bio-degradable solid waste materials collected from Mess Kitchen & from residential area are processed

in a Vermiculture Yard. The manure is being used in various gardens of the Akademi.

- **Waste Water Disposal:**

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

- **Roof Top Solar Panels**

  The hostel blocks in the Akademi has Roof Top Solar Panels which cater to heating of water for all the hostel blocks.

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:

- Vehicle engines are properly maintained within the prescribed limits of emission.
- Solid waste is burnt in a manner as to cause minimum fumes.
- Forestation is actively pursued to maintain a green environment in 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. 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 + 09 Contractual) and their welfare is being looked after through normal administrative channels. An internal complaint Committee comprising three members is in place to look into the complaints of sexual harassment.

8.10 Steps Taken to Improve Public Grievence 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. Public grievances are regularly monitored by Manager HR. At present no public grievances exist.

8.11 Vigilance

To enable better preventive measures towards vigilance CVO Pawan Hans Helicopters Limited has been given the additional charge of IGRUA Vigilance activities. This has heightened the awareness levels of the employees towards corruption.

8.12 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. A Hindi magazine "Kshitij" is published regularly by IGRUA.

8.13 Sports Facilities

IGRUA has indoor and outdoor sports facilities for games like squash, badminton, basketball, volleyball, football, table tennis, pool table and a well equipped gym with multi-gym equipments. A swimming pool is also available.

8.14 Cultural Activities

IGRUA has a Musical Instruments Room. Cultural programs are periodically organized to encourage extra-curricular activities.

8.15 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.

8.16   Representation of SCs/STs/OBCs

There has been no recruitment of regular staff since 1996. The details of representation of SC/ST/OBC as on 31/12/2018 is given in the chart below:

Name of Organization	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	139	27	19.42	1	0.76	62	44.60

8.17   Welfare of Senior Citizen

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

8.18   Scheme/Budget Allocation

Although there are no separate scheme/budget allocation for the benefit of Persons With Disability, however all facilities are provided as per the existing guidelines of the Govt.

8.19   Facility for Disabled Persons

For smooth functioning of the disabled persons, barrier free access in the office buildings has been provided in all buildings.

8.20   Number of Beneficiaries with Disabilities

IGRUA is a pilot's training institute, the nature of work is highly technical in nature where no scope is available for disabled persons. However, two visually handicapped persons are employed.

8.21   Fee Structure

Training Fee for Ab-initio to CPL Course with Multi Engine endorsement is Rs.38.00 lacs and Boarding & Lodging charges (approximately Rs.10,000/- P.M.) are extra.

8.22   Future Plans

Ministry of Civil Aviation plans to upgrade IGRUA campus to a knowledge and training hub. An AME school is being established at IGRUA. Construction of the building has been completed. The course will start shortly after completion of necessary formalities. International tie up for European Certification along with DGCA certification is planned.

9. PAWAN HANS LIMITED

9.1 Organization

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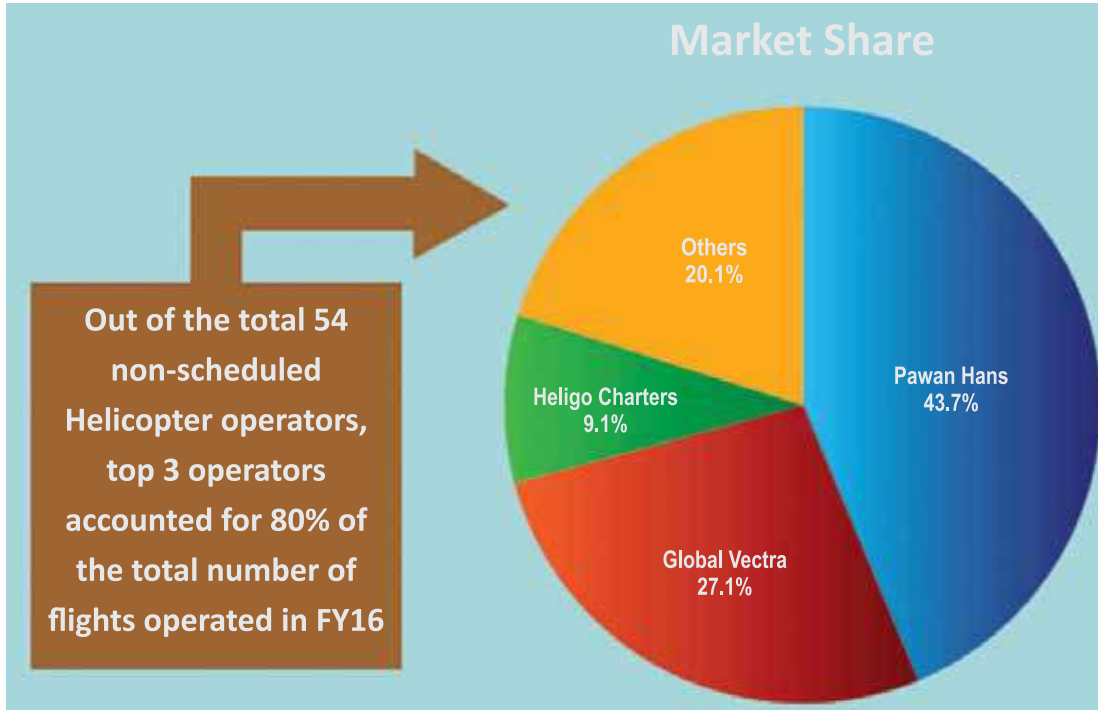

Hon'ble Prime Minister of India Flagging off 1st Flight between Daman & Diu

9.2 Capital and Organization Structure

The authorized and paid up share capital of the Company is Rs.560 crores and Rs.557.482 crores respectively. The ratio of shareholding of President of India and ONGC Ltd. is 51:49. Net worth of PHL as on 31.03.2018 is Rs.1121.55 crores.

The Board of Directors of Pawan Hans comprises of Chairman-cum-Managing Director and other 7 part-time directors [JS-MOCA, AS&FA-MOCA, DGCA, Director (Offshore)-ONGC and ACAS (T&H)-Air Force] including two Independent Directors.

Market Share

Out of the total 54 non-scheduled Helicopter operators, top 3 operators accounted for 80% of the total number of flights operated in FY16

Pawan Hans 43.7%
Global Vectra 27.1%
Heligo Charters 9.1%
Others 20.1%

9.3   Fleet Profile

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

The Company's operational fleet as on 31.03..2019 comprises of the following:-

Helicopter type	No. of helicopters	Average Age (years)
Dauphin SA365N	17	32
Dauphin AS365 N3	14	9
Bell-407	3	14
Bell 206L4	3	22
AS 350 B3	2	7
MI-172	3	10
Total	**42**	

9.4   Fleet Deployment

Off–shore Operations

Pawan Hans is providing helicopter Transport Services for offshore operation of ONGC for carrying its men and vital supplies round the clock to drilling rigs situated in "Bombay High" off-shore platforms. At present 7 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.

On–shore Operations

The Company is providing helicopter services to several State Governments namely, Meghalaya, Mizoram, Maharashtra, Tripura, Assam, Sikkim, Odisha, Himachal Pradesh, J&K, Ministry of Home Affairs, UT of Daman & Diu, Administration of Andaman & Nicobar Islands and Lakshadweep Islands. The Company is also providing helicopter services to corporate such as NTPC, GAIL, GSPC, Oil India and for Charter services.

Passenger Services

Pawan Hans runs the helicopter services from Phata to the Holy Shrine of Kedarnath during the May-June and September-October seasons every year. PHL started "Festival Joy Rides" and major "City Darshans" by helicopters to promote helicopter tourism and city heritage such as Delhi Darshan, Hampi Festival, Mysuru Dassara, Pydithilli & Krishna Pushkaram Festival etc.

9.5   Strategic Disinvestment Process of Pawan Hans

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

9.6   MoU with Ministry of Civil Aviation

The Company signs MoU with the Ministry of Civil Aviation every year after negotiation meetings in Department of Public Enterprises. The MoU rating for the year 2016-17 was "Very Good" and for 2017-18 it is likely to be "Very Good".

9.7   Human–Resources Development

The total manpower of the Company as on 31st March 2018 was 738 (with 425 permanent employees and 313 contractual employees) as against 767 as on 31st March 2017 which comprise of 123 pilots, 107 Aircraft Maintenance Engineers, 53 Executives, 149 Technicians and 306 other technical and non-technical employees. There has been high rate of attrition of pilots from the Company. The HR Department has been making continuous efforts to intake pilots and has conducted interviews/ selection but shortage continues.

Industrial relations during the period continued to be cordial and regular meetings with employees representatives were held. The issues concerning employees were resolved through dialogue and discussion in various meetings.

Training of all employees i.e. Executives, Pilots, Engineers, Technicians and Support staff continued to receive high priority. The Company has also been nominating employees to specialized training programmes and in-house training. The resources of Aviation Training School of Pawan Hans were utilized for conducting various refresher courses for Pilots, Engineers and Technicians on regular basis.

9.8   Safety Measures

The Company is pursuing safety in its operations and maintenance activities as a continuous process. Third party Safety (SMS) audits by Global Domain Experts are carried out periodically. M/s Bureau VERITAS Aeronautics & Space Division - France has conducted Safety Audit of the Company at Mumbai, Delhi, Guwahati, Port Blair, Rajahmundary, Gangtok and Daman operational bases during 21st August, 2018 to 3rd September, 2018. M/s Bureau VERITAS, after the audit, has assessed that Pawan Hans Limited is a well-structured organization supported by competent personnel with good staff involvement and well documented safety systems.

9.9 Financial Performance

9.9.1 Financial Results

(Rupees in Lakhs)

Particulars		2017–18 Amount	2018–19 Amount
A)	Revenue from Operations	39540.74	37997.08
B)	Other Income	6260.80	3238.35
C)	Total Revenue including other Income	45801.54	41235.43
D)	Expenditure		
	i) Operating and Non-operating Expenses Including Prior Period adjustment	361.24	413.95
	ii) Depreciation	8479.05	84.33
	Total	**44628.48**	**49828.20**
E)	Profit/(Loss) before Exceptional. Item	1173.06	(8592.77)
F)	Extra Ordinary Items/Exceptional Item	–	–
G)	Profit/(Loss) after Adjustments	1173.06	(8592.77)
H)	Provision for Income Tax/Deferred Tax Liability	(756.43)	(2916.57)
I)	Net Profit/(Loss) after Tax	1929.49	(5676.20)
J)	Dividend Inclusive of Corporate Dividend Tax	743.13	–

9.9.2 Dividend

The shareholders have approved dividend of Rs.6.16 crores @ 30% of Profit after Tax plus corporate tax on dividend of Rs.1.27 crores (P.Y. dividend @ 5% of adjusted net worth : Rs.36.99 crores plus corporate tax on dividend of Rs.7.53 crores), which is subject to decision of DIPAM in this regard. If DIPAM does not approve the same the dividend will be paid as per DIPAM guidelines i.e. dividend amount will be Rs.56.08 crores and dividend tax thereon of Rs.11.53 crores @5% of Net-Worth.

9.10 New Initiatives

Following new business ventures have been pursued and finalized till recently:

- PHL has signed a MoU with University of Mumbai in 2017 to launch dual qualification course in Bachelor of

MoU signed with JMI for B.Sc. Aeronautics

Science (Aeronautics) and Certification in Aircraft Maintenance Engineering under PHTI. PHL has also signed a MoU in July 2017 with Jamia Milia Islamia University for Academic Collaboration to offer three years B.Sc.

Aeronautics Degree. PHL has set up Skill Development Centre for CHPL and Cadet Pilot Scheme. PHL has signed a MoU with HAL in 2017 to avail HAL's services in training selected trainees identified as 'Cadet Pilot' to enable them to obtain Commercial Helicopter Pilot's License (CHPL) and is in process for tie up with some top ranking flying academies in USA & Canada.

● PHL has been awarded a contract by ONGC for 04 helicopters for 5 years with expected annual revenue of Rs.80 crores.

● The Company has been awarded consultancy work for construction of 31 Heliports in five States i.e. Arunachal Pradesh, Assam, Manipur, Uttarakhand and Himachal Pradesh under RCS UDAN-II Scheme. This work comprises of three stages of feasibility study, preparation of DPR and consultancy during execution. Expected revenue for the first two stages is Rs.14 crores approx. and for the third stage it is Rs.30 crores approx.

RCS routes allocated to Pawan Hans

● PHL has been awarded 11 RCS routes in January 2018 under Regional Connectivity Scheme (RCS) in Assam, Himachal Pradesh, Manipur& Uttrakhand. Under RCS scheme PHL is likely to get annual estimated revenue of Rs.60 crores.

PHL Heli Taxi Services flagging off by Hon'ble Chief Minister of HP

● PHL has received new contracts from J&K Police, Shri Machail Mata, Daman & Diu Administration, Lakshadweep Island, Manipur Government and Assam Government with annual estimated revenue of Rs.39 Crores.

● Launched Heli Taxi Services on Shimla-Chandigarh-Shimla Sector in June, 2018.

9.11   Accolades

In April 2018, Pawan Hans has been honored for its outreach programs by Hon'ble Minister of State for Road, Transport and Highways Shri Mansukh L Mandaviya along with Smt. Krishna Raj, Minister of State for Agriculture.

9.12   Emerging Scenario

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

Pawan Hans has developed first time, a vision document "Strategic Corporate Plan:2020" and New Business Plan 2027. However, in view of proposed strategic disinvestment, the plan is presently on hold due to disinvestment process. Accordingly a five year mid-term business plan 2019-2014 has been prepared based on the main plan.

9.13   Heliport/Helipad in Delhi

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

CMD, PHL welcoming Hon'ble President of India at Rohini Heliport

9.14   Swachh Bharat Mission

Pawan Hans has been awarded a shield as winner of First Position for initiative and performance during Swachhta Pakhwada from 1st to 15th November, 2018 by Hon'ble Minister of Civil Aviation

9.15   Representation of SC/ST and OBC as on 31.03.2019

| Name of the Organisation	Total No. of Employees	Total SC Employees	Percentage (%)	Total ST Employees	Percentage (%)	OBC Employees	Percentage (%)
1	2	3	4	5	6	7	8
Pawan Hans	414	68	16.43	35	8.45	36	8.70

10. AIRPORTS ECONOMIC REGULATORY AUTHORITY

10.1 Introduction

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

10.2 Organisational structure

Organisation structure of the Authority is given below:-
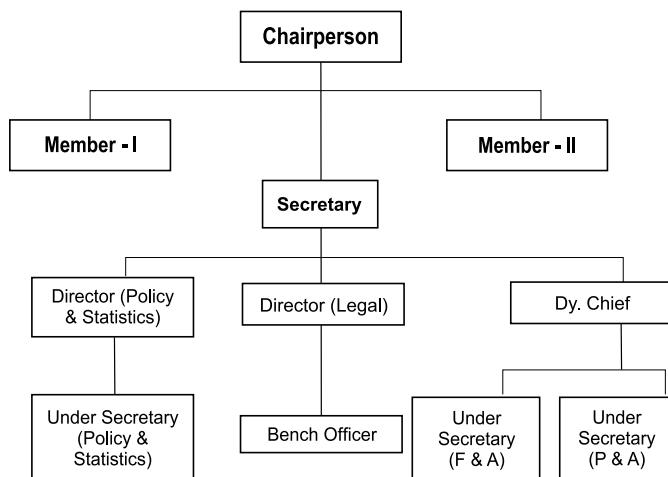
AERA's staff comprise people with experience in the aviation sector, finance sector etc. on deputation from various Central, State Services & departments/ organizations.

10.3 Scope of the Regulation

The main functions of the Authority as defined in the Act are as under:

➢ To determine the tariff for the aeronautical services

➢ To determine the amount of Development Fees in respect of Major Airports

➢ To determine the amount of PSF levied under rule 88 of the Aircraft Rules, 1937 made under the Aircraft Act, 1934(22 of 1934)

➢ To monitor the set performance standards relating to quality, continuity and reliability of service as may be specified by Central Government or any authority authorized by it in this behalf.

AERA determines tariff for all aeronautical services taking into consideration the capital expenditure required to be incurred for improvement of airport facilities, timely investment in these facilities, providing a reasonable return on such investments and the cost for maintaining / improving efficient and economic operations at the airports.

The Authority also considers a part of the revenue received from services other than the aeronautical services and takes into account the concession, if any, offered by the Central Government in any agreement or Memorandum of Understanding or otherwise and any other factor relevant for determination of tariff.

As on date there are 28 major airports in India, namely:-

1. Indira Gandhi International Airport, Delhi
2. Chatrapati Sivaji International Airport, Mumbai
3. Kempagowda International Airport, Bengaluru
4. Rajiv Gandhi International Airport, Hyderabad
5. Cochin International Airport, Kochi
6. Netaji Subhas Chandra Bose International Airport, Kolkatta
7. Chennai International Airport
8. Sardar Vallabhbhai Patel International Airport, Ahmedabad
9. Trivandrum International Airport, Thiruvananthapuram

10. Calicut International Airport, Kozhikode
11. Chaudhary Charan Singh International Airport, Lucknow
12. Jaipur International Airport, Jaipur
13. Lokpriya Gopinath Bordoloi International Airport, Guwahati
14. Goa International Airport, Goa
15. Srinagar International Airport, Srinagar
16. Pune Airport, Pune
17. Dr. Babasaheb Ambedkar International Airport, Nagpur
18. Chandigarh International Airport, Chandigarh
19. Coimbatore International Airport, Coimbatore

20. Mangaluru Airport, Mangaluru
21. Visakhapatnam Airport, Visakhapatnam
22. Devi Ahilya Bai Holkar Airport, Indore
23. Jay Prakash Narayan International Airport, Patna
24. Biju Patnaik International Airport, Bhubaneswar
25. Kannur International Airport, Kannur
26. Bagdogra Airtport, Bagdogra
27. Varanasi Airport, Varanasi
28. Amritsar Airport, Amritsar

During the period 1st April 2018 to 31st December, 2018, AERA issued following Orders based on its approach towards regulation of Airports and Aeronautical Services: -

Sl. No.	Order Number	Subject	Date of Issue
1	Order No. 01/2018-19	In the matter of Royalty/Licence fee/ Revenue share payable to A.O. as a pass though exp. For the ISP providing cargo facility, GH and supply of fuel to the airport at Major Airports.	05.04.2018
2	Order No. 02/2018-19	In the matter of MYTP for the 2nd control period and Annual Tariff Proposal (ATP) (T1 to T5) for the 2nd control period in respect of M/s Air India Air Transport Services Ltd. (AIATSL) for providing ground handling services at Calicut International Airport, Calicut.	09.04.2018
3	Order No. 03/2018-19	In the matter of determination of aeronautical tariffs in Chennai International Airport, Chennai for the 2nd control period (01.04.2016 to 31.03.2021)	16.04.2018
4	Order no. 04/2018-19	Approval of tariff on ad-hoc basis till 30.09.2018.	14.05.2018
5	Order no. 05/2018-19	In the matter of Multi Year Tariff Proposal (MYTP) for the 2nd control period & ATP for the 2nd control period in respect of M/s AIATSL for providing Ground Handling services at Ahmedabad International Airport, Ahmedabad.	14.05.2018
6	Order no. 06/2018-19	In the matter of MYTP for 2nd control period & ATP for 2nd control period in respect of M/s AIATSL for providing Ground Handling services at Cochin International Airport.	14.05.2018
7	Order no. 07/2018-19	In the matter of MYTP for 2nd control period & ATP for 2nd control period in respect of M/s AIATSL for providing Ground Handling services at Kolkata International Airport.	14.05.2018

Sl. No.	Order Number	Subject	Date of Issue
8	Order no. 08/2018-19	In the matter of MYTP for the 2nd control period & ATP for 2nd control period in respect of M/s AIATSL for providing Ground Handling services at Chhatrapati Shivaji International Airport, Mumbai.	14.05.2018
9	Order no. 09/2018-19	In the matter of MYTP and ATP for the 2nd control period (01.04.2016-31.03.2021) in respect of M/s Indo Thai Airport Management Services Private Ltd. (ITAMS) for providing Ground Handling services at Chaudhary Charan Singh International Airport, Amausi, Lucknow.	17.05.2018
10	Order no. 10/2018-19	In the matter of MYTP for the 2nd control period & ATP (FY- 2016-17) for the 2nd control period in respect of M/s Air India SATS for providing Ground Handling services at Kempegowda International Airport, Bengaluru.	28.05.2018
11	Order no. 11/2018-19	In the matter of MYTP for the 2nd control period & ATP (FY-2016-17) for the 2nd control period in respect of Globe Ground India Pvt. Ltd. (GGI) for providing Ground Handling services at Kempegowda International Airport, Bengaluru.	28.05.2018
12	Order no. 12/2018-19	In the matter of MYTP and ATP for the 2nd control period (FY-2016-17 to FY-2020-21) submitted by M/s Bharat Stars Services Pvt. Ltd. (BSSPL) for providing Into Plane services at Chhatrapati Shivaji International Airport, Mumbai.	29.05.2018
13	Order no. 13/2018-19	In the matter of Multi Year Tariff Proposal (MYTP) and Annual Tariff Proposal (ATP) for the second control period in respect of M/s Air India Air Transport Services Ltd. (AIATSL) for providing Ground Handling services at Chennai International Airport, Chennai.	16.07.2018
14	Order no. 14/2018-19	In the matter of determination of aeronautical tariffs in respect of Sardar Vallabhbhai Patel International Airport (SVPIA), Ahmedabad for the 2nd control period (01.04.2016-31.03.2021).	23.07.2018
15	Order no. 15/2018-19	In the matter of Multi Year Tariff Proposal (MYTP) and Annual Tariff Proposal (ATP) for the second control period in respect of M/s Concor Air Limited for providing Domestic Cargo handling services at Chhatrapati shivaji International Airport, Mumbai.	16.08.2018
16	Order no. 16/2018-19	In the matter of Multi Year Tariff Proposal (MYTP) and Annual Tariff Proposal (ATP) for the second control period in respect of M/s Bird Worldwide Flight Services, Mumbai Pvt. Ltd. (BWFS) for providing Ground Handling services at CSI Airport, Mumbai.	27.08.2018
17	Order no. 17/2018-19	In the matter of ATP for tariff year 2 to tariff year 5 (01.04.2017-18 to 01.04.2020-21)of the 2nd control period of M/s Celebi Delhi Cargo Terminal Management India Pvt. Ltd. for providing cargo handling services at cargo Terminal, IGI Airport, New Delhi.	29.08.18

Sl. No.	Order Number	Subject	Date of Issue
18	Order no. 18/2018-19	Revised Tariff Order no. 18/2018-19 dated 31.08.2018 in the matter of determination of tariffs for aeronautical services in respect of Kempegowda International Airport, Bengaluru for the second control period (01.04.2016-31.03.2021).	04.09.2018
19	Order no. 19/2018-19	In the matter of the Annual Tariff Proposal for third, fourth and fifth tariff year of the second control period (FY. 2018-19 to FY. 2020-21) submitted by M/s Indian Oil Skytanking Pvt. Ltd. for providing Into Plane Fuelling services at IGI Airport, New Delhi.	14.09.2018
20	Order no. 20/2018-19	In the matter of the Annual Tariff Proposal for third, fourth and fifth tariff year of the second control period (FY. 2018-19 to FY. 2020-21) submitted by M/s Bharat Stars Services (Delhi) Pvt. Ltd. for providing Into Plane Fuelling service at IGI Airport, New Delhi.	27.09.2018
21	Order no. 21/2018-19	In the matter of Order no. 43/2018-19 dated 28.03.2018 reg. Economic Regulation of Aeronautical Services provided by Airport Operator/ ISP of Cargo, GH and supply of Fuel to the aircraft interim arrangement to continue the levy at existing tariffs beyond 30.09.2018 for the 2nd control period.	28.09.2018
22	Order no. 22/2018-19	In the matter of MYTP & ATP for the 2nd control period in respect of M/s Delhi Cargo Service Centre Pvt. Ltd. (DCSC) for providing Cargo Handling services at Indira Gandhi International Airport, New Delhi.	04.10.2018
23	Order no. 23/2018-19	In the matte of ATP for the extended period of the contract with BIAL w.e.f. 24.05.2018 to 23.05.2019 for the 2nd control period in respect of M/s Bharat Stars Services Pvt. Ltd. for providing Into-Plane Fuelling services at Kempegowda International Airport, Bengaluru.	05.10.2018
24	Order no. 24/2018-19	In the matter of the ATP for the extended period of the contract with BIAL w.e.f. 24.05.2018 to 23.05.2019 for the 2nd control period in respect of M/s Indian Oil Skytanking Pvt. Ltd. for providing Into-Plane Fuelling services at Kempegowda International Airport, Bengaluru.	10.10.2018
25	Order no. 25/2018-19	In the matter of Annual Tariff Proposal for the third tariff year (FY 2018-19) of the 2nd control period in respect of M/s Bird Worldwide Flight Services (India) Pvt. Ltd. for providing Ground Handling services at Indira Gandhi International Airport, New Delhi.	12.10.2018
26	Order no. 26/2018-19	In the matter of determination of aeronautical tariff in respect of Kannur International Airport Ltd. (KIAL) for first control period (01.04.2018 to 31.03.2023).	09.11.2018

Sl. No.	Order Number	Subject	Date of Issue
27	Order no. 27/2018-19	In the matter of Multi Year Tariff Proposal (MYTP) and Annual Tariff Proposal (ATP) for the 2nd control period in respect of M/s Cargo Service Centre India Pvt. Ltd. (CSC) for providing Cargo Handling Services at Sardar Vallabhbhai Patel International Airport, (SVPIA) Ahmedabad.	14.11.2018
28	Order no. 28/2018-19	In the matter of Multi Year Tariff Proposal for 2nd control period (01.04.2016 to 31.03.2021) and ATP for the 3rd, 4th and 5th tariff year of the 2nd control period by M/s Bird Worldwide Flight Services (India) Pvt. Ltd. (BWFS) for providing Ground Handling services at Cochin International Airport, Cochin.	15.11.2018
29	Order no. 29/2018-19	In the matter of determination of tariff for the 2nd control period (01.04.2016 to 31.03.2021) of Rajasthan Small Industries Corporation Ltd. for providing Cargo facility services at Air Cargo Terminal, Jaipur	16.11.2018
30	Order no. 30/2018-19	In the matter of determination of aeronautical tariffs in respect of Indira Gandhi International Airport, Delhi with respect to the Base Airport Charges, for the 2nd control period (01.04.14 to 31.03.2019).	19.11.2018
31	Order no. 31/2018-19	In the matter of determination of tariff for Ground Handling services provided by M/s Menzies Bobba Ground Handling services Ltd. at Rajiv Gandhi International Airport, Shamshabad, Hyderabad for 1st, 2nd, and 3rd tariff years (FY-2016-17, 2017-18 and 2018-19) of 2nd control period.	19.11.2018
32	Order no. 32/2018-19	Approval for continuation of tariff on ad-hoc for the period upto 31.03.2019 for till the determination of tariffs for 2nd control period whichever is earlier in respect of EICI for Express Cargo Operations at Chhatrapati Shivaji International Airport, Mumbai.	22.11.2018
33	Order no. 33/2018-19	Approval of continuation of tariff on ad-hoc for the period upto 30.06.2019 for till determination of tariffs for 2nd control period whichever is earlier in respect of M/s Indo-Thai Airport Management Services Pvt. Ltd. for providing Ground Handling services at Chaudhary Charan Singh International Airport, Amausi, Lucknow.	29.11.2018
34	Order no. 34/2018-19	In the matter of determination of fuel farm tariff in respect of M/s BPCL Kannur Fuel Farm Pvt. Ltd. (BKFFPL) for the first control period (01.04.2018 to 31.03.2023).	04.12.2018
35	Order no. 35/2018-19	In the matter of Multi Year Tariff Proposal (MYTP) and Annual Tariff Proposal (ATP) (FY. 2018-19 to FY. 2020-21) for the 2nd control period in respect of M/s Celebi Airport Services India Pvt. Ltd. for providing Ground Handling services at Kempegowda International Airport, Bengaluru.	18.12.2018

Sl. No.	Order Number	Subject	Date of Issue
36	Order no. 36/2018-19	In the matter of Multi Year Tariff Proposal and Annual Tariff Proposal (FY. 2018-19 to FY. 2020-21) for the first control period in respect of M/s Celebi Airport Services India Pvt. Ltd. for providing Ground Handling services at Kannur International Airport, Kannur.	18.12.2018

10.4   Official Language Policy:

All out efforts have been made by AERA to implement the Official Language Policy of the Government. In order to create conducive environment to work in Hindi in AERA, a Hindi Fortnight was organized from 14 to 28 September 2018. Various Hindi competitions were organized during the Hindi fortnight and 24 officers participated in the competitions. Cash awards and merit certificates were given to winning performers. Three Hindi workshops were organized during 01-04-0218 to 31-12-2018 the benefit of Officers/employees. 29 officers/employees had attended the workshops.

Quarterly meetings of the Official Language Implementation Committee of AERA have been held on regular basis during the financial year chaired by the Chairperson and attended by Members of the Authority. Hindi Incentive Scheme of Govt. of India has been implemented in the Authority to motivate the officers/employees to do maximum work in Hindi. Overall, Hindi correspondences reached the level of 73.04%, 61.54% and 61.29% in "A", "B" and "C" regions respectively upto 31-12-2018.

10.5   Financial Performance

In terms of Section 34 of the AERA Act, funds are received as Grants-in-Aid from the Central Government. In BE 2018-19, Rs. 4.50 Crore under Salary head and Rs. 9.50 Crore under Non-Salary head was allocated.

The details of funds released and spent upto 31/12/2018 are as under:-

(Rs. in lakh)

Head	Un-utilized amount of 2017-18	BE 2018-19	fund released upto 31/12/2018 by MoCA	Total Fund	Amount Spent by Authority upto 31/12/2018	Balance as on 31/12/2018
	(A)	(B)	(C)	(D=A+C)	(E)	(F)
Salary	49.11	450	275	324.11	295.40	28.71
Non-Salary	14.81	950	525	539.81	522.19	17.62

10.6   Women Welfare including Gender Budgetary Data

There are 14 nos. women employees, which includes officers/officials on deputation, on loan from AAI and outsourced staff. Adequate women welfare amenities have been made available.

10.7   Steps taken to improve Public Grievance Redressal Machinery:

AERA is registered in the PG portal of DoP&T and has been assigned user name and pass word. The same is checked on a regular basis and whenever a Public Grievance is received the same is dealt with, within

the stipulated time frame. Further, Deputy Chief is assigned the duties of Public Grievance Officer in the absence of an officer at the level of Deputy Secretary, in AERA.

10.8 SC/ST and OBC representation as on 31.12.2018:

AERA recruits officials/ officers on deputation basis only and hence reservation policy is not applicable. However, officials belonging to SC and OBC categories are working in AERA. Deputy Chief is appointed as Nodal Officer for the welfare of SC/ST & OBC employees.

10.9 Facilities to persons with disabilities:

The officers/officials of AERA are on deputation and on loan basis from AAI/AI and at present, there is no Person with Disabilities working in AERA. AERA website www.aera.gov.in is disabled friendly.

10.10 Swachha Bharat:

Swachhta Pakhwada was observed from 1.11.2018-15.11.2018. Following activity were carried out during the pakhwada:-

- Display of banner regarding the Swachhta Pakhwada

- taking of pledge for Cleanliness and waste Segregation
- "Shramdan" by the employees to clean the area in and around the office complex including terrace, water tank.
- Sapling Plantation.
- drawing/painting slogan writing competition on the topic "Maintaining cleanliness in office
- Workshop on "Sensitization among the housekeeping manpower" at AERA by the contractor/vendors and distribution of safety equipment like masks etc., to the housekeeping manpower.

10.11 Miscellaneous

Workshop on Fire Safety awareness for the Officials of AERA, including the security personnel was observed in the Authority on 14.12.2018. Vigilance Awareness Week was observed in the Authority from 29.10.2018 to 03.11.2018. A debate on "Measures to Eliminate Corruption in India" was organised on 31.10.2018. Constitution day, National Integration day, Sadbhawan Diwas, were also observed.

11. AIRCRAFT ACCIDENT INVESTIGATION BUREAU

- A total of 08 accidents and 14 serious incidents are being investigated by AAIB under Rule 11 of Aircraft (investigation of Accidents and Incidents) Rules 2017.

- Investigation of 06 accidents and 06 serious incidents have been completed and reports have been submitted by Committees of Inquiry formed under Rule 11 of Aircraft (investigation of Accidents and Incidents) Rules 2012.

- Investigation of 02 accidents have been completed and reports have been submitted by Investigator-in-charge nominated under Rule 11 of Aircraft (investigation of Accidents and Incidents) Rules 2017.

- 05 Accidents and 02 Serious Incidents reports have been reviewed by AAIB and forwarded to MoCA for acceptance.

- Safety Recommendations made by Committee of Inquiry / IIC were forwarded to DGCA.

- Swachhta Pakhwada was organized for the first time by the office of AAIB.

- Hindi Pakhwada was also organized for the first time by the office of AAIB.

- A total of 05 posts (01 Director General, 01 Director, 01 Assistant Director, 01 Safety Investigator Officer and 01 Assistant Section Officer) were filled through deputation.

- India faced ICAO Audit in November 2018 and the performance was good.

- AAIB, India organized Training on Management & Techniques of Aircraft Accident Investigation (Initial & Basic) for the officers of AAIB and for the Panel of experts from 27.08.2018 to 31.08.2018.

12. RAJIV GANDHI NATIONAL AVIATION UNIVERSITY

Rajiv Gandhi National Aviation University
India's first aviation university

The Rajiv Gandhi National Aviation University (RGNAU) has been established by an Act of Parliament called the Rajiv Gandhi National Aviation University Act, 2013 at Fursatganj Raebareli, Dist. Amethi, Uttar Pradesh. The university has been envisaged as the premier institution of higher learning within the aviation milieu aimed at providing cutting edge and critical research to enhance the aviation industry in India. The Act of Parliament empowers the University to award Diploma, Degree and Post Graduate Degrees in the field of civil aviation. The Mission statement of the University is "To create and disseminate knowledge that facilitates progress and excellence in the field of aviation".

12.1   Organization

Rajiv Gandhi National Aviation University is a central university under the administrative control of Ministry of Civil Aviation, Government of India. The University is headed by the Vice Chancellor.

12.2   Objective

12.2.1   The objective of the University is to facilitate and promote aviation studies, teaching, training and research in conjunction with the industry to achieve excellence in operations and management of all the sub-sectors within the aviation industry. The Mission statement of the University is "To create and disseminate knowledge that facilitates progress and excellence in the field of aviation". The University aims to achieve excellence in areas of aviation management, policy, science and technology, aviation environment, training in governing fields of safety and security regulations on aviation and other related fields.

12.2.2   The University intends to offer a number of courses required to bridge the skill gap within the Indian aviation industry at present as well as taking into consideration future requirements. At the same time, collaborations with the leading international universities and institutions in the aviation domain, are being forged towards proffering global knowledge that is customized for local requirements.

12.2.3   The university is conducting a number of EDPs/ MDPs to provide updated knowledge for mid-level and senior aviation professionals already engaged in their professions. The bouquet of courses offered as part of the EDP/ MDP framework shall be tailored to suit the requirements of the Indian Aviation industry while providing them with a certification that is globally accepted as a benchmark for their respective sectors/ sub-sectors.

12.2.4   The establishment of RGNAU will build a strong foundation on which India's prowess in the aviation sector shall be showcased to the rest of the world. The output of this University -be it the students, the graduates or the post graduates - would be the force that engineers reform and galvanizes the Indian civil aviation sector.

12.2.5   The University has an Academic Council and Executive Board with representatives from industry, government and other academic institutions. A Finance Committee has also been constituted which look at entire gamut of financial proposals of the University.

12.3   Education and Training

Academic programs

The University is planning to launch PG Diploma in Airport Operations from the Academic year 2019-20 in collaboration with GMR Aviation Academy for which the Agreement has been signed on 19.12.2018. The University is also planning to launch an Executive Development Programme with USTDA for which the agreement has already been signed in 20th September, 2018. Discussions are being held for launch of short term and long term programs with UC Berkley and Honeywell.

First Executive Development Programme in Aviation Management

Rajiv Gandhi National Aviation University (RGNAU) launched its first Executive Development Programme in Aviation Management and networking session for the senior industry leaders from 2nd - 4th February 2017. The Honourable Minister for Civil Aviation, Shri Ashok Gajapathi Raju Pusapati and the Honourable Minister of State for Civil Aviation, Mr. Jayant Sinha inaugurated the event in presence of the Secretary, Ministry of Civil Aviation, Shri Rajiv Nayan Choubey.

The programme was delivered by handpicked experts in the aviation sector and covered key topics such as Next Generation Transportation Systems, Airport Planning, Air Traffic Flow Management, Safety and Security and Sustainability in Aviation. The programme was aimed to help senior professionals keep abreast with the latest trends in the aviation sector.

First Management Development Programme on Implementation of Safety Management System

In May 2017, RGNAU launched its first Management Development Programme on Implementation of Safety Management Systems for midlevel managers. This was a 5-day certification programme aimed for professionals with safety implementation responsibilities at regulatory authorities, air operators, airport operators, cargo logistics operators, air navigation service providers, maintenance service providers and ground service providers within aviation and allied fields.This programme was attended by Industry representatives from Airport Authority of India (AAI), Mumbai International Airport, Kempegowda International Airport, Air India, Pawan Hans, Air India Express, Delhi International Airport, GMR Aerotechnic, and GMR Aviation Academy. This programme covered various topics such as Human Factors and Systems Safety, Safety Information Systems, Risk Management and Regulatory Framework in detail.

The Honourable Minister for Civil Aviation, Shri Ashok Gajapathi Raju Pusapati lighting the lamp for inauguration of the Executive Development Programme

The Vice Chancellor of the University addressing the attendees along with the panel of chief guests at the inauguration of the Executive Development Programme

The Honourable Minister of State for Civil Aviation, Mr. Jayant Sinha addressing the gathering at the inauguration

The Honourable Minister for Civil Aviation, Shri Ashok Gajapathi Raju Pusapati addressing the gathering at the inauguration

Mr. Ramaiah Kothapalli of Honeywell Technology Solutions conducting a session on Next Generation Transportation Systems

Pioneer batch of the Executive Development Programme in Aviation Management (2017), Rajiv Gandhi National Aviation University

Second Management Development Programme on Human Factors in Aviation

The Management Development Program (MDP) on Human factors in aviation aims to understand and emphasize the role of human factors across the civil aviation industry. This was a three-day classroom programme launched in November 2017, giving participants an understanding of key human performance issues relevant to aviation operations.

Further, also, integrating and operationalising the knowledge to conduct safety investigation and risk mitigation activities across the aviation value chain. The course was focused on midlevel managers and was attended by Airport Authority of India (AAI), Air India Express, Celebi Aviation, Delhi International Airport, Directorate General of Civil Aviation (DGCA), Menzies Aviation Bobba, Pawan Hans, Sky One Airways, Viking Air and Zoom Air.

Opening address by the Vice Chancellor of the University

Capt. Vinod Narasimhamurthy conducting the introductory session on Safety Management Systems

Capt. Alex Bangert III, instructor for the course, conducting the Implementation of Safety Management Systems course

Pioneer batch of the MDP 2017 in Implementation of Safety Management System (SMS)

12.4   State-of-the art infrastructure

With the objective that over course of time, the University shall become a centre of excellence in the field of Civil Aviation in India, Airports Authority of India was assigned the task to create infrastructure viz. Academic, Administrative, Residential, Hostel, Computer Laboratories and other associated infrastructure facilities. The current infrastructure available with RGNAU (taken over recently from Airports Authority of India on 31.12.2018) includes:

- High-tech IT infrastructure and smart class technology enabled 1.2 lac sq.ft. of Academic Block
- 2 Libraries with dedicated provision for digital library
- 2 Seminar halls each of 242 seating capacity with video conferencing facility

Capt. Varun A Chakrapani, instructor for the course, conducting the session on Human Factors in Aviation

Batch of the Management Development Programme on Human Factors in Aviation

- Open air theatre with space frame structure
- Canteen, Medical Room and Common Room for students
- Facilities like designated approach road and car parking, UG water tank, 33KVA dedicated power supply from UPPCL and 100% power backup
- Wi-Fi enabled hostel accommodation facility for 588 students with recreation and gym facilities
- Facilities for physically challenged people including ramps at entry and for connecting floor

12.5   Industry collaboration and MoUs

To develop the University as a leading research hub for aviation and to ensure industry relevance of the courses, the University has forged several collaborations and has signed MOUs with Rolls-Royce; MRO Association of India; US-India Aviation Collaboration Program; Bird Worldwide Flight Services; GMR Aviation Academy; and a tri-partite agreement between Ministry of Civil Aviation, Rajiv Gandhi National Aviation University and the International Air Transport Association (IATA).

The University is exploring collaboration opportunities with various institutions and universities in India and abroad to give students and professionals better academic and practical exposure on the aviation sector. RGNAU provides a conducive environment for learning and personality growth of the individual.

12.6   Future plans

Following the success of these EDP/MDP programmes, the University plans to conduct a series of Management Development Programs in the areas of Aviation Law, Aviation Security Management and Implementation of Internal Audit Framework etc. in the year 2018-2019.

12.7   Steps taken to improve Public Grievance Redress Machinery

A senior officer of the University of RGNAU has been designed as Public Grievance Officer. An Officer has also been designed as CPIO to ensure timely disposal of RTI queries received by University. So far no public grievances etc. has been received by the University. This aspect is continuously monitored by Vice Chancellor, RGNAU.

13. ACCOUNTING SYSTEM IN THE MINISTRY

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

13.2 The Chief Financial Controller heads the accounting organization and functions under the overall supervision and control of Financial Advisor.

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

- Arranging all payments through the Pay and Accounts Offices/Principal Accounts Office except where the Drawing and Disbursing Officers are authorized to make certain types of payments.

- Compilation and consolidation of accounts of the Ministry/Department and their submission in the form prescribed, to the Controller General of Accounts; preparation of Annual Demands for Grants of his Ministry/ Department, getting them duly audited and submitting them to the CGA, duly signed by the Chief Accounting Authority.

- Arranging internal inspection of payment and accounts records maintained by the various subordinate formations and Pay and Accounts Offices of the Department and inspection of records pertaining to transaction of Government Ministries/ Departments, maintained in Public Sector Bank.

The Accounting organization comprises of the Principal Accounts Office, Five Pay & Accounts Offices (two in Delhi and one each at Mumbai, Chennai & Kolkata) and an Internal Audit Wing located at New Delhi.

Budgetary Provision for Ministry of Civil Aviation for the financial year 2018-19 is as under:

(Rs. in crore)

Revenue Section	**5881.86**
Capital Section	**721.00**
Total	**6602.86**

13.3   Principal Accounts Office

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

- Consolidation of the accounts of Ministry of Civil Aviation as per provisions of Civil Accounts Manual and in the manner prescribed by the Controller General of Accounts.

- Preparation of Monthly Accounts and Annual Appropriation Accounts of the Demand for Grants of Ministry of Civil Aviation, submission of Statement of Central Transactions and the materials for the Finance Accounts to the Controller General of Accounts, Ministry of Finance.

- Issue of Inter Departmental Authorisation to various agent Ministries such as Ministry of External Affairs, Ministry of Urban Development, Ministry of Information and Broadcasting.

- Rendition of technical advice to Pay & Accounts Office and maintaining necessary liaison with office of the Controller General of Accounts for overall co-ordination and control in accounting matters.

- Preparation of Receipt Budget & Pension Budget

- Verify and Reconcile all receipts & payments made on behalf of Ministry

of Civil Aviation through the accredited bank i.e ICICI Bank.

- Coordination of the work related to PFMS, NTRP and implementation of EAT module.

13.4 Pay & Accounts Office

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

- Pre check of bills submitted by Non Cheque Drawing & Disbursing Officers (NCDDOs) of the Ministry, for payment.

- Authorization of funds to Cheque Drawing & Disbursing Officers (CDDOs) to operate to a certain level through issue of "LETTER OF CREDIT". Chief Commissioner of Railway Safety at Lucknow with Commissioner of Railway Safety offices at Bengaluru, Kolkata and Mumbai are the four CDDOs.

- Release payment of Grants-in-aid/ equity to Autonomous Bodies/ Public Sector Undertaking under the administrative control of Ministry of Civil Aviation.

- Compiles the monthly account based on the receipts collected and the payments authorized by them after duly reconciling and incorporating the accounts of cheque Drawing & Disbursing Officers (CDDOs) and submit it to the Principal Accounts Office.

- Maintenance of General Provident Fund accounts, and remittance of New Pension Scheme contribution to trustee banks. Settlement of Inward and outward claims. Authorization/

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

- Making available accounting information to all concerned authorities/ divisions.

- Review of balances under DDS& R heads.

13.5 Internal Audit

The Internal Audit Unit works directly under the Chief Financial Controller with overall responsibility remaining with the Additional Secretary and Financial Advisor and the Secretary of the Ministry. Internal Audit Wing has a sanctioned strength of one Senior Accounts Officer and four Assistant Accounts Officers.

The role of the internal audit organization is to test check the initial account maintained in the executive offices to ascertain the extent of application of the rules and regulations, system and procedure in accounting and financial matters.

In accordance with the audit objectives and internal audit standards, internal audit carried out on the principle of random sampling. Internal Auditing is an independent operation and aims at helping the organization to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of Risk Management, control and governance processes.

The Principal Accounts office, Pay and Accounts Offices as well as the offices of the Drawing Disbursing Officers in Ministry of Civil Aviation are within the jurisdiction of Internal Audit. In addition to these offices Internal Audit Wing is required to audit the Autonomous Bodies/Grantee Institutions.

The position of outstanding paras of Internal Audit is as under

No. of Units	Paras outstanding as on(31.12.2018)
48	790

13.6 Redressal of Grievances:

The Principal Accounts Office mainly receives grievances from Pensioners/ Family Pensioners & CPGRAM Portal. In addition to this, grievances were also received through mail / post. The majority of the grievances were relating to revision of pension on the basis of orders issued by the Department of Pension & Pensioners' Welfare from time to time. To minimize such grievances, special attention is being given by Principal Account's office.

13.7 Initiatives for Digitisation of payments and receipt:

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

13.8 Public Financial Management System

The Public Financial Management System (PFMS) works with the objective of establishing an online Financial Management Information and Decision Support System for tracking funds released under various schemes of Government of India.

PFMS being a centralized and fully operationalized IT application for fund transfer is in a position to facilitate

"Just in time budget release" and complete monitoring of utilization of funds up to end level beneficiaries. As per directions of Ministry of Finance autonomous bodies/grantee institutions are also requested to operate PFMS through EAT module.

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

PAOs	CDDOs	NCDDOs
05	04	35

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

13.9 Non Tax Receipt Portal (NTRP)

The Non Tax receipt portal developed by Controller General of Accounts is a comprehensive end to end solution to overcome the delays and inefficiencies of the manual system. In order to abide by the guidelines of the Digital India initiative Ministry of Finance Department of Economic Affairs has universalized the use of NTR Portal under Bharatkosh to collect all Non-Tax revenue receipt through electronic mode. In compliance thereof Ministry is now integrated with NTR Portal facilitating the online remission of Revenue receipts through Bharatkosh. All the fees, dividend, guarantee fees etc are now flowing through NTRP. A sum of Rs.971.72 Crores has been received through NTRP UPTO 31st December 2018 in current financial year.

Details of Pending Audit Paras included in C&AG Reports as on 31–12–2018

Sl. No.	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/C&AG reports on which ATNs are pending		
			No. of ATNs not sent by the Ministry even for the first time	No. of ATNs sent but returned with observations and Audit is awaiting their resubmission by the Ministry	No. of ATNs which have been finally vetted by Audit but have not been submitted by the Ministry
1.	Report 11 of 2018	--	04	--	--
2.	Report 40 of 2016	--	--	01	--
3.	Report13 of 2013	--	01	--	--

Status of Pending Audit Paras Included in C&AG Report 11 of 2018 as on 31–11–2019

Sl. No.	Para No.	Title of Para/Summary	Status
1.	Para No. 2.1 of Report No.11 of 2018	**Review of operations of Airline Allied Services Limited** Airline Allied Services Limited (AASL) was incorporated in September 1983 as a wholly owned subsidiary of erstwhile Indian Airlines Limited (IAL) (now Air India Limited) and commenced its operations from 1996 under the brand name 'Alliance Air'. AASL was intended to operate and function with pilots/ engineers recruited from the market on contractual basis, as a lean and thin organisation and to have a competitive and low cost structure as compared to IAL.	ATN Submitted to audit
2.	Para No. 2.2 of Report No.11 of 2018	**Review of execution of contracts for construction of runway, buildings and other structures at airports in Northern Region** Audit conducted a review of construction contracts exceeding Rs.10 crore, executed by AAI in its Northern Region, over the five years from 2012-13 to 2016-17. The objective of the review was to assess efficiency and effectiveness of planning for development of airport infrastructure, awarding and execution of contracts and system of monitoring of the works executed by AAI. Out of 18 construction contracts exceeding Rs.10 crore each, 11 contracts were selected for review in Audit. These contracts were examined with reference to provisions of policy of Ministry of Civil Aviation (MoCA) on airports infrastructure, Works Manual of AAI, Technical Instructions issued by AAI as well as guidelines issued by Central Vigilance Commission (CVC) from time to time.	ATN Submitted to audit
3.	Para No. 2.3 of Report No.11 of 2018	**Charging inadmissible expenses to Escrow Account by Delhi International Airport Limited** DIAL charged to PSF (SC) Account an amount of Rs.115.63 crore (till 31 March2016) towards rent for CISF accommodation at Monkey Farm, Mahipalpur on notional basis i.e. without incurring any cost for providing the accommodation. Charging rent for CISF accommodation on notional basis was against the provisions of State Support Agreement and Standard Operating Procedure for Accounts/Audit of Passenger Service Fee (Security Component). This resulted in a deficit/reduction in balance of PSF (SC) Escrow Account by Rs.115.63 crore.	ATN is under process.

Sl. No.	Para No.	Title of Para/Summary	Status
4.	Para No. 2.4 of Report No.11 of 2018	**Undue favour to the contractor** An amount of Rs.8.24 crore, was recoverable by AAI from the contractor for delay of more than 31 weeks attributable to the contractor in completing New Terminal Building at Varanasi Airport as per contractual provisions. While granting final extension of time, the competent authority charged an amount of Rs.0.25 crore only towards compensation/LD on the contractor. Thus, short levy of LD, against the provisions of the contract, constituted an undue favour to the contractor.	ATN Submitted to audit
5.	Para No. 2.5 of Report No.11 of 2018	**Short levy of liquidated damages** Airports Authority of India decided to recover reduced liquidated damages to belevied for delay, contrary to the terms of contract. This resulted in undue benefit to the contractors and loss of revenue of Rs.18.18 crore to AAI in respect of construction of new Integrated Terminal building at Civil Enclave, Goa.	ATN is under process.
6.	Para No. 2.6 of Report No.11 of 2018	**Irregular payment of Incentive to cabin crew** Payment of incentive to the cabin crew by Air India without approval of the Board of Directors of Air India Limited (AIL) or the Ministry of Civil Aviation resulted in irregular expenditure of Rs.11.95 crore, for the years 2015-16 and 2016-17.	ATN is under process.
7.	Para No. 2.7 of Report No.11 of 2018	**Additional expenditure on appointment of retired cabin crew** Air India Limited appointed retired cabin crew members to tide over the shortage of cabin crew in its Mumbai station on contract basis at a higher compensation instead of appointing cabin crew on contract basis at lower fixed pay and allowances. This resulted in additional expenditure of Rs.7.20 crore during the period from January 2016 to July 2017.	ATN is under process.

Status of Pending Audit Paras Included in Previous C&AG Reports as on 31–12–2018

Sl. No.	Para No.	Title of Para/Summary	Status
1.	Para No.3.1 of Report No.13 of 2013	**Land Management in AAI** The Land management Department was responsible to keep proper record and to establish ownership of land vested with AAI. Out of 37455.729 acres of land test checked in Audit, 14053.202 acres of land was not mutated in the name of AAI. Further, 888.44 acres of land was under encroachment (March 2012) due to which AAI had to defer creation/operationalisation of certain facilities. Many agencies were unauthorisedly occupying land at various airports. However, in absence of agreements with the parties AAI was unable to realize license fee/lease rent due	ATN is under process.

Status of Pending Audit Paras Included In C&AG Report 40 of 2016 as on 31–12–2018

Sl. No.	Para No.	Title of Para/Summary	Status
1.	Report no. 40 of 2016 (Civil)	**Turnaround plan and financial Restructuring plan of Air India Ltd.** Air India Limited (AIL), wholly owned by the Government of India (GoI), is engaged in Domestic as well as international air transport operations. The unfavorable industry scenario coupled with operational difficulties of the Company strained the financial position of Air India Limited. The high debt burden of the Company further contributed to liquidity stress and the Company lost significant market share in recent years. The Company formulated a comprehensive Turnaround Plan (TAP) which was approved by the Cabinet Committee on Economic Affairs (12 April 2012). This Report examines the implementation of the Turnaround Plan.	Revised ATN on the vetting remarks of Audit is under process.

14. WELFARE OF WOMEN

14.1   Introduction

The Ministry of Civil Aviation has taken suitable measures relating to women's welfare and for taking suitable to provide convenient and hassle free working environment to the women members of the staff. As per the guidelines of the Hon'ble Supreme Court of India, a Complaints Committee has 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   Bureau of Civil Aviation Security

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

14.3   Commission of Railway Safety

The offices of the Commission of Railway Safety are generally located in Railway office Complexes and facilities provided there such as toilets, crиche, 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.

14.4   Indira Gandhi Rashtriya Uran Akademi

IGRUA has Twelve women employees (03 Regular + 09 Contractual) and their welfare is being looked after through normal administrative channels. An internal complaint committee comprising three members is in place to look into the complaints of sexual harassment.

14.5   Rajiv Gandhi National Aviation University

At present there is not separate Internal Complainant Committee (ICC) at RGNAU as the number of employees is less than 10. RGNAU will constitute an ICC as soon as the number of employees' increases to 10 and a women officer also joins the University. The outsourced women employees are constantly briefed about security measures. All efforts will be made to ensure welfare of women employees and trainees when University becomes operational. As the current outlay is mainly for construction of building at RGNAU, it is not feasible to give any gender budgetary data.

14.6   Airports Authority of India

Women Welfare including gender budgetary data

14.6.1   Airports Authority of India in its endeavour to take up modernization and upgradation of Airports has always believed in giving equal opportunities to all. However, AAI lays a strong emphasis towards ensuring safe and secure working environment for its women employees. To ensure safe work environment for women employee, AAI has introduced a policy on Prevention and Redressal of Grievance relating to Sexual Harassment at workplace. Subsequently, a notification of 'Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013, the provisions of the Act have been implemented. Following the notification, complaint committee have been formed at various office locations look into any kind of sexual harassment complaints.

14.6.2 In an initiative to empower women, AAI has brought for the first time physical standard criteria for recruitment of female in firefighting discipline for the post of Jr. Assistant (Fire services). Recently, during 2018, two females have been recruited as Jr. Asstt (FS).

14.7.3 Besides, AAI believes in upgrading its employees at par with requirement of the time by means of imparting training. During the year 2018, a total number of 1267 employees were imparted training in different area of functioning out of which 327 were females i.e. almost 25.8% of total employees imparted training were women.

14.6.4 Also, AAI encourages women in sports and considers them as equal partners in all spheres of its activity; be it management of sports or the professional sports activities. AAI has two female officers as members of Sports Control Board and almost 56 women sportspersons on contract/scholarship schemes, who have not only brought laurels for AAI but for even our country.

14.6.5 Notwithstanding the above, AAI pays special attention towards the health and wellbeing of its women employees and organizing health awareness camps. Further, in the recent time, AAI management, considering supportive environment, security and welfare measure, has decided to allot the hostel accommodation, wherever applicable, across AAI colony at all airports for single female employee.

14.6.6 The gender wise data as on 31.12.2018 is

Male: 14832

Female: 2682

14.7   Air India Limited

14.7.1 Air India is amongst the very few organizations in the world to employ women in highly skilled vocations such as flying and maintenance of aircraft. Presently there are 07 Female Executive Directors, out of a total of 20 Executive Directors. Further there are 11 Female General Managers out of a total of 45 General Managers in Air India. Air India has a staff strength of 10411 as on 01.10.2018 employees excluding subsidiaries, out of which 3051 are women employees, which comprises of 29.30% of total strength. Out of which there are 110 women executives and 148 women pilots (including 09 Executive Pilots).

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

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

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

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

14.8   Pawan Hans Limited

As per the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the rules framed there under, the Company has in place, a committee for prevention, prohibition and redressal of sexual harassment at workplace.

14.9   Airport Economic Regulatory Authority of India

There are 14 nos. women employees, which includes officers/officials on deputation, on loan from AAI and outsourced staff. Adequate women welfare amenities have been made available.

15. FACILITIES TO PERSONS WITH DISABILITIES

15.1 Implementation of Guidelines:

With regard to Amenities/ Facilities at Public Places for Persons with disabilities and senior citizens, DGCA has issued Air Transport Circular 01 of 2014 on "Facilities/ Courtesies to esteemed traveling public at airports" and Civil Aviation Requirements (CAR), Section-3, Air Transport, Series-M, Part-I on "Carriage by Air of Persons with Disability and / or Persons with Reduce Mobility" in order to protect the travellers against any form of discrimination and to ensure that all esteemed travellers should receive all possible assistance during their travel. The CAR also recognizes senior citizens who require special assistance subject to the condition that request for provision of assistance is submitted in advance to the airline.

15.2 Directorate General of Civil Aviation:

DGCA has procured one wheel chair for easy accessibility by physically disabled persons. Ramps have been constructed in DGCA to facilitate the persons with disabilities. DGCA is also in the process for constructing one wash room excursively for use by persons with disabilities.

15.3 Bureau of Civil Aviation Safety:

BCAS has revised its Standard Operating Procedure for Screening of Passengers with Special Needs and Medical Conditions vide an addendum dated 03.10.2017 of AVSEC Circular No. 04/2014.It was issued so as to ensure that there is no inconvenience to the passenger with prosthetic limbs while frisking during departure from different airports in the country without diluting the standards of security.

15.4 Airports Authority of India:

The details of facilities available for persons with disabilities at various AAI Airports is as follows:

- **Ramps:** Smooth ramps with anti-skid flooring of comfortable gradient are provided at the terminal building entry points and city side area.
- **Doors:** Sensor fitted doors / manned doors at entrance are provided for easy accessibility. Door openings are wide enough for easy access for wheel chair passengers.
- **Toilets:** Specially designed separate toilets for Persons with Disabilities are provided with appropriate signage.
- **Elevators:** Elevators with Braille symbols and Auditory Signals have been provided to access all levels of terminal building with care taken of the door opening to allow the biggest size of wheel chair.
- **Aerobridges:** To facilitate smooth emplaning and deplaning of physically challenged passengers with wheel chairs, the aerobridges wherever provided have smooth gradient slope and anti-skid flooring.
- **Wheelchairs:** Wheelchairs are available with Airport Manager and airlines on demand.
- **Car Parking:** Reserved parking spaces with signage have been provided on city side of Departure and Arrival Terminals at various airports. Slots of 3.6 m x 5.0m car park space are specially designated in the car parking area for Persons with Disabilities.
- **Accessible route:** 5m to 10m wide kerb is provided in front of terminal building which is directly connected to road with smooth ramp. From kerb side passenger can board the

Taxi/Car. For the easy access of wheel chair special cuts and slops are provided in the pavement. At some of the airports, engraving on surface of Zebra crossing is provided for visually disabled persons.

- **Tactile:** Tactile are provided at airports for visually impaired passengers from alighting points to entry vestibule at metro airports.

15.5 Rajiv Gandhi National Aviation University:

To provide easy access to persons with disabilities, ramps have been provided in the academic building. Separate toilets have also been made for easy use by persons with physical disabilities in academic building of RGNAU. Adequate lighting is provided in all areas of academic building to help visually impaired persons.

16. REPRESENTATIVE OF INDIA (ROI) ON THE COUNCIL OF ICAO

16.1   Introduction

The International Civil Aviation Organization (ICAO) was established under the Chicago Convention on International Civil Aviation, in December 1944. Currently 192 Contracting States are signatories to this Convention. The Organization is made up of an Assembly, a Council of 36 elected members, and a Secretariat. The Chief Officers are the President of the Council and the Secretary General, who are elected to the post(s).

16.1.1   The Assembly, composed of representatives from all the192contracting Member States, is the sovereign body of ICAO. It meets once every three years, to review in detail, the work of the Organization, and to set policy for the coming years. It also votes a triennial budget.

16.1.2   The Council, the governing body, which is elected by the Assembly for a three-year term, is composed of 36 Member States. The Assembly chooses the Council Member States under three categories: States of chief importance in air transport, States which make the largest contribution to the provision of facilities for air navigation, and States whose designation will ensure that all major areas of the world are geographically represented. As the governing body, the Council provides continuing direction to the work of ICAO. It is in the Council that the Standards and Recommended Practices are adopted and incorporated as Annexes to the Convention on International Civil Aviation. The Council is assisted by the Air Navigation Commission (technical matters), the Air Transport Committee (economic matters), the Committee on Joint Support of Air Navigation Services and the Finance Committee.

ICAO HEADQUARTERS MONTREAL

Member States of International Civil Aviation Organization on the Council of ICAO (2017–19)

Part I (11)	Part II (12)	Part III (13)
States of chief importance to air transport	States which make the largest contribution to the provision of facilities for international civil air navigation	States ensuring geographic Representation
Australia	Argentina	Algeria
Brazil	Colombia	Cabo Verde
Canada	Egypt	Congo
China	India	Cuba
France	Ireland	Ecuador
Germany	Mexico	Kenya
Italy	Nigeria	Malaysia
Japan	Saudi Arabia	Panama
Russian Federation	Singapore	Republic of Korea
United Kingdom	South Africa	Turkey
United States	Spain	United Arab Emirates
	Sweden	United Republic of Tanzania
		Uruguay

COUNCIL CHAMBER

ANC CHAMBER

16.1.3   The Air Navigation Commission (ANC) is composed of nineteen members who have "suitable qualifications and experience in the science and practice of aeronautics", as outlined in the Convention on International Civil Aviation (Chicago Convention). The ANC is tasked by the Council to manage the technical work programme of ICAO and, since its establishment, the Commission has considered and recommended SARPs comprising 17 out of the 19 Annexes to the Chicago Convention — including the most recent introduction of the new Annex 19 on Safety Management. Under the approval of the Council, the ANC typically convenes for three sessions each year to address matters within its work programme. Each session typically lasts nine weeks including a three-week recess.

16.1.4   The Secretariat, headed by a Secretary General, is divided into five main divisions: the Air Navigation Bureau, the Air Transport Bureau, the Technical Co-operation Bureau, the Legal Bureau and the Bureau of Administration and Services. In order that the work of the Secretariat reflects a truly international perspective, professional-level personnel are recruited on a broad geographical basis.

16.1.5   ICAO works in close cooperation with other members of the United Nations family such as the United Nation Security Council (UNSC), World Meteorological Organization (WMO), the International Telecommunication Union (ITU), the Universal Postal Union (UPU), the World Health Organization (WHO), the World Tourism Organization (UNWTO) and the International Maritime Organization (IMO).

16.1.6   Non-governmental organizations which also participate in ICAO's work include the International Air Transport Association (IATA), Airports Council International (ACI), the Civil Air Navigation Services Organisation (CANSO) the International Federation of Air Line Pilots' Associations

(IFALPA) and the International Council of Aircraft Owner and Pilot Associations (IAOPA).

16.2   ICAO STRATEGIC OBJECTIVES

● **Strategic Objectives**

In its ongoing mission to support and enable a global air transport network that meets or surpasses the social and economic development and broader connectivity needs of global businesses and passengers, and acknowledging the clear need to anticipate and manage the projected doubling of global air transport capacity by 2030 without unnecessary adverse impacts on system safety, efficiency, convenience or environmental performance, ICAO has established five comprehensive Strategic Objectives:

● **Safety:**

Enhance global civil aviation safety. This Strategic Objective is focused primarily on the State's regulatory oversight capabilities. The Global Aviation Safety Plan (GASP) outlines the key activities for the triennium.

● **Air Navigation Capacity and Efficiency:**

Increase the capacity and improve the efficiency of the global civil aviation system. Although functionally and organizationally interdependent with Safety, this Strategic Objective is focused primarily on upgrading the air navigation and aerodrome infrastructure and developing new procedures to optimize aviation system performance. The Global Air Navigation Capacity and Efficiency Plan (Global Plan) outlines the key activities for the triennium.

● **Security & Facilitation:**

Enhance global civil aviation security and facilitation. This Strategic Objective reflects the need for ICAO's leadership in aviation security, facilitation and related border security matters.

● **Economic Development of Air Transport:**

Foster the development of a sound and economically-viable civil aviation system. This Strategic Objective reflects the need for ICAO's leadership in harmonizing the air transport framework focused on economic policies and supporting activities.

● **Environmental Protection:**

Minimize the adverse environmental effects of civil aviation activities. This Strategic Objective fosters ICAO's leadership in all aviation-related environmental activities and is consistent with the ICAO and UN system environmental protection policies and practices.

16.3   FUNCTIONS OF ROI

India maintains a permanent office of the delegation of India in ICAO which comprises of the Representative of India (ROI), Technical Advisor and other staff.

The main function of the ROI is to represent India in the Council of ICAO and attend all Sessions of the Council, various Committees of the Council, Working Groups, Special Groups, etc., and participate actively and effectively in the governance of ICAO in taking policy decisions relating to Budget and Management of ICAO, realization of its Strategic Objectives viz., Safety, Security, Air Navigation Capacity and Efficiency, Economic Development and Environmental Protection, as well as participating in the Council's principal function of making/ amending Standards and Recommended Practices (SARPs).

Functions of the ROI also include maintaining -

● diplomatic and social contacts with delegations of all States and to preferably achieve common understanding and consensus on various policy matters;

- close and cordial contact with the President/Secretary General and senior Secretariat officials of ICAO to enable flow of information between ICAO and Government of India;
- obtain advice of the Ministry/DGCA on major policy issues coming up for discussion in the Council and other bodies.

ROI also sends periodic reports to the Ministry of Civil Aviation 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.

ROI also visits the Ministry of Civil Aviation to hold discussions with different authorities/PSUs, make presentations on global developments of preceding period, and sensitize officials regarding follow-up action and discuss various pending matters with authorities.

16.4 Contributions to the ICAO regular Budget in 2018 & commitment in 2019

As a member State, India made a contribution of CAD 505,758.00 and USD 272,333.00 to the ICAO regular budget during 2018. India would contribute CAD 531,399.00 and USD 286,138.00 to the ICAO regular budget during 2019 (based on Scale : A39-32 0.85%).

16.5 Highlights of 2018

Following sessions of the Committee and the Council phase were held/ scheduled from January to December 2018:

Session No.	Committee Phase	Council Phase
213th Session	17th Jan — 24th Feb 2018	26th Feb — 16th Mar 2018
214th Session	01stMay — 14th June 2018	11th Jun — 29th June 2018
215th Session	24th Sep — 05th Oct 2018	29th Oct — 16th Nov 2018

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 wherever required. Following ANC sessions were held/scheduled from January to December 2017:

ANC Session No.	Period
207th Session	15th Jan — 16th Mar 2018
208th Session	01st May — 28th Jun 2018
209th Session	18th Sep — 13th Nov 2018

Dr. FANG LIU re–appointed as Secretary General for Three Years 2018–2021

The Council of the International Civil Aviation Organization (ICAO) has reappointed Dr. Fang Liu of China by acclamation today as Secretary General of the UN Specialized Agency for a second three-year term, beginning 1 August 2018.

Dr. Liu was first appointed to the position on 1 August 2015, becoming the first female Secretary General for the UN specialized agency's Secretariat.

ICAO THIRTEENTH AIR NAVIGATION CONFERENCE

The Thirteenth Air Navigation Conference was held in Montrйal, Canada, 9 to 19 October 2018. It is

significant to note that the pervious AN Conference was held in 2012. The theme of AN CONF/13was "From Development to Implementation" which encompasses implementation of operational improvements, such as technology, operational concepts, and roadmaps, from the conceptual phase until deployment. It emphasizes the importance of concepts for global use, development of implementation plans regionally, and implementation of performance improvements locally, based on specific operational requirements in a cost-effective manner.

AN-Conf/13 was a remarkable global event for open discussion on issues and proposed solutions relating to flight safety and air navigation capacity, efficiency and other key performance areas of particular interest to the aviation community and which will benefit society in general. The in-depth technical discussions at AN-Conf/13, took place in two committees – the Air Navigation Committee (Committee A) and the Safety Committee (Committee B), which will in near term result in realistic global plans and a work programme focused on the pressing and forecasted needs of International Civil Aviation. Dr. Guruprasad Mohapatra, Chairman AAI and the Chief Delegate from India was elected unanimously as the Vice Chair of the Conference Safety Committee or Committee B. The Member ANS, AAI Mr. Vineet Gulati and a large team of ANS professionals from India, along with a few Officers from the DGCA attended the event. India presented seven Working and Information Papers in the Conference.

ICAO GLOBAL AVIATION SECURITY SYMPOSIUM (AVSEC 2018) & 2ND HIGH LEVEL CONFERENCE ON AVIATION SECURITY (HLCAS/2)

The ICAO AVSEC 2018, was held in Montreal between the 26th and 28th of November 2018. This was followed by HLCAS/2, which was held on 29th and 30th November, 2018. The AVSEC 2018 covered a wide range of topics on Aviation Security in domains of Technology, Procedures,

Regulations and People. The High Level Conference assembled senior government officials and invited representatives of international/regional organizations and other invited aviation stakeholders to formulate recommendations on key aviation security priorities and issues. The Conference also considered progress on the implementation of the Global Aviation Security Plan (GASeP) and potential adjustments to the Plan based on the outcomes of the regional aviation security conferences organized in 2017-2018. These recommendations will be submitted for approval to the Council for subsequent endorsement by the 40th Session of the Assembly in 2019.

The Indian delegation was headed by Shri Rajesh Ranjan, DG CISF and he was accompanied by Shri MA Ganapathy, ADG (Airports), CISF and Shri Ajay Kumar, AIG CISF.

DISPUTE REDRESSAL BY ICAO COUNCIL

ICAO witnessed two major disputes which came up for redressal before the ICAO Council in 2017:

Brazil vs USA: The case of alleged inaction by USA on the flight crew of a corporate jet which was involved in a midair collision with a Brazilian passenger aircraft in 2006 killing more than 150 passengers, despite alleged violation of Rules of the Air by the US flight crew. As desired by the Council, the parties are mutually negotiating for the settlement of this dispute. The outcome of the negotiations would be placed before the Council in 2019 in due course.

Qatar vs Egypt/Saudi Arabia/UAE/Bahrain: The State of Qatar brought before the Council of ICAO an application for settlement of dispute with the State of Qatar and the Arab Republic of Egypt, the Kingdom of Bahrain, the Kingdom of Saudi Arabia and the United Arab Emirates under the terms of Article 54(n) and Article 84 of the Convention on International Civil Aviation. This issue was discussed in the ICAO Council. However, the States of Bahrain,

Saudi Arabia, Egypt and UAE have decided to prefer an appeal before the International Court of Justice (ICJ) as regards to the jurisdiction of the ICAO Council.

Carbon Offsetting and reduction Scheme in International Aviation

Following the Assembly resolution in 2016, ICAO, with the technical contribution of its Committee on Aviation Environmental protection (CAEP), prepared a draft Standard and Recommended Practices (SARP) and Guidance Material for implementation of Carbon Offsetting and Reduction Scheme in International Aviation (CORSIA). After due consultation with the States, the First Edition of Annex 16 – Environmental Protection, Volume IV – Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) was adopted by the Council of ICAO on 27 June 2018. The First Edition of Annex 16, Volume IV became effective on 22 October 2018 and becomes applicable on 1 January 2019.