

Annual Report 2009-10

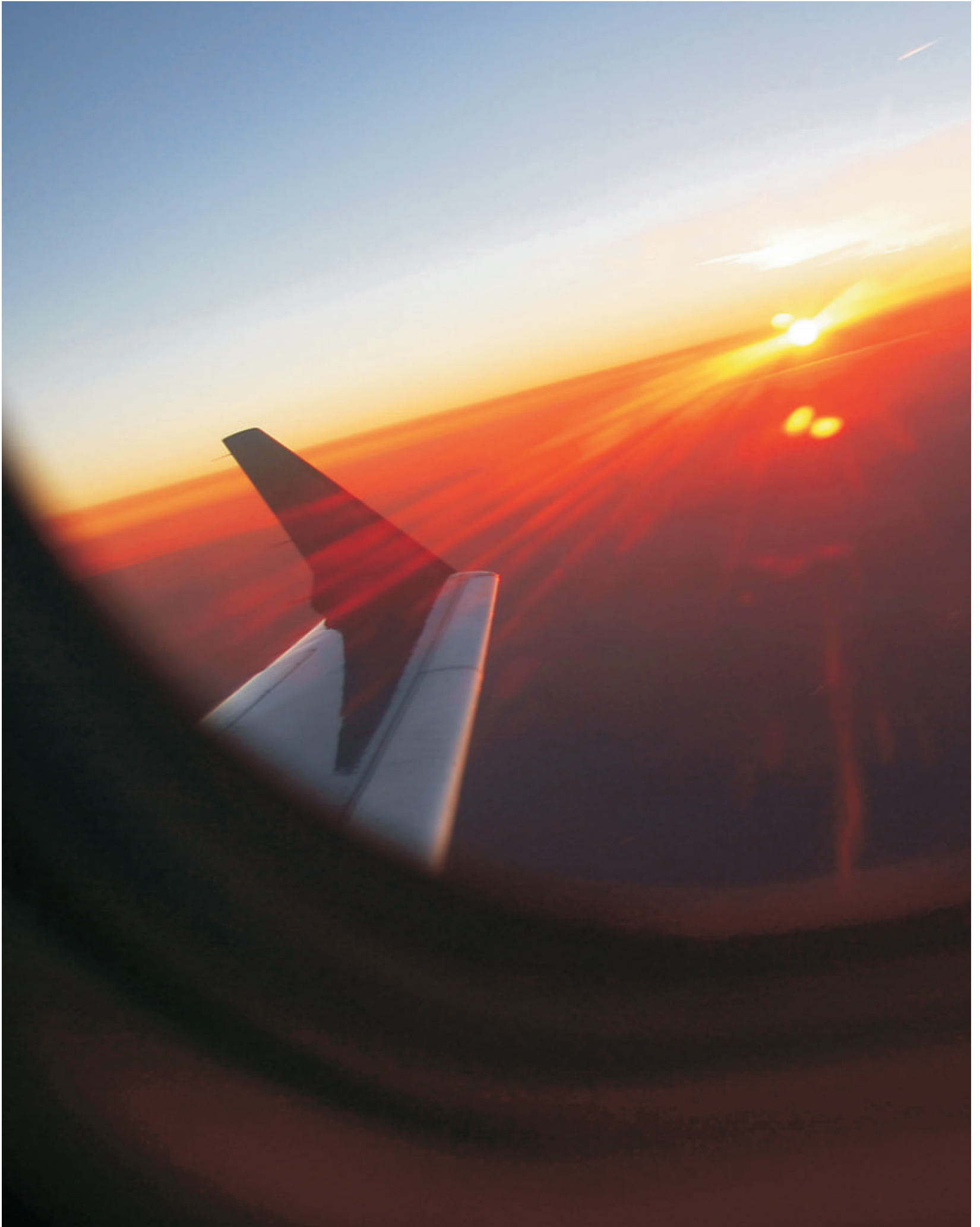


सत्यमेव जयते

Ministry of Civil Aviation
Government of India

Taking the nation higher on our wings.





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सत्यमेव जयते

प्रफुल पटेल
PRAFUL PATEL

नागर विमानन् राज्य मंत्री (स्वतंत्र प्रभार) भारत सरकार, राजीव गांधी भवन, नई दिल्ली-110003
MINISTER OF STATE FOR CIVIL AVIATION (INDEPENDENT CHARGE)
GOVERNMENT OF INDIA, RAJIV GANDHI BHAVAN, NEW DELHI - 110003

MARCH, 2010

M E S S A G E



It is an honour to place this Annual Report of the Ministry of Civil Aviation before you.

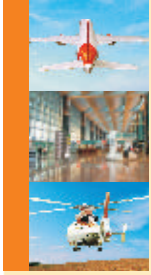
There has been an upturn in the Indian Civil Aviation Sector during the end of the year 2009 and this is expected to go up in the near future. The process of negative growth of the sector, we hope, has been finally arrested. The present analysis of this sector shows that airline share prices have begun to gain as the markets have responded to positive airlines performance. IATA estimates that by the year 2013 an additional 217 million travelers will take to the skies within the Asia-Pacific Region.

With a domestic passenger base of 43.29 million, India ranks fourth after the USA, China and Japan in terms of domestic passenger volume. India's domestic passenger growth is expected to continue to grow at the rate of 9 to 10% to reach a level of 150-180 million passengers by the year 2020. The number of scheduled passenger airline operators has grown to 15 and the number of aircraft in their fleet has risen to more than 400 thus, stimulating the domestic capacity. Scheduled air services are now available to/from 82 airports in India as against 50 in early 2000.

International flights have increased to 706 flights per week. Due to enhanced opportunities for international connectivity, 69 foreign airlines from 49 countries are flying into India. It is estimated that the travel of International passengers to and from India would grow to the tune of 50 million by the year 2015. As of now, India has bilateral air services agreement with 104 foreign countries.

On the airport infrastructure side there is tremendous pressure to create world-class airports. Hence, Airports Authority of India (AAI) has undertaken upgradation and modernization of a number of metro and non-metro airports on its own and also through joint venture companies.

In this context, the restructuring of IGI Airport, New Delhi and CSI Airport, Mumbai is progressing satisfactorily as per schedule. With the completion of Phase-I work of IGI Airport by 31.3.2010, a new integrated Terminal-3 would become operational. IGI Airport, New Delhi has been rated 4th best in the World amongst the airports handling 15-25 million passengers. The airport has also figured at No.1 in Asia-Pacific Region for Best Improvement Award. This recognition is a new beginning in creating World-class infrastructure with Public Private Partnership (PPP) in the aviation sector in India. This achievement will create a new benchmark for the airport infrastructure being developed in the country and would further raise the levels of service quality at Indian airports, besides stimulating growth of the Indian aviation industry.



The work of Kolkata and Chennai airports is also progressing as per schedule. It is also worth mentioning that Airports Council International has adjudged Rajiv Gandhi International Airport, Shamshabad near Hyderabad as the 'World's Best Airport' for the Airport Service Quality amongst airports handling 5-15 million passengers category for the year 2009. Work is also in progress to develop 35 non-metro airports in the country.

An independent Regulatory Authority, namely, Airports Economic Regulatory Authority (AERA) has been established on 12.05.2009 with the prime objective of creating a level playing field and healthy competition amongst all major airports (Government-owned/PPP based/Private), regulation of tariffs of aeronautical services, protection of reasonable interests of users and operation of efficient, economic and viable airports.

The Directorate General of Civil Aviation (DGCA) has been strengthened and posts have been created to be filled up in a phased manner spreading over three years. The Bureau of Civil Aviation Security (BCAS) has also been strengthened and proposal for creation of posts has been approved so as to operationalize new regional offices at Amritsar, Guwahati, Hyderabad and Ahmedabad. In respect of Pawan Hans Helicopters Limited (PHHL), the approval of the Government has been obtained for acquisition of 07 Nos. of Dauphin N3 helicopters which would be inducted in a phased manner for use in the field of tourism, off shore business and other areas.

In order to support smooth transition from ground based navigation to satellite based navigation, an ambitious project "GAGAN" has been undertaken. The GAGAN system is a "Space Based Augmentation System (SBAS)" jointly developed by ISRO and AAI indigenously. The initial technical demonstration phase has been successfully completed and final operational phase (FOP) has been launched in September, 2009. The system certification process is being taken up and the system is likely to be operationalized in the year 2013. India is one of the four countries in the world to implement this, others being USA, Japan and Europe. This system will process information of all the aircrafts in the country and monitor other system constraints and limitations to programme the movement of aircraft in such a way so that there is no excessive congestion resulting in delay both in air and on the ground.

At present there are eleven (11) operational airports served by the scheduled airlines in the North East Region (NER) viz. Dibrugarh, Guwahati, North Lakhimpur, Imphal, Dimapur, Agartala, Shillong, Jorhat, Silchar, Tezpur & Lengpui. NACIL (Air India), Jet Airways, Jet Lite, Kingfisher Airlines, Spice Jet, Go Air, Paramount Airways and IndiGo are operating air services in the North Eastern Region. In 2009, 286 flights per week were operated by these scheduled airlines in North East Region. A comprehensive study is to be commissioned by DGCA/Ministry to get a total picture of the transport related issues of NER with special attention to aviation transport. The upgradation and modernization of infrastructure facilities at the airports in NER has been taken up by the AAI in a phased manner. Guwahati, Agartala, Imphal and Dimapur airports are included in the list of 35 non-metro airports to be developed in the first phase. With a view to establish air-hub at Guwahati airport, AAI is making an additional apron for parking of eleven aircraft which can be used by airlines for night parking.

The Ministry is also playing a major role in the preparations for the Commonwealth Games to be held during October, 2010 at New Delhi. A Helipad and accompanying infrastructure is being constructed at the Games Village site.

The heartening news is that in this year, India has complied with the International Standards, on the audit conducted by ICAO, and has emerged as "Category-I" in areas of aviation legislation, operating Regulations, safety oversight functions and licensing and certification obligations.

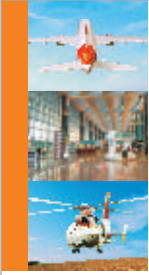

(PRAFUL PATEL)



1. HIGHLIGHTS



India Aviation 2010



1. AMENDMENTS OF AIR SERVICES AGREEMENTS (ASAs) WITH FOREIGN COUNTRIES

Keeping in view the recent developments in the civil aviation sector, and with a view to modernize and update the existing ASAs with foreign countries as per the ICAO templates, bilateral air services consultations were held in 2009 with foreign countries viz. Qatar, France, Netherlands, Nepal, Portugal, Kenya, Azerbaijan, Bhutan and Czech Republic and the respective ASAs have been amended and finalized.

2. INDIA - BRAZIL - SOUTH AFRICA (IBSA) INITIATIVE

A 5-year Action Plan was signed during the second IBSA Summit held in New Delhi on 15th

between India and USA in 2007, a India - US Joint Aviation Steering Committee has been set up for India - US civil aviation cooperation. The working group met in December, 2009 during the Indo-US Civil Aviation summit.

5. INDIA - USA AVIATION CO-OPERATION PROGRAMME (ACP)

The India - US ACP was signed in June 2007. Its objective is to promote increased safety, operational efficiency and system capacity in Indian Aviation sector; facilitate and co-ordinate aviation industry training and technical ties between US and India. The first phase of the ACP successfully completed in 2008 and its Second phase is underway.



October, 2008 for improvement of civil aviation sector in the IBSA region. Implementation of the action plan is under process with two technical working groups.

3. INDIA - EU CIVIL AVIATION CO-OPERATION PROGRAMME

Under the Joint Action Plan, a Civil Aviation Co-operation Project - II has been agreed to. Its Terms of Reference (TOR) have been finalized. The project called "Institutional Capacity Building in the Civil Aviation sector in India (ICAA)" is likely to commence soon.

4. INDIA - US JOINT AVIATION STEERING COMMITTEE

Under the Umbrella Agreement signed

6. IMPLEMENTATION OF INDIA - EU HORIZONTAL AGREEMENT

On the basis of the Confidential Record of discussions signed alongwith Horizontal Agreement with EC on September, 2008, incorporation of the following clauses in the ASAs with EU member countries are required:

- Co-operative marketing arrangements.
- Liberalization for all cargo services.
- Inter-modal services.
- Routing flexibility.

Accordingly, necessary action to incorporate the above clauses in the respective ASAs has been completed with the following countries:



UK, Germany, Netherlands, France, Poland, Belgium, Finland, Czech Republic, Portugal

7. PASSENGER TRAFFIC GROWTH IN DOMESTIC AIRLINES

Passengers carried by domestic airlines from Jan-Dec. 2009 were 445.12 lakhs as against 412.71 lakhs in the corresponding period of 2008 thereby registering a growth of +7.86%.

8. GREENFIELD AIRPORT AT PAKYONG

Work has commenced on the construction of a new Greenfield airport at Pakyong in Sikkim.

9. MODERNIZATION OF DELHI AIRPORT (DIAL):

The Operation, Management and Development Agreement (OMDA) was signed between DIAL and AAI on 04.04.2006. The lease of the Airport to the JVC is for an initial period of 30 years, which is extendable by another 30 years. Subsequent to the signing of OMDA, DIAL took over IGI Airport on 3rd May 2006. DIAL has prepared a 20 year Master Plan for restructuring and development of IGI Airport, projecting all the facilities which will be commissioned in a phased manner and would ultimately cater to 100 million passengers by 2036. As per the Master Plan, Phase- I of the project is to be completed by 31.03.2010, at an estimated project cost of Rs. 8975 crores. The major development works completed



Delhi International Airport

during the first half of Financial Year 2009-10 are pertaining to runway 11/29, Parallel Taxiway to Runway, Five Rapid Exit Taxiways, Connecting Taxiways, International Terminal Refurbishment, Haj Terminal Renovation,

Domestic Arrival Terminal Expansion, Domestic Terminal Road widening etc.

10. MODERNIZATION OF MUMBAI AIRPORT (MIAL):

The Operation, Management and Development Agreement (OMDA) was signed between AAI and MIAL on 4th April, 2006, and the latter took over the management and development of Chhatrapati Shivaji International Airport (CSIA) w.e.f. 3rd May, 2006. There was a transition phase of three months and w.e.f. 3rd August, 2006 MIAL has



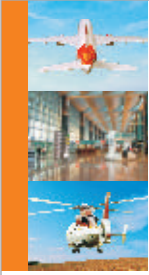
Mumbai International Airport

been independently handling management and operation of CSIA. As per the Master Plan prepared by MIAL, total project cost for development of CSIA is estimated to be Rs. 9802 crores. The target completion of this project is 31.12.2012. The major development works completed during the first half of Financial Year 2009-10 are South west pier, integrated processor terminal, Baggage Handling System (BHS) in the new domestic terminal, six Passenger Boarding Bridges (PBBs) in the new domestic terminal.

11. STREAMLINING AND PROMOTING CARGO OPERATION

This Ministry had issued an order dated 23.02.2009 wherein it has been decided that the free period applicable for air cargo at all Indian airports are as under :-

- (a) Free period for imports and exports would be calculated in terms of hours and not in days.
- (b) For import cargo, the free period would be 72 hours (i.e. 3 working days)



(c) For export cargo, free period for airlines would be 48 hours and free period of exporters would be 24 hours. Thus the total free period available for export cargo would be 72 hours (i.e. 3 working days). In case of public holidays on any two or more consecutive days, free period would be further increased by an additional 12 hours.

(d) If the cargo operations at an airport take place round the clock, the counting for holidays would be considered for the purpose of reckoning of free period.

development of selected 24 non-metro airports for city-side development through Public Private Participation (PPP). 24 selected non metro airports are Vishakhapatnam, Guwahati, Raipur, Ahmadabad, Surat, Vadodara, Ranchi, Trivandrum, Mangalore, Aurangabad, Bhopal, Indore, Khajuraho, Dimapur, Bhubaneswar, Amritsar, Jaipur, Udaipur, Madurai, Trichy, Agartala, Lucknow, Varanasi and Dehradun. The scope of city side development, through PPP has been restricted to the following activities:



12. CITY SIDE DEVELOPMENT OF 35 NON-METRO AIRPORTS:

Airports Authority of India is undertaking up-gradation and modernization of 35 non-metro airports in the country in a time bound manner as per Government's decision. In pursuance to Committee of Infrastructure's decision, Airports Authority of India has initiated the process for preparing the tender document for city side

- (i) Commercial development of property on city-side
- (ii) Car park, and
- (iii) Cargo operations.

Consequently, it has been decided to undertake 10 Airports, in the first instance i.e. Ahmedabad, Kolkata, Jaipur, Lucknow, Amritsar, Indore, Vishakhapatnam, Hyderabad, Guwahati and Bhubaneswar for city side development. Now, in order to



maximize the income of AAI, it has been proposed to carve out the surplus land available with the Airports Authority of India on the city side of the selected airport and lease out the same through an open tender. The period of lease will be 30 years, extendable by another 30 years after taking orders of competent authority. Besides, for enhancing revenue of AAI from others sources, following two actions are suggested:

- (i) Rentals from terminal building for spaces given to eating joints and showrooms.
- (ii) Revenue earned at from advertisements, in some identified suitable spaces at the airport in and outside the terminal building.

In this regard, AAI shall engage a consultant to suggest measures with detailed plans and marketing strategies to maximize the revenue from all the above activities.

13. HELICOPTER OPERATIONS

- Pawan Hans Helicopters Limited (PHHL) has for the first time in India undertaken the pilot project for Power Grid Corporation of India Ltd. for hotline washing of insulators of the Power Transmission Lines and deployed one Bell 206L4 helicopter during November 2008 to March 2009. In January 2009, PHHL had deployed 2nd Dauphin helicopter for Lakshdweep administration. Further in May 2009, PHHL deployed 3rd Dauphin Helicopter for A&N Administration. PHHL has deployed one Bell 407 helicopter to GAIL for pipeline surveillance in July, 2009.
- During the year, operations of helicopter services for Mata Vaishno Devi from Katra to Sanjichat and for Kedarnathji were very successful. PHHL had started charter helicopter services from Sahastradhara Helipad, Dehradun to Shri Kedarnathji and Badrinathji in May-June and September-October seasons in 2009. Further PHHL had for the first time operated passenger services to Amarnathji Shrine from Pahalgaoon to Panchtarni and back during the Yatra period in July-August 2009.
- The Company has secured Operation &

Maintenance Contract of 2 Dhruv helicopters of ONGC and 4 Dhruv helicopters of Ministry of Home Affairs/BSF from HAL.

- Delhi Development Authority has allotted 25 acres land near Rohini for construction of First integrated Heliport in the Country. The work pertaining to construction of boundary wall is being undertaken shortly. DDA has earmarked one hectare land for construction of helipad at Commonwealth Games Village site. The work pertaining to boundary wall, earth filling etc. are nearing completion stage. Thereafter PHHL will start work for construction of

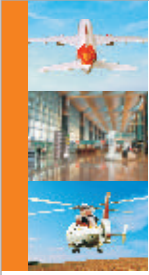


helipad and other infrastructure work.

- PHHL has submitted a detailed project report to the Ministry of Civil Aviation for development of Hadapsar Gliding Center, Pune as Helicopter Training Institute and Heliport.
- The Company has set up in September, 2009 a DGCA approved training institute for helicopter technicians and engineers named as "Pawan Hans Helicopters Training Institute (PHTI)" at Mumbai and is in the process of enrolling 30 students in the first batch.

14. ESTABLISHMENT OF NATIONAL INSTITUTE OF AVIATION TECHNOLOGY & MANAGEMENT AT GONDIA, MAHARASHTRA.

There is a proposal to establish National Institute of Aviation Technology & Management at Gondia, Maharashtra to cover various streams of aviation. The basic infrastructure of the institute is being



created by Airports Authority of India and the institute will be run by a selected professional organization.

15. NATIONAL INSTITUTE OF AVIATION MANAGEMENT AND RESEARCH (NIAMAR):-

National Institute of Aviation Management and Research (NIAMAR) conducts Management Development Programmes in technical and nontechnical disciplines of Airport Management namely; Airport Operations, Airport Engineering (civil, Electrical, Electronics), Information Technology, Project Management, Airport Finance, Commercial Aspect of Airport Management, Human Resource Management, Office Management, International Aviation Law, Cargo Management, Aviation Safety and Security, etc. Under an MoU signed with McGill University, Montreal, Canada and University of Petroleum Energy, Gurgaon, a two & half day International Conference on Air Transport, Air

Zimbabwe, Bangladesh and Libya attended and were awarded Fellowship. NIAMAR has been authorized by IATA as “Authorized Training School” to enroll students and to coordinate with IATA for “Basic Cargo Introductory Course”. AAI has signed a MoU with National Productivity Council, New Delhi to conduct two courses on “PG Certificate in Management” in which M/s National Productivity Council is supposed to provide this course to 100 officers of AAI. NIAMAR has conducted 69 courses between April – December, 2009 and 1886 people were trained.

16. ACQUISITION OF AIRCRAFT BY AIR INDIA

Erstwhile Air India had signed a purchase agreement with M/s. Boeing Company on 30th December, 2005 for the purchase of 68 aircraft comprising 8XB777-200R, 15XB777-300ER and 27X 8787 all powered with GE engines for Air India and 18 X 8737-800 all powered with



Law & Regulations was organized by NIAMAR. As Per the MoU with ICAO under the ICAO-India Developing Countries Fellowship Training Programme, 36 Fellowships are being awarded by AAI in next three years to the participants from developing countries. Two programmes, one on “Airport Certification” and the other on “Safety management System” have been conducted. Participants from Republic of Maldives, Kenya, Nepal, Iraq,

CFM engines for Air India Charters Limited (a subsidiary of Air India) at an estimated cost of Rs.35,000 crores. While Air India has already received 34 aircraft (17 for Air India and 17 for AICL), the delivery schedule of remaining 34 aircraft (33 for Air India and 1 for AICI) is as under:-

Air India

B 777-300ER 6 April, 2009 through August, 2011



B787-8 27 will be starting from 2011

AICL

B737-800 1 December, 2009

With the approval of the Government, erstwhile Indian Airlines Limited had signed an agreement with Airbus Industries and CFM International on 20.2.2006 for procurement of 43 Airbus family aircraft, comprising 19 A-319, 4 A-320 and 20 A 321 all fitted with CFM 56-5B engines, at an estimated cost of Rs.9890 crores. In-flight Entertainment System (IFES) would also be fitted in these aircraft at an estimated cost of Rs.279 crores. The Indian Airlines has already received 34 aircraft (17 A319 and 17 A321). The aircraft equipped with State-of-art avionics and in flight entertainment systems, have been pressed into services. The schedule supply of the remaining 9 aircraft is as follows:-

319 2 December, 2009 to January, 2010.

A320 4 February/March, 2010.

A321 3 December, 2009 to April, 2010

17. HAJ 2009 OPERATIONS

This year's Haj operations began on 20.10.2009. This year, the number of pilgrims who would get the benefit of Haj subsidy has been retained at the same level as in last year i.e. 1,23,211. The fare to be paid by each pilgrim has however been increased from Rs.12,000/- to Rs.16,000/-. The remaining cost of air travel will be borne by the Government as subsidy. In order to provide better connectivity to Haj pilgrims from Jharkhand and Karnataka, two new embarkation points were added from Ranchi and Mangalore respectively. The operations from Ranchi was on Hub and Spoke basis while the operations from Mangalore was a direct one. The Haj operations have been successfully completed.

18. INDIA AVIATION 2010

In association with FICCI, this Ministry had organized 2nd edition of INDIA AVIATION 2010 from 3rd to 7th March, 2010 at Begumpet Airport, Hyderabad. The PARTNER COUNTRY was France and USA was the FOCUS COUNTRY

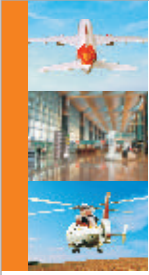
for the event. The event was a bigger event in magnitude to its predecessor INDIA AVIATION 2008.

19. AIRPORT ECONOMIC REGULATORY AUTHORITY (AERA)

AERA has been established on 12.05.2009 with the prime objective to create a level playing field and foster healthy competition amongst all major airports, (Government owned, Public Partnership based, Private) to encourage investment in airport facilities and regulate tariffs of aeronautical services, to protect reasonable interests of users and to operate efficient, economic and viable airports. With effect from 01.09.2009, AERA has commenced to discharge its regulatory functions. It has been operationalized with a Chairperson, Secretary and other skeleton supporting staff.

20. INFORMATION TECHNOLOGY (IT) IN THE MINISTRY/ATTACHED OFFICES

Ministry's Local Area Network (LAN) is strengthened by integrating best practices, hardening of switches, routers and upgradation of antivirus. For the required increased bandwidth and the installation of Electronic Video Conferencing System (EVCS), a new extra lease line of 10 Mbps has been provided by Power Grid Corporation of India Ltd (PGCIL). On the directive of DOPT, e-service book, a new concept is being added in the Ministry, to create e-mail for the officers/staff. A new system, 'Air Travel Information System' has been developed for maintaining a database of 'Grant of relaxation cases to travel by airlines other than Air India with reports on number of journeys by Department officials. Crisis Management Plan (CMP) for Ministry of Civil Aviation, as per the guidelines by CERT-In of the Ministry of IT & Communication has been prepared. It deals with cyber related crisis coordination and problem identification, information exchange, remedial actions to mitigate & recover organizational processes. The CMP describes the Network Architecture in Rajeev Gandhi



Indian Aviation 2010

Bhawan, nature of cyber crisis and possible targets and impact of crisis on these targets. This plan is vetted by Network Security Group, NIC. A new corner for 'Airports Economic Regulatory Authority' (AERA) has been created on the Ministry's website. The website of the Ministry also provides necessary information for public domain and it links to other sites which are under the purview of the Ministry. Besides the above, the softwares already in place for Office Procedure Automation(OPA), Parliament Question System(PQS), Composite Payroll System(CPS), RTI, PGRAMS etc are being maintained and are under the process for upgradation.

At Directorate General of Civil Aviation(DGCA), NIC network infrastructure has 2 lease lines of 10 & 2 Mbps respectively and act as backup to each other. DGCA network has approximately 150 machines with internet facility. To maintain the network facility and to provide antivirus support, NIC has extended Facility Management Services. DGCA has applications for its processes like Issue of Flights, Crew Licences, Medical Examination System of pilots, Civil Aircraft Register Information System,

Domestic Airline Schedule Information System, Comprehensive Payroll System, DGCA's Surveillance Information System, Fee Collection System, Accident/Incident Reporting System and Pilot's and Engineers' Examination System. DGCA also has a comprehensive website containing lot of citizen-centric information that is regularly updated.

Bureau of Civil Aviation Security (BCAS) has formulated an IT plan for modernization and automation of Office Procedures. BCAS is a part of Optical Fiber Cable (OFC) LAN with 2Mbps lease line with antivirus support provided by NIC. BCAS website provides information about its organizational details, training results, aviation circulars, various circulars for passengers and airline operators for the general users, and Aviation Security Circulars and Orders for the restricted users, carrying out airport related operations all over India.

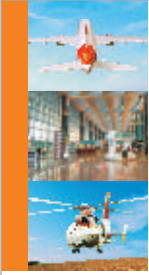




2. MINISTRY OF CIVIL AVIATION



Rajiv Gandhi Bhavan at Safdarjung Airport Complex



2.1 ORGANISATION

Ministry of Civil Aviation has the following organisations under its administrative control: -

- (i) Attached/Subordinate Organisations.
 - Directorate General of Civil Aviation (DGCA)
 - Bureau of Civil Aviation Security (BCAS)
 - Commission of Railway Safety (CRS)
 - Airports Economic Regulatory Authority (AERA)
- (ii) Autonomous Body
 - Indira Gandhi Rashtriya Uran Akademi (IGRUA)
- (iii) Public Sector Undertakings
 - National Aviation Company of India Limited (Air India)
 - Airports Authority of India (AAI)
 - Pawan Hans Helicopters Ltd. (PHHL)
 - Alliance Air (Subsidiary of Air India)

Secretary, Ministry of Civil Aviation is assisted by one Financial Advisor, one Economic Advisor, three Joint Secretaries, eight officers of the level of Director/Deputy Secretary/Financial Controller and eleven officers of the level of Under Secretary/Assistant Financial Controller. Functions of the Ministry are distributed amongst its eighteen sections, which form the primary work units.

In addition to framing policies, the Ministry provides guidance to the organisations in the implementation of policy guidelines; monitors and evaluates 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.

2.2 ORGANISATION AND METHOD

The instructions regarding time limit for disposal



Rajiv Gandhi Bhavan

- Hotel Corporation of India (HCIL) (Subsidiary of Air India)
- Air India Charters Limited (AICL) (Subsidiary of Air India)

Organisational set-up of the Ministry of Civil Aviation is at Annexure I.

for various cases along with Channel of Submission are available on the Website of this Ministry in compliance to the Right to Information Act. Instructions are issued from time to time stressing the need for Observance of various provisions of Manual of Office Procedure.



An Annual O&M Inspection programme for all sections has been chalked out.

2.3 RECORD MANAGEMENT

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

2.4 MODERNISATION

The National Informatics Centre (NIC) plays an important role in the computerization of activities in the Ministry and its attached offices, DGCA and BCAS. NIC has set up a good network infrastructure with leased line & back up RF connectivity to NIC's NICNET in its computer centre in the Ministry as well as DGCA. Each of these centres cater to about 120 client machines with internet facility. To maintain the network services and give antivirus support, NIC has extended Facility Management services.



NIC unit at ministry

Executive Video Conferencing System (EVCS) has been installed in the Secretary's office which enables point to point Video conferencing facility with other Secretaries of Government of India. Higher band width fiber optic WAN connectivity with NIC, HQ is operational.

In the Ministry, a comprehensive Composite Payroll System, the Parliament Question System and File Tracking system (OPA) are in operation. Besides, a host of centralised e-governance applications like RTI-MIS, CPGRAMS and monitoring of ACC vacancies are operational.

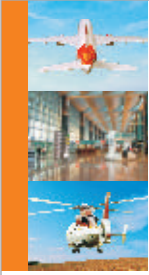
In the office of Director General of Civil Aviation, Flight Crew Licensing System for issue & renewal of Pilots License, Civil Aircraft Registration System, Domestic Airlines Schedule Information System, Accident Incident Reporting System, Dangerous Goods Surveillance Information System, Mandatory Modification System, Composite Payroll System, Fee collection System, RTI-MIS and Examination System for Pilots & AME are in place. Some public interfaces, like list of admitted candidates for AME/Pilot examination, Exam schedules of AME/Pilot examination, AME/Pilot Examination results, Medical assessment of Pilot declared fit, status request for Premedical History file movement, know your aircraft before you fly etc are made available in the DGCA website. The websites of the Ministry, DGCA and BCAS are constantly updated.

2.5 PUBLIC GRIEVANCE REDRESSAL MACHINERY

The Public Grievance Redress Machinery (PGRM) in the Ministry is headed by a Joint Secretary who has been designated as the "Public Grievance Officer". All organizations under the Ministry too have a full-fledged grievance redressal machinery headed by respective designated "Nodal Officers". The Centralized Public Grievances Redressal and Monitoring Systems (CPGRAMS), which is a web based online public grievance handling system has been introduced and developed by the Department of Administrative Reforms & Public Grievances (DARPG) in consultation with the National Informatics Centre (NIC). The system has been implemented in this Ministry for prompt and effective disposal of the grievances from 1.1.2008. During the year 2009, a total of 425 public grievance cases were received online, out of which, 300 grievances, i.e. 75% approximately, have been disposed through the CPGRAMS.

2.6 RIGHT TO INFORMATION ACT, 2005

With the increased awareness among the people about Right to Information Act, there has been significant increase in the number of applications/appeals received this year. However, all effort has been made for timely disposal of the



Rajiv Gandhi Bhavan

applications. As a result this Ministry has been listed among the top 10 Public Authorities on website of Department of Personnel & Training with a 98.75% disposal rate of applications under the RTI Act. This Ministry is also among the very few Ministries who are using the RTI-MIS System which is an online web enable system, for efficient and effective monitoring and reporting of requests and appeals received by a public authority. All efforts are being made to provide updated information suomoto to the public at regular intervals through the website of the Ministry i.e. www.moca.gov.in making it convenient for the people to obtain as much information relating to this Ministry as possible instead of the public having to resort to the RTI Act.

2.7 ADMINISTRATIVE & STAFF GRIEVANCE REDRESSAL MECHANISM

Payment of pension and other retirement benefits are being promptly settled. All cases regarding revision of pension/family pension in respect of old pensioners and their families consequent upon the implementation of the recommendations of the 6th Pay Commission are being settled expeditiously. A Staff Grievance Cell has been functioning in the Ministry for expeditious disposal of complaints and representations of the employees. Harmonious relations are being

maintained with the members of the staff.

In furtherance of the objectives of the Government to promote effective, responsive and citizen friendly administration, the website of the Ministry has been regularly updated making it more informative and user friendly to disseminate latest up-to-date information relating to the Civil Aviation Sector.

2.8 WELFARE OF MINORITIES

The Government's 15-point directive about the welfare of minorities, envisages that where large-scale employment opportunities are provided by the Railways, Nationalised Banks and Public Sector Enterprises, it should be ensured that special consideration is given to recruitment from minority communities. All Public Enterprises under the Ministry have been advised to comply with the directive. Periodical returns have been prescribed to monitor compliance / progress and the same are being sent to the concerned authorities i.e. Department of Public Enterprises.

2.9 VIGILANCE

The Vigilance Unit of the Ministry is headed by a Chief Vigilance Officer (CVO) in the rank of Joint Secretary who functions as the nodal point in the vigilance set up of the Ministry. The CVO is normally assisted by a Director and an Under Secretary. The Vigilance Unit monitors and



coordinates vigilance activities of the Offices and Public Sector Undertakings/ Autonomous Bodies under its administrative control.

Preventive vigilance continues to receive priority attention with primary emphasis on identification of sensitive areas. The guidelines/ instructions of the Department of Personnel and Training and Central Vigilance Commission are followed.

In pursuance of Central Vigilance Commission's directions, "Vigilance Awareness Week" was observed in the Ministry from November 3-7, 2009. The Secretary, Ministry of Civil Aviation administered the 'PLEDGE' to all the employees of the Ministry on November 03, 2009.

During the year out of 4 (four) complaints received from Central Vigilance Commission, 3 (three) complaints were disposed off and 1 (one) case is under process.

2.10 WELFARE OF SCs/STs/OBCs

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 organisations. Similar cells also exist in various organisations of the Ministry. Inspection of Reservation Rosters maintained by various organisations of the Ministry is conducted periodically to ensure proper implementation of Government orders in respect of reserved categories. Orders / instructions issued by the Government in regard to reservation for SCs, STs & OBCs from time to time, are brought to the notice of all the organisations 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 & Empowerment. Representations/ complaints /grievance petitions received from SC, ST & OBC employees / their Associations are examined and remedial action taken wherever required.

2.11 WELFARE OF SENIOR CITIZENS

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

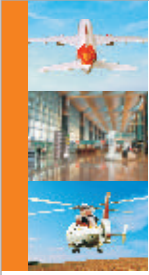


treatment for senior citizens. Instructions have been issued for the following:-

- 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 until 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.

Air India offers a discount to senior citizens on domestic routes applicable to women aged 63+ and men aged 65+. Wheelchairs and special assistance are provided on request. Fifty percent discount on the normal economy class fare to Senior Citizens for travel on domestic sectors on its network has also been given w.e.f. 1.12.2006, subject to following conditions: -

- Besides Round Trip & Circle Trip journeys, One-way journey is also permitted.



- There is no minimum stay requirement at destination/intermediate point in case of Round Trip / Circle Trip journey.
- Re-routing is permitted.
- There is no time limit for purchase of tickets.
- An Indian National residing in India is eligible for the discount.

2.12 PROTECTION OF ENVIRONMENT

Keeping in view the guidelines of the Ministry of Forests and Environment all the Organisations under this Ministry have been given instructions to make every effort to protect the environment.

2.13 OFFICIAL LANGUAGE

A high level Hindi Salahkar Samiti under the Chairmanship of Hon'ble Minister has been constituted to give recommendations for promoting the use of Hindi in the Ministry and its subordinate organizations. The meetings of this committee are held periodically. This year various competitions have been organized during Hindi fortnight in the Ministry. Hon'ble Minister distributed prizes and shields to the deserving participants of various competitions.

During the inspection carried out by the Committee of Parliament on Official Language in the various offices of the Ministry, the questionnaires of the respective offices are analyzed. The representation of this Ministry is ensured in every meeting.

2.14 ACCOUNTING ORGANISATION

The Secretary is the Chief Accounting Authority of the Ministry. Financial Advisor, Economic Advisor and the Financial Controller assist him in this task. The Financial Controller looks after the accounting organisation, with the assistance of an Assistant Financial Controller and seven Pay & Accounts Officers (PAOs). Accounting organisation comprises of the Principal Accounts Office,

Internal Audit Wing, two Pay & Accounts Offices at Delhi and three outstation Pay & Accounts Offices at Mumbai, Kolkata and Chennai. The Principal Accounts Office consolidates the accounts of the entire Ministry and other related matters, apart from co-ordinating the administrative functions of all the PAOs. The Principal Accounts Office also compiles Appropriation Accounts, Finance Accounts and Statement of Central Transactions, pertaining to the Ministry; arranges internal inspection of payments and the accounting records maintained by the various subordinate formations and conducts inspection of records pertaining to transactions of the Ministry.

Internal Audit - The Internal Audit Organisation of the Ministry is headed by Financial Controller who is assisted by one Assistant Financial Controller, one Senior Accounts Officer and Four Asstt. Accounts Officers. In addition to this, one Senior Accountant and one Accountant perform the miscellaneous duties pertaining to Internal Audit. This wing is responsible for internal inspection of accounts maintained by the Ministry and its subordinate/attached offices located across the country. Audit is carried out in accordance with the instructions and procedures laid down in the Internal Audit Manual.

2.15 AUDIT PARAS

A total of 24 audit paras have been included in the reports of the C&AG which are outstanding as on 1.2.2010. Action Taken Notes (ATNs) have been sent to audit in respect of 15 paras, vetted remarks of audit have been received in respect of 8 paras and replies of audit in respect of remaining 7 paras are awaited. Further action in respect of those paras where remarks of audit have been received, is being taken. Organization-wise break-up of pending audit paras is as under. A Summary of important audit observations is at annexure II.

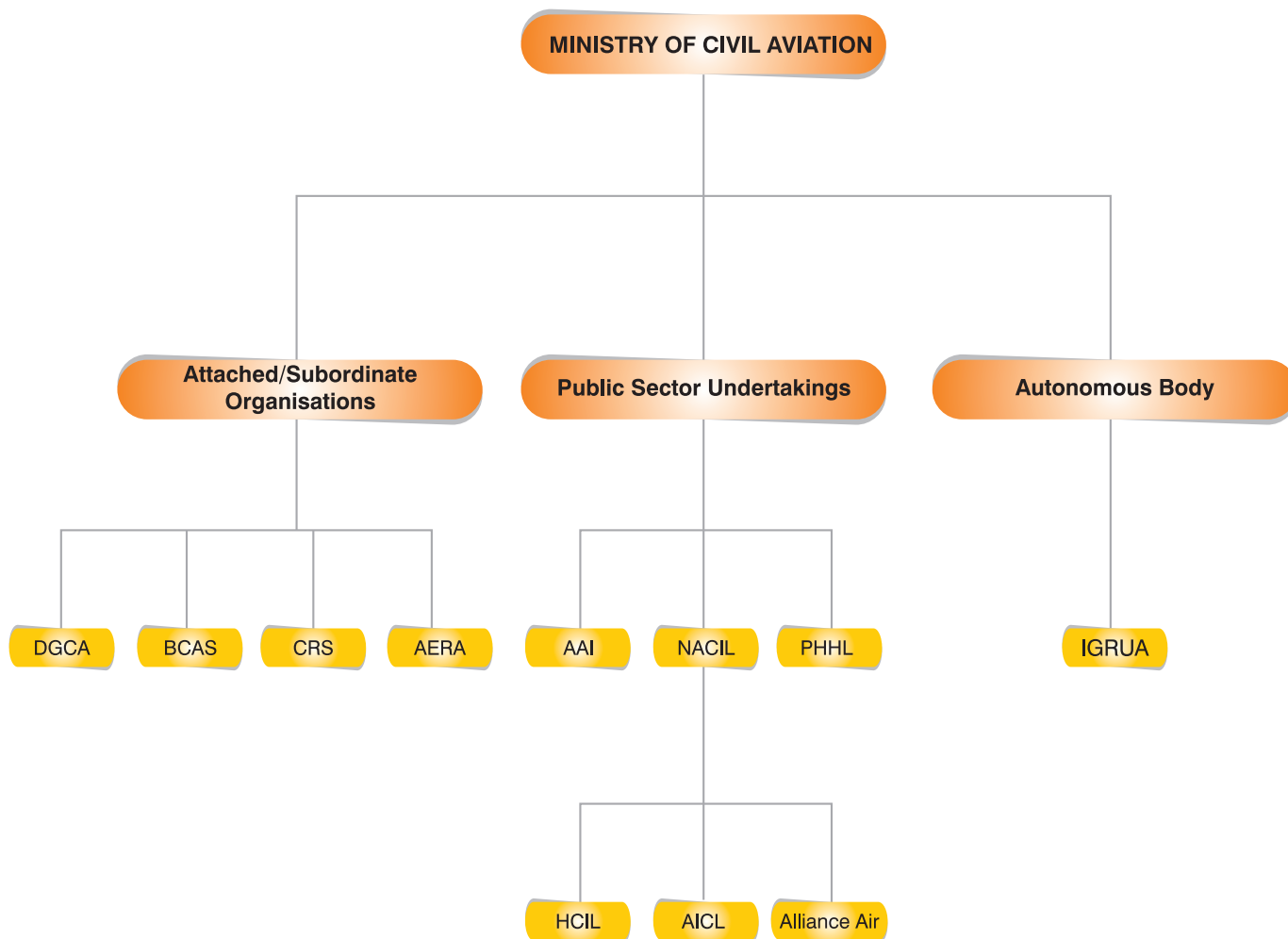
St.	Name of the organization	Number of Paras Pending
1.	Ministry of Civil Aviation	2
1.	Airports Authority of India	7
2.	National Aviation Company of India Limited	10
4.	Pawan Hans Helicopters Limited	5
Total		24



Annexure-I

As on 31.12.2009

ORGANISATIONAL SET-UP OF THE MINISTRY OF CIVIL AVIATION





Annexure II

Audit Para

S. No.	Para /Report No.	Audit observation	Status as on 4.3.10
1.	Para No. 2.1.1 of Report No. CA 24 of 2009-10 (Compliance Audit)	Airports Authority of India The Authority could not avail of the benefit of higher contract rates by not initiating advance action as envisaged in the provisions of commercial Manual for duty free shops at the airports which resulted in revenue loss	ATN sent to audit on 12.10.09 Vetted remarks of audit received on 2.3.10. Comments of AAI on vetted remarks of audit are awaited.
2.	Para No. 2.1.2 of Report No. CA 24 of 2009-10	of Rs. 5.15 crore. The Authority's failure to incorporate the actual area (Compliance Audit) occupied in the award letter and delay in rectifying the mistake resulted in loss of revenue of Rs. 1.77 crore.	ATN sent to audit on 4.12.09. Vetted remarks of audit received on 2.3.10. Comments of AAI on vetted remarks of audit are awaited.
3.	Para No. 2.1.3 of Report No. CA 24 of 2009-10 (Compliance Audit)	The Authority did not get insurance cover based on current valuation of its assets at Chatrapati Shivaji International Airports, Mumbai resulting in loss of Rs. 1.07 crore.	ATN sent to audit on 15.10.09. Vetted remarks of audit received on 2.3.10. Comments of AAI on vetted remarks of audit are awaited.
4.	Para No. 2.1.4 of Report No. CA 24 of 2009-10 (Compliance Audit)	The Authority incurred loss of Rs. 65.58 lakh in purchase and transfer of spare parts of X-ray Baggage Inspection System (X-BIS) machines to private operator at Delhi airport due to poor planning. National Aviation Company of India Ltd.	ATN sent to audit on 21.10.09. Vetted remarks on 02.03.10. Comments of AAI on vetted remarks of audit are awaited.
5.	Para No.2.2.1 of Report No. CA 24 of 2009-10 (Compliance Audit)	Acceptance of higher rates for catering services for its own flights than the rates for Air India Express flights finalized by the Company with the same caterers on the same dates resulted in extra expenditure of Rs.8.49 crore.	ATN sent to audit on 18.8.09. Vetted remarks of audit received on 29.10.09. Comments of NACIL on vetted remarks of audit are awaited.
6.	Para No.2.2.2 of Report No.CA 24 of 2009-10 (Compliance Audit)	The company got additional electricity load without proper assessment of present and future demand which resulted in extra payment of electricity charges of Rs.4.89 crore. Pawan Hans Helicopters Ltd.	ATN sent to Lok Sabha Sectt. on 23.2.10.
7.	Para No.2.3.1 of Report No. CA 24 of 2009-10 (Compliance Audit)	The Company could not complete the mid life upgradation of helicopters within the time stipulated by the ONGC and thereby could not claim higher charter hire charges resulting in loss of revenue of Rs.42.51 crore.	Comments of PHHL for preparation of ATN are awaited.
8.	Para No.2.3.2 of Report No. CA 24 of 2009-10 (Compliance Audit)	Delay in overhauling of helicopters led to cancellation of agreement which resulted in loss of revenue of Rs.9.52 crore.	Comments of PHHL for preparation of ATN are awaited.

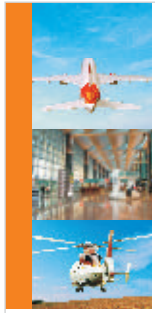




3. DIRECTORATE GENERAL OF CIVIL AVIATION



Office of DGCA, New Delhi



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 following Directorates under him: -

- i) Directorate of Regulation & Information.
- ii) Directorate of Air Transport.
- iii) Directorate of Airworthiness.
- iv) Directorate of Air Safety.
- v) Directorate of Training & Licensing.
- vi) Directorate of Aerodrome Standards.
- vii) Directorate of Flying Training.
- viii) Directorate of Flight Inspection.
- ix) Directorate of Administration.
- x) Aircraft Engineering Division
- xi) Air Space & Air Navigation Services
- xii) Training Academy.
- xiii) Information Technology Division

3.3 FUNCTIONS

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

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

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

3.4 INTERNATIONAL RELATIONS

3.4.1 Air Services Agreements

During 01 April 2009 to 31 December, 2009, bilateral air talks were held with Bosnia & Herzegovina, Nepal and Netherlands to review the existing bilateral arrangements. In addition, Indian delegation participated in the 2nd ICAO International Civil Aviation Conference (ICAN) held in Istanbul (Turkey) from 28th September to 2nd October, 2009, where talks were held with the representatives of 19 countries. The formal talks were held with the representatives of Azerbaijan, Czech Republic, Kenya, Norway, Switzerland, Portugal and Iran, and informal talks were held with the representatives of Austria, Bahrain, Fiji, Greece, Georgia, Hungary, Hong Kong, Singapore, Spain, Turkey, UAE and United Kingdom.

3.4.2 Universal Safety Oversight Audit Programme (USOAP)

Under the Universal Safety Oversight Audit



DGCA - Reception Area

Programme (USOAP), the International Civil Aviation Organisation (ICAO) carried out the audit of DGCA in October, 2006. There were 70 audit findings and recommendations made by ICAO in the areas of legislation, organisation, personal licensing, operation of aircraft, airworthiness of aircraft, aircraft accident and incident investigation, air navigations services and aerodromes. As mandated by ICAO, a corrective action plan was prepared by DGCA in consultation with AAI and IMD and the final report was published by ICAO in July, 2007.

While action on the most of the findings has been completed, action on the remaining findings in the areas of aerodromes and air navigation services is under way with AAI and ICAO TCB Project.

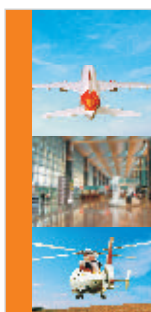
3.4.3 International Aviation Safety Assessment

The Federal Aviation Administration (FAA) of United States of America conducted an assessment of DGCA India under the International Aviation Safety Assessment (IASA) Programme. While the FAA's team found India to be compliant in areas of legislation, operating regulations, civil aviation structure, safety

oversight functions, licensing and certification obligations, it raised concerns in the areas of adequate technical guidance for DGCA technical officers, hiring and retaining adequate technical personnel in DGCA, establishment of an ongoing surveillance programme of air operators and an resolution of identified safety issues. These deficiencies were required to be rectified by DGCA in a limited time frame of about five months. Non-action on the part of DGCA could have resulted in India being downgraded to category 2 from category 1 which had been held by India since 1997. Such a downgrade would have not only adversely impacted the international air transport in India but also caused a setback to India's image in ICAO, EU, USA and in the international aviation community. To overcome the deficiencies, DGCA prepared an aggressive plan and was able to demonstrate compliance to the satisfaction of the FAA team when they revisited India in September, 2009. India retained category 1 status.

3.4.4 Road Map of DGCA

A 'Road Map' had been prepared by DGCA for the actions to be completed under the ICAO USOAP



audit as well as sustenance of actions taken for FAA's IASA programme. The salient features of the 'Road Map' are as under :-

- i. Augmentation of Human Resources in DGCA
- ii. Establishment of a Civil Aviation Authority
- iii. Training of Human Resources
- iv. IT driven solutions in DGCA
- v. Filling of the gaps in use of technology to enhance safety
- vi. Establishment of adequate Regulatory Framework
- vii. Compliance with ICAO's USOAP audit recommendations
- viii. Assistance from ICAO in addressing ICAO's USOAP findings
- ix. Establishment of Safety Management System
- x. Establishment of State Safety Programme
- xi. Fulfilment of Surveillance and Enforcement Obligations
- xii. Construction of DGCA Bhawan

3.5 LEGISLATION

3.5.1 To keep the statutory provisions abreast with the international standards and the latest developments in the civil aviation sector, comprehensive amendments have been carried out in the Aircraft Rules, 1937 and the Aircraft (Carriage of Dangerous Goods) Rules, 2003. A list of such amendments is produced below:-

- (a) Amendment to rule 135 of Aircraft Rules, 1937 (Tariff)- GSR (E) dated 16-04-2009.
- (b) Amendment to Schedule VI Aircraft Rules, 1937 (Penalties)- GSR 686(E) dated 17-09-2009
- (c) Amendment to rule 3 Aircraft Rules, 1937 (definition of 'Aerodrome Operator' – GSR 690(E) dated 22-09-2009.
- (d) Amendment to rules 90(1) and 90(3)(b) of Aircraft Rules, 1937 (Revision of fees for test/inspection/examination etc.)- GSR 744(E) dated 09-10-2009
- (e) Amendment to rules 62 and 133C of the Aircraft Rules, 1937 (Substitution of any officer by any person)- GSR 745(E) dated 12-10-2009.
- (f) Amendment to rule 86, 88 and 89 of Aircraft Rules, 1937 (user Development Fee) – GSR 757(E) dated 14-10-2009.

- (g) Amendment to rule 12 of Aircraft (Carriage of Dangerous Goods) Rules, 2003 (Dangerous Goods Training)- GSR 823(E) dated 12-11-2009

3.5.2 Civil Aviation Requirements (CARs)

During the year seven Civil Aviation Requirements (CARs) have been issued and 36 CARs have been revised on various subjects.

3.6 AIR TRANSPORT

3.6.1 Tourist Charters

Operation of Inclusive Tour Package Charter flights to and from India continued under the liberalized guidelines issued vide Aeronautical Information Circular No. 12 of 2008 and a total number of 557 flights were operated during the calendar year 2009 bringing 1,18,064 tourists to India.

3.6.2 Non-Scheduled Operator's Permit

As on 31st December, 2009, a total number of 118 companies are holding Non-Scheduled Operator's Permit as against 99 companies during the calendar year 2008.

3.6.3 Domestic Scheduled Operators

In addition to National Aviation Company India Ltd (Air India) Ltd., National Aviation Company India Ltd (Indian Airlines), Alliance air and Air India Charters Ltd; there are at present seven private scheduled operators viz, Jet Airways (India) Ltd; Jet Lite Ltd., Kingfisher Airlines Ltd., Spice jet Ltd., Paramount Airways Pvt. Ltd., Go Airlines (India) Pvt. Ltd. and Inter Globe Aviation Ltd. (Indigo) operating on the domestic sector providing a wide choice of flights and connectivity to various parts of India. Two cargo airlines viz Blue Dart Aviation Pvt. Ltd and Deccan Cargo & Express Logistics Pvt Ltd. are also operating as scheduled cargo services in the country. During the calendar year 2009, a total number of 5,08,141 flights (scheduled) were operated by the domestic scheduled operators carrying a total of 43.320 million passengers (scheduled) as against 5,22,607 flights carrying a total of 40,848 million passengers during the previous year.

3.7 AIRWORTHINESS

3.7.1 Registration of Aircraft

During the period of report a total of 171 aircraft



were registered by airworthiness Directorate. With this the total number of aircraft registered under various categories will be 413 schedule, 324 non-schedule and 793 in miscellaneous category. The total number of aircraft holding current Certificate of Airworthiness as on 31st December, 2009, was 1034.

3.7.2 Revision of Aircraft Maintenance Engineers Licensing System

The procedure of examination for issue of Aircraft Maintenance Engineer's Licence has been amended to introduce the subject of Human Factors. This year 2331 AME Licences were issued. The total number of AME Licences issued till now is 14202.

3.7.3 Approved firms

There are 238 firms approved by this directorate for various purposes.

3.7.4 Training of Officers

The Directorate conducted twelve courses for in-house training of officers on various subjects of airworthiness. In addition, thirteen officers were sent abroad for training and international exposure.

3.8 EXAMINATION

3.8.1 Central examination Organisation, R.K. Puram conducts examinations for the issue / endorsement of Private Pilots Licences (PPLG), Commercial Pilots Licences (CPLG), Pilots Technical (PPLT/CPLT/ATPLT), airline Transport Pilot Licences (ATPL) and Aircraft Maintenance Engineers (AME) as per the examination schedule announced in the advance. These examinations are conducted in such a manner that one or the other examination is held almost every month. After conduct of these examinations, the results of previous examinations are also required to be declared in time. The detailed data regarding the examinations conducted by CEO during the period from January 2009 to December 2009 are as follows: -

	AME	PILOT	TOTAL
No. of applicants	43,494	23,090	66,584
No. of papers	49,172	38,063	87,235
No. of computer numbers generated	7,100	2,300	9,400
No. of Examinations including special examinations	05	17	22

3.8.2 In addition to above, the following activities associated with examination were undertaken :-

1. List of computer number was made for pilots and AMEs individually.
2. List of candidates rejected for grant of computer numbers was prepared.
3. List of candidates admitted for Pilots and AME exams.
4. List of candidates rejected for Pilots and AME exams.
5. The examination schedule for Pilots and AME exams.
6. The result list of all the candidates, who have appeared in any schedule examination.
7. Instructions for the candidates for Pilots and AME exams.
8. Issuance of public notice regarding advancement/postponement of Pilots and AME exams.

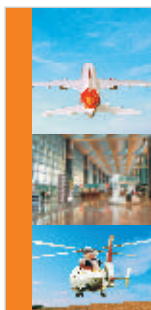
3.9 TRAINING AND LICENSING OF AIRCREW

3.9.1 Basic Flying Training

To improve upon the indigenous training facilities the capacity of IGRUA is being increased from existing 40 to 100 trainees and another National Flying Training Institute is being set up at Gondia, in Maharashtra. At present there are 25 Flying Training Institutes, which produce around 150 pilots per year. This would increase significantly with the new initiatives taken by the Government.

3.9.2 Licensing of air crew

During 01st January to 31st December, 2009, 1794



CPL, 335 ATPL, 78 CHPL, 127 PPL, 1713 IR, 2126 FRTOL and 1598 FATA licenses/ ratings were issued by the DGCA. In addition, 2268 renewals/endorsements on Boeing/Airbus and small aircraft were carried out. Renewal of 1755 licenses was also carried out.

3.10 FLIGHT INSPECTION

During the year 2009, Flight Inspection Directorate carried out the following major activities: -

3.10.1 The Flight Inspection Directorate (FID) conducts regular Inspections and Surveillance of scheduled airlines and their aircrew in particular 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, AIP India etc. Continuous surveillance of various operational aspects of operators is ensured by conducting various inspections/ Surveillance Checks 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 etc. of the operators and Standardization/Proficiency Checks of their Training Captains are conducted as per the requirements.

3.10.2 The Flight Inspection Directorate also carried out the following functions :

- (i) Approval of Examiners/Instructors/Check Pilots and standardization checks of Training Captains.
- (ii) Approval of Training Programmes of Flight Crew on Multi-engine aircraft (both Fixed Wing & Helicopters) for Scheduled/ Non-scheduled and General Aviation Operators.
- (iii) Approval of Simulators and advanced Training Institutes.
- (iv) Approval for Flight Dispatchers of Scheduled Operators.
- (v) Approval of Aerodrome Operating Minimas for different Precision and Non-Precision Approach at various airports.

- (vi) Examination of Operations Manual/Training Manual/ Aircraft Operating Checklist and MEL requirements etc. for ILS CAT II / III / ETOPS/RVSM operations.
- (vii) Approval of Standard Operating Procedures for operations to New Stations & Critical Airports i.e. airports surrounded by Hilly/difficult Terrain.
- (viii) Pilots'/Operator's Authorization to conduct ILS Cat-II/IIIA/IIIB Operations.
- (ix) Oral Examination of Indian Pilots /Instructors & Examiners.
- (x) Approval of Flight Crew Training and operating requirements for Specialized Operating Procedures viz. RVSM/ETOPS/RNP.

3.10.3 Further, Flight Inspection Directorate rendered advice to other Directorates 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 operated by Scheduled & Non-scheduled Operators from operational point of view. Suitability/ adaptability of operation related equipment installed on aircraft from operational aspects. Operational approval on Specialized Operations (RVSM, RNP, RNAV, ETOPS etc.)
- Directorate of Air Safety : Investigation of Accident/ Incident. Examination & Review of IAL Procedures and if necessary, Flight Trials are carried out on aircraft and simulators by the Flight Operations Inspectors.
- Central Examination Organization: Flight Operations Inspectors are associated with CEO for standardization of Question Papers. Flight Operations Inspectors also conduct Oral Test of Pilots in association with Examiner of Personnel for issue of ALTP.
- Directorate of Air Transport : Evaluation of operational and training capabilities of operators at the time of issue of Airline Operator's Certificate.



3.10.4 During the year 2009 Flight Inspection Directorate carried out the following major activities:

- (i) During the year 2009, 980 no. of surveillance Inspection of domestic, Scheduled non Scheduled, General Aviation helicopter operators were carried out.
- (ii) 17 Simulators/Flight Training Device of various Operators were evaluated/approved.
- (iii) Approval of Indira Gandhi Rashtriya Uran Academy (IGRUA) as Flight Training Institute was re-validated.
- (iv) Approvals were granted to 149 Training Captains (Check Pilots/Instructors/Examiners) of various scheduled airlines.
- (v) Following Operations Circulars were issued by FID for guidance of Scheduled/Non-scheduled/General Aviation operators in order to enhance safety of aircraft operations:-
 - a) Crew Resource Management Training – Advisory Circular
 - b) Flight Crew Procedures During Taxi Operations - Advisory Circular
 - c) Line operational Simulations: Line-Oriented Flight Training, Special Purpose Operational Training
 - d) Single-Pilot Procedures During Taxi Operations – Advisory Circular
 - e) Dispatcher/Flight Operations Officer Resource Management Training – Advisory Circular
 - f) Reduced Effectiveness of TAWS/EGPWS Equipment – Advisory Circular
 - g) Communication and Coordination Between Flight Crew Members and Cabin Crews – Advisory Circular
 - h) Controlled Flight into Terrain – Advisory
 - i) Adverse Weather/Monsoon Operations
 - j) Standard Operating Procedures
- (vi) 33 Standard Operating Procedure(SOPs) for various Airlines/Operators at various airports & critical airfields were examined and approved.
- (vii) Approximately 700 Nos. of Flying training syllabus on different types of aircrafts/ helicopters were approved to individuals and various operators.

(viii) Approximately 65 Operations/Training Manual of various Non-Scheduled operators has been approved during the year.

(ix) Following CARs have been issued :-

- a) Requirements for approval of Type Rating Training Organization (TRTO)
- b) Criteria for approval of Ground Instructors.

3.11 AERODROME STANDARDS

3.11.1 Functions of Aerodrome Standard Directorate

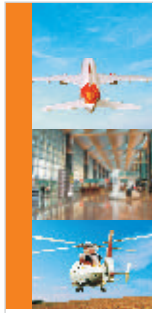
The Directorate of Aerodrome Standards deals with inspection and Licensing/ authorization of aerodrome/ heliport and monitoring of the aircraft operations at aerodromes vis-à-vis the facilities provided at the aerodromes and heliports approved / licensed by this directorate. In addition, this directorate is also entrusted with the responsibilities for looking after job related with ATM.

3.11.2 During the period 2009-2010, till date following important activities were undertaken by this directorate:

A) Aerodromes:

1. Aerodrome license was issued to Mangalore Airport under Public use category.
2. Surveillance Inspection of all aerodrome under Public/ Private use category at Jaipur, Guwahati, NSCBI, Kolkata , Trivandrum , Rajiv Gandhi International Airport, Hyderabad. Cochin International Airport, Cochin, Ahmadabad Airport, Chennai International Airport, Varanasi Airport , Lucknow Aerodrome, Amritsar Aerodrome. Nagpur, Puttaparthee, Bokaro, Lengpui, Jamshedpur Jindal Vijaynagar Airport
3. Inspection of Aerodrome for the purpose of renewal of Aerodrome License- Rourkela Aerodrome, Mithpur Airfield, .Essar roof top helipad, JSPL, Raigarh , Essar roof top helipad.
4. Renewal of Aerodrome License- Birlagram, Nagda Airfield, Burnpur Airfield, SAIL, Bokaro Airfield , TATA Steel, Jamshedpur Coimbatore, Cochin.
5. Monitoring of Airport Emergency Exercise of





Bangalore Airport.

6. Issue of circular on Ambulift provision.
7. Amendment proposed by ICAO in their annexes were reviewed and processed for incorporation in relevant CARs.
8. Fog monitoring at IGI Airport, New Delhi.
9. Participation in the preparatory meeting for Republic/ Independence Day Celebration.
10. Operation of Runway 27 A at Mumbai.

B) New Aerodromes/ Helipads :

1. Site Inspection carried out by DGCA- Anitalia roof top Elevated helipad, Mumbai , Casino Royal Helideck, Goa, Elevated helipad at Royal Gardenia Hotel, Bangalore , Roof top helipad at Otterra Hotel, Bangalore, Site inspection of Manijri Helipad, Site inspection of helipad at Hill Powai, Mumbai , Site inspection for Kushinagar green field airport, Site Inspection of heliport at Gadhimoga , Site inspection for construction of Proposed Roof Top Heliport (Private) on The ITC Grand Chola Hotel in Chennai. Roof top helipad, Vikhroli, Mumbai.
2. Inspection of Aerodrome for the purpose of issue of Aerodrome License- Angul Airport, Inspection of Imphal Airport for Issue of aerodrome License.
3. Joint Inspection of Agra Airport for proposed scheduled operation by M/s kingfisher Airlines, Site inspection of Sholapurand Shirdi, Inspection of Imphal Airport for approval of night landing facility, Site inspection of runway 29/11 at IGI Airport for Cat-IIIB approval.
4. Special approval Issued- Permission to operate Spice Jet aircraft at Hosur airfield, removal of taxiway edge lights at IGI Airport, Delhi, Operationalisation of Mysore Airport, Commissioning of runway 09/27 at IGI Airport, New Delhi after recarpeting.

C) CNS/ ATM facilities:

1. Mixed mode operation at IGI Airport, New Delhi {and runway 14/32 reconstruction & start runway operation at CSI Airport, Mumbai}, restoration of Glide Slope angle at GHIAL & BIAL.
2. Approval of ILS CAT-IIIB operation from runway

11/29 at IGI Airport, New Delhi.

3. Inspection of runway 27 for operation after its re-carpeting at IGIA.
4. Processing and approval of SOP for short runway at Mumbai Airport during intersection overlay work of runway.

3.12 AIR SAFETY

3.12.1 The Air Safety Directorate is responsible for investigation of all notifiable accidents involving Indian Civil Registered Aircraft and also foreign registered aircraft in India. It also assists various Courts and Committees set up by the Government to investigate major aircraft disaster in the country. The directorate reviews the investigation reports submitted by the Inspector of Accidents, Inquiry Officers. Follow up of action for implementation of recommendations made by the Inspector of Accidents, Committee of Inquiry and Court of Inquiry is also carried out. This directorate at times also provides assistance to Defence Services of India in investigation of aircraft accidents.

3.12.2 As and when Court/Committee of inquiry are constituted by the government for investigation of accidents, technical assistance is provided starting from wreckage examination till report writing by the officers of this directorate. In addition incidents such as precautionary landings, forced landings, aborted take off, air misses, bird strikes, ATC incidents, ground incidents and all other occurrences affecting safety of aircraft operations, violations of Aircraft Rules, Civil Aviation Requirements etc are also investigated.

3.12.3 An accident prevention programme is continuously carried out by investigating all aircraft incidents which constitute hazard to flying and taking appropriate follow up action to prevent recurrences of similar incidents. Air Safety Circulars, Bulletins, Aircraft Accident Summaries, etc., are also issued from time to time. Implementation of various safety recommendations emanating from aircraft accident investigation and safety studies is being constantly monitored to enhance the level of safety in aircraft operations in the country. Inspection of various aerodromes and facilities



available at these aerodromes are carried out by the officers of this directorate to ensure that the aerodromes meet the stipulated standards of safety.

3.12.4 Safety Audits, Cabin Inspection, Operational Inspection, Preflight Medical Check, Random monitoring of FDTL & Monitoring of flights through CVR/DFDR analysis is also being carried out. Analytical review of accidents and incidents are made to prepare the statistical data for the purpose of 'trend analyses'.

3.12.5 A high priority action is taken continuously to eliminate/reduce the problems of bird strikes to aircraft at Indian Airports. Directives of the National Bird Control Committee (NBCC) are being implemented in a phased manner. The work of Airfield Environment Management Committees established at all aerodromes to take stock of the bird and animal hazard and to coordinate remedial measures.

3.12.6 Air Safety Directorate has set up an accident investigation laboratory for decoding Cockpit Voice Recorder (CVR), sophisticated equipments like CVR replay units and stereomicroscopes have been procured. This directorate has procured double data recovery unit for decoding of Quick Access Recorder tape/flash card installed on A320, A310 and B-747-200/400 aircrafts.

3.12.7 During the year 2009 there have been four accidents to Indian Civil Registered Aircrafts, the details of which are:

1. M/s National Aerospace Laboratories, Bangalore Experimental Saras aircraft VT-XRM at Bidadi, Bangalore on 06.03.2009.
2. M/s Chimes Aviation Pvt. Ltd. Sagar, M. P. Cessna 172 aircraft VT-CAI on 06.04.2009 at Bargi Dam, Jabalpur, M. P.
3. M/s Himalayan Heli Services Pvt. Ltd., Lama 315 B Helicopter VT-WEX near Amarnath Cave on 09.07.2009.
4. Govt of Andhra Pradesh Bell 430 Helicopter VT-APG on 2.09.2009 in Rudrakodru Hills, Andhra Pradesh.

Note: The accident to Govt of Andhra Pradesh Bell

430 Helicopter VT-APG on 2.09.2009 in Rudrakodru Hills, Andhra Pradesh been investigated by Committee of Inquiry under Rule 74 of Aircraft Rules 1937 and the report submitted to MCA; the remaining three accidents are under investigation by Inspector of Accidents under Rule 71 of Aircraft Rules 1937.

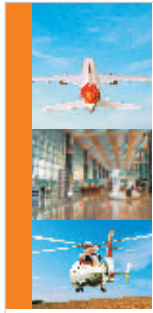
3.12.8 During the year 2009, there have been five serious incidents to Indian Civil registered aircraft, the details of which are given below:

- i) Serious Incident to M/s Jaypee Ventures Ltd King Air C-90 Aircraft VT-JIL at Rewa on 07.01.2009.
- ii) Serious Incident to Cessna 421 B Aircraft VT-DEW of M/s Chetak Aviation, Aligarh at Shivpuri, M. P on 21-03-2009.
- iii) Serious Incident to X-AIR F Ultra light Aircraft VT-RPS of Mr. Prashant Pratap Singh, Allahabad on 22-03-2009 at Dhimi Village , Pratapgarh, U. P.
- iv) Serious Incident to M/s Air India Boeing 747 VT-ESM on 04.09.09 at Mumbai airport.
- v) Serious Incident to M/s Kingfisher Airlines ATR 72 VT-KAC on 10.11.09 at Mumbai airport.

3.12.9 All serious incidents are under investigation by Inquiry Officer under Rule 77C of Aircraft Rules 1937. Investigation of the two serious incidents has been completed. The investigation report of the accidents/serious incidents are uploaded on the DGCA website after acceptance of the same by the MCA.

3.12.10 A cabin safety division which was established on 6th March 2007 was attached to Air Safety Directorate to ensure the cabin personal with the schedule/non-scheduled operators are trained in accordance with the regulatory provisions. A total of 379 in-flight cabin Inspections were carried out by cabin safety division.

3.12.11 A total of 1125 incidents were reported to the aircraft operated by scheduled/non-scheduled/private/state govt. There were 261 bird strike reported. Safety Audit of five (05) organizations was carried out. In addition 1280 surveillance inspections were carried out.



3.13 AIRCRAFT ENGINEERING DIVISION

3.13.1 Development of Certification requirements:

During this period Continued Airworthiness activities related to DHRUV (ALH) civil helicopter designed and developed by RWR&DC, HAL, Bangalore were carried out, which involved the following:

A. Approval of Modification:

Numerous documents have been examined such as FRB (Failure Review Board) Report, Vendor Reports and relevant compliance reports consistent with applicable paras of 14 CFR Part 29 and based on this a number of modification leaflets have been accorded approval.

B. Approval of flight test specification/Test Order/Test Programme:

- a) Flight test specifications No. RC/ALHC/DAA/TSP/123 dated 13.01.2009, Issue I, Rev A for evaluation of loads for fatigue tests of rescue hoist to be installed, have been approved.
- b) The Test Orders relating to composite material R Glass UD Hexply 913 G-R-7-33% tension test at CTA condition and related materials have been approved.

C. Witnessing of ground test/flight test:

The ground tests were witnessed by DGCA officials for carrying out conformance inspection of test specimen, test set up and its functionality.

3.13.2 Development of ITSO (Indian Technical Standard Organization) procedures

One ITSO procedure on Fuel Drain Valve vide ITSO No. C-76a was developed.

3.13.3 Type Acceptance :

Type Acceptance was granted for operation in India to Beechcraft 900 XP, Diamond model DA 42-L360 and DA 42 NG, Falcon 7X, Embraer EMB 500, Legend XL Powered parachute, BB 45 N- Balloon, Falcon 2000 LX, CTLS Light Sport Aircraft, Bell 47G 3B 2A rotorcraft, Bell 47G 3B1 rotorcraft and 280 FX helicopter .

3.13.4 Certification:

SARAS aircraft certification work is in progress.

DGCA is coordinating with European Aviation Safety Agency (EASA) for certification of DHRUV helicopter by EASA. After review and approval, seven (7) Airworthiness Directives (AD) for DHRUV helicopter have been issued. The same have been uploaded on DGCA website www.dgca.nic.in. All the 10 approved Design Organizations (DO) have undergone surveillance by DGCA for the year 2009 as per the 'Annual Surveillance Programme'

3.13.5 Bilateral Aviation Safety agreement (BASA):

- BASA with USA is in advanced stage of progress.
- Technical training of DGCA officials – In year 2009, 3 officials from DGCA(AED) have undergone training at FAA Training Academy, Oklahoma, USA.
- Shadow Certification Project-1 (Development of liferaft) – M/s Goodrich Co. is responsible for this project. Critical design review has been completed. Test articles development is in progress.
- Technical Assessment of DGCA to be conducted by FAA : FAA would carry out the assessment of DGCA in eleven defined areas. DGCA has provided the complete feedback package for the same to FAA.

3.13.6 Emission:

An Aviation Environment Unit (AEU) was constituted in the then Research & Development Directorate of this office. The main objective of this unit is to look into the various environmental issues causing due to growth in aviation sector in the country and to provide voluntary measures and feasible solutions in reducing the adverse affects. As a further step in this direction, all airports whether public or private, have been directed to develop Rain Water Harvesting Facilities inside the airport premises to recharge the ground water. Aviation Community Awareness Program has become a regular feature wherein lectures/presentations on aviation and climate change are organized by various organizations. A project proposal to establish National Emission Inventory from Aviation Sector is under active consideration. A similar proposal to



study the prevailing noise levels at IGI Airport is being considered by the Department for execution shortly. Inspired by the move, all new airports are being constructed adopting Green Building Codes that are more energy efficient and have a smaller carbon footprint than the earlier one. Utmost care is taken during construction so that the terminal buildings receive more of natural lights thus reducing dependency on conventional power sources.

3.13.7 GAGAN:

A state of art technology system meant for satellite based navigation system is under development in India by AAI and ISRO. DGCA has taken up certification of the system. The system would provide an advanced navigational capability with large improvement in handling capacity of runways and airports and would be catering to the advanced navigational ability of our neighboring countries also. The officers from this directorate have attended a number of meetings at ISRO, Bangalore. The documents and report prepared by various agency involved are under scrutiny.

3.13.8 Accident Investigation:

- Flight recorders of VT-PHP Helicopter, VT-XRM, Saras Aircraft and VT-APG, helicopter, which were involved in an accident, were brought in the lab. The recorders were downloaded and decoded in the lab to establish cause of accident.
- Flight Recorders of VT-PPF aircraft and PARTAP 1 and PARTAP 2 helicopter, which were involved in an incident were brought in the lab. The recorders were analyzed in the lab to establish cause of incident.

3.14 ADMINISTRATION

3.14.1 Strengthening of DGCA

In order to restructure and strengthen the DGCA, 427 additional posts in Group A, 48 in Group B & C and 81 posts of PS/PAs have been created. Each Regional office is now headed by a Deputy Director General.

3.14.2 ICAO Study on Civil Aviation Authority

The Ministry of Civil Aviation has requested ICAO to conduct a study on the establishment of a Civil

Aviation Authority which would operate in line with ICAO policy on autonomous civil aviation authorities, be self-funding to the extent possible, enjoy administrative autonomy and carry out regulatory functions. The study is in progress and the report is likely to be submitted by March, 2010.

3.14.3 Foreign Training of Officers

In order to enhance and upgrade the professional skill of the DGCA officers a provision was made in the plan budget for an amount of Rs. 1.5 Crores in the current year. Under this programme 14 officers to Federal Aviation Academy (FAA), USA, 2 officers to M/s L-3 Communications, USA; 13 officers to Singapore Academy, Singapore; and one officer was sent to Civil Aviation Management institute of China (CAMIC), Beijing, China for training.

3.14.4 Implementation of Official Language policy

All the general orders, establishment orders and notifications were issued bilingually in the office of the Director General of Civil Aviation. Air Accident Report, Statistical Report and Annual Report were brought out in bilingual form.

During the year 24 employees were imparted training in Hindi Workshop. Various experts of other offices were invited to deliver lectures in this workshop. In addition various Hindi competitions were conducted and Hindi Day was celebrated enthusiastically. The Director General gave commendation certificates and cash awards to the winners.

Hindi books and magazines were purchased from library fund to ensure implementation of Official Language Policy. Meetings of Official Language Implementation Committee were conducted regularly in every quarter.

3.14.5 Vigilance Activities

During the period, Shri R.K. Maheshwari, Jt. Director General continued to function as Vigilance Officer for the Office of DGCA. Large size painted boards have been displayed at all prominent places showing the name, official and residential address and telephone number of the Chief Vigilance Officer and Vigilance Officer.

This office observed the Vigilance Awareness



Week during 03-07 November, 2009 with taking pledge by all the officers and staff and by displaying the banner of 'Observation of Vigilance Awareness Week, 03-07 November, 2009' at prominent points of the office building/premises. Other instructions on the vigilance matters, as and

when received from the Ministries/Central Vigilance Commission are scrupulously followed and circulated.

3.14.6 Audit

As on 31st December, 2009, 64 Audit paras are outstanding.



Director General Dr. Nasim Zaidi with Mr. Lawrence Fields, Team Leader and Mr. Michael Zenkovich, Manager during FAA's IASA consultation visit to DGCA office on 23rd September 2009

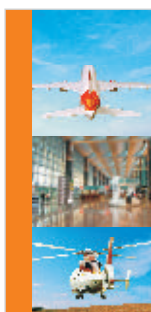




4. BUREAU OF CIVIL AVIATION SECURITY



Proposed building of BCAS Headquarters, New Delhi



1. The Bureau of Civil Aviation Security (BCAS) is an attached office of the Ministry of Civil Aviation. The Bureau is responsible for laying down the standards for pre-embarkation security and anti-sabotage measures in respect of civil flights and ensuring their compliance through regular Inspections and Security Audits. The aim of BCAS is to safeguard civil aviation operations against acts of unlawful interference.
2. BCAS has its Headquarters in New Delhi. It is headed by an IPS Officer of the rank of Director General of Police, designated as Commissioner of Security Civil Aviation, who is the designated "Appropriate Authority" to ensure development, maintenance, updation and implementation of National Aviation Security Programme for India and fulfill all international obligations in this context.
3. The Bureau is the singular regulatory authority for discharging all relevant national and international obligations in respect of training the personnel in Aviation Security responsibilities, testing and certification of screeners etc. The core responsibilities of Bureau include, inter-alia, the Planning and Coordination of all Aviation Security related activities, Operational Emergencies and Crisis Management. It has four Regional Offices at Delhi, Kolkata, Mumbai and Chennai, each under a Deputy Commissioner of Security (Civil Aviation), regulating, monitoring and conducting regular Security Inspections and audits of the airports in Northern, Eastern, Western and Southern region, respectively.
4. This Bureau has four Bomb Detection and Disposal Squads (BDDS) positioned at International Airports of Delhi, Mumbai, Kolkata and Chennai with latest equipments. These squads have rendered safe some of the sophisticated Improvised Explosive Devices (IEDs) and assisted local police in investigations.
5. **Bureau has set broad targets for**
 - (i) Modernization:
 - (a) Adopting IT and electronics equipment and

- Systems;
 - (b) Redesigning and updation of BCAS website.
 - (ii) R&D Database development: for EDP on Security audits, incident investigations and feed back, reports, technology adopted / identified/ available for security related equipment and systems etc.
 - (iii) Initiatives to improve Airport Security: by recommending various Security Procedures, Technology up-gradation and modernization of Security related equipment and Schemes.
 - (iv) Maintenance & Operation of Bomb Detection & Disposal and Dog Squads: for tackling Bomb threats and anti-sabotage requirements at the four Metro International Airports and potentially sensitive airports.
6. Bureau also has mandatory targets for progressive use of Official Language, Dealing with Staff Grievances, Pollution Control, Women's Welfare activities, ensuring prescribed quota representation of SC/STs and OBCs etc.
7. The achievements of the Bureau against the aforesaid targets are given in the succeeding paragraphs:

A. MODERNISATION

BCAS has formulated an IT Plan for modernization and automation of Office Procedures. Computerization work is in progress in the BCAS. All the staff members have been trained for basic operation. All documentation both in Hindi and English is being done on computer; leading to the development and administration of Databases 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.

CONSTRUCTION OF NEW HEAD QUARTER BUILDING

A proposal for construction of new Headquarter



building for the BCAS had been approved for which an expenditure of Rs.27.72 crores was also sanctioned. However, the construction of the building has been delayed pending approval from the NDMC. Now, a decision has been taken by the MCA for providing accommodation to BCAS in the proposed building being constructed for the office of DGCA.

Structuring/Strengthening of BCAS

A proposal for re-structuring and strengthening the Bureau of Civil Aviation Security had been approved by the Ministry of Finance in April, 2009. 69 additional posts in various grades had been created by Ministry of Finance, whereas in-principle approval was given for 1 post of Joint Commissioner of Security (CA) {Jt. COS(CA)}BCAS. The proposal for the post of Jt. COS (CA) has also been approved by the Cabinet in the meeting held on 21.1.2010. In addition four new Regional Offices are also proposed to be set up at Amritsar, Guwahati, Hyderabad and Ahmedabad. Steps are being taken to fill up the posts and operationalising the new Regional Offices.

Right to information Act

BCAS has implemented all the guidelines as enumerated in the Right to Information Act, 2005. The compulsory seventeen (17) manuals have been uploaded on the BCAS web- site. All data which needs to be modified (eg: monthly pay & allowances, Quarterly Budget State, details of PIOs etc.) is being done in an expeditious manner.

B. TRAINING

a) In continuation with the guidelines issued by this Ministry and also in compliance of Nation Aviation Security Training Programme (NCSTP) on the implementation of in Line screening system at the airports, Terminal IB at Indira Gandhi International Airport and in Line system at Mumbai airport was commissioned. The training division carried out the operationalization, training and certification of the system at these airports.

B) BCAS imparts training in its training center and at approved training centers to all security and other staff of civil aviation performing security related functions that include all civil and Govt agencies including APSU/ASG.



C) Regular inspections of the approved training centers of airlines is being carried to ensure that the training being imparted is as per NCSTP guidelines and various directives being issued by BCAS from time to time.

D) In addition one day capsule course on “Aviation Security” was also organized for personnel from Maldives Police and Air force Police.

Details of Training Programmes organized by BCAS for the security personnel in aviation sector during the year 2009 are as follows:

Total No. of Courses	205
Total Participants	6466

C. CONTINGENCY PLAN

- (i) The Bureau has a contingency Plan to deal with emergencies arising out of hijacking and other acts of unlawful interference to Civil Aviation operations. Among other things, it provides for the establishment of Aerodrome Committee at each airport. Crisis Management Procedures are activated immediately on the occurrence of any emergency, like Security threats to the Civil Aviation Terrorism, hijacking, unlawful seizure of aircraft etc. Keeping in view the operational requirements, in the changing AVSEC Scenario, the Contingency Plan has been suitably modified and issued to all concerned.
- (ii) AVSEC Manual on handling Aircraft Hijack Situation has been finalized and issued to all concerned.
- (iii) In order to test the efficacy of Contingency Plan



and Operational preparedness of the concerned agencies, Mock exercises are being conducted regularly at the airports.

- iv) All concerned entities have been advised to prepare their own Standard Operating Procedures (SOPs) to deal with any act of unlawful interference at the airports.

D. R&D DATABASE FOR AVSEC

All officers of BCAS are maintaining 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 expects to accumulate reliable database for EDP and R&D purpose. The work will be boosted once the vacancy of Deputy Director (Tech.) in BCAS Headquarters is filled up.

E. INITIATIVES TAKEN TO IMPROVE SECURITY AT AIRPORTS

- a) After the attack on Colombo Airport on 24.7.2001, a team from India headed by Commissioner of Security (CA) visited the Colombo Airport in order to study the methodology adopted by Sri Lankan Terrorists. After detailed study of the incident, 'Quick Reaction Teams' have been positioned in all the metropolitan airports, major airports of Jammu & Kashmir and all airports manned by CISF to pre-empt any similar move at Indian Airports by Terrorists.
- b) In the aftermath of 11th September 2001 incident in USA, steps were taken to increase the number of flights in which Sky Marshals are deployed. Sky Marshals are now being deployed on all routes on random basis, including the private airlines.
- c) It has been decided to induct CISF in all airports in the country to bring in cohesion and uniformity in procedures and practices in regard to security at Airports. At 57 Airports in the country, CISF has already taken over the security duties. For the remaining airports, it will be done in a phased manner.

- d) A comprehensive schedule for the inspection Surprise checks, Dummy checks and Security audits for ensuring compliance of all AVSEC Orders, Acts & Instructions at all airports has been made to detect weakness in the security system implementation and the same are being taken up for remedial action with concerned agencies.

e. Security Programme of Scheduled/ Non Scheduled Air Carriers

To ensure security Standards the Security Programmes of the Airlines (both Scheduled & Non Scheduled Carriers) are scrutinized and vetted by this Bureau. So far 35 Security Programmes from 1-1-09 to 31-12-09 were cleared.

f. New Airport Entry Card System

To ensure the Secured access control to the Airport Premises, the Bureau scrutinizes and approves the applications for issue of Airport Entry Photo Identity Cards (PIC) through the PIC Committees and issues airport entry passes and Photo Identity Cards to officers and staff of various organizations who are directly connected with the Civil Aviation Operations.

The Validity of all the permanent Airports Entry Passes (AEPs) expiring on 31.12.2009 has been extended till 31-03- 2010.

Bureau has prepared a proposal for introduction of Smart Card and Biometrics Based Access control and Data Base management System for all airports. It will be compatible with proposed CCTV surveillance system and perimeter intruder system. This would record all entry/ exist in an automated format.

With a view to improve efficiency, and bring about transparency, it is proposed to automate the process of issuance of Airport Entry Permits. Automation of AEP issuance process will enable online submission, process and status checking of applications and will reduce dependence on paper and also reduce processing time.

g. Achievements of Bomb Disposal and Dog Squad (BDDS)

- 1. BDDS working under the aegis of BCAS has



performed outstandingly well and has been instrumental through its officers for compliance of implementation of Bomb Threat contingency plan at all civil airports in the country. There has been no cancellation of flight on account of bomb threat for past eight years and delay in clearance of flight has been reduced to 2 hours and less in case of specific call compared to six hours earlier.

2. During the year 2009 these squads responded to 15 bomb threat calls, which were all termed as non specific calls. Timely reaction by BDDS staff lead to 08 arrests also made. Out of these, 10 calls were related to aircraft threat and whereas 05 calls were threat to terminal building. 415 calls for unclaimed/suspected baggage were attended to by the BDDS. There has been a major drop in calls for unclaimed baggage to the BDDS. There has been a major drop in calls for unclaimed baggage due to the continuous training being imparted by BDDS in coordination with Training Division.
3. BDDS has conducted the courses for bomb

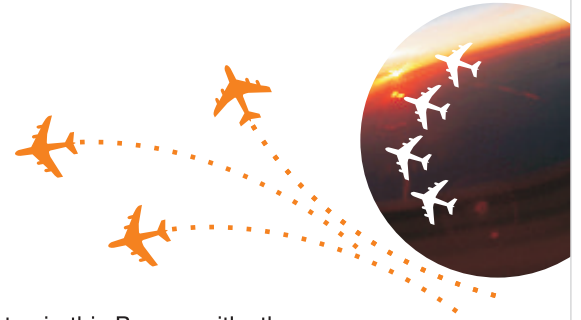
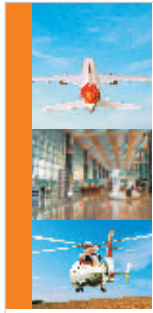
detection and disposal induction for army personnel to be inducted in BDDS. Besides this, Awareness capsules and procedure for handling of Bomb Threat and suspected/unclaimed baggages are being organized for IB, Delhi Police, CRPF, Air Force Police, and Maldives Police. BDDS qualified personnel posted with BCAS has trained 650 security personnel in civil aviation in recognition of explosive devices and Bomb Threat procedures in the year 2009.

4. BDDS staff has also been regularly carrying out Bomb Threat mock exercises at all hyper sensitive airports. These exercises have helped the airport operator and the airline security in streamlining their procedures in dealing with any bomb threat.

F. IMPLEMENTATION OF OFFICIAL LANGUAGE

During the year, a “Hindi Pakhwara” was celebrated in Sept. 2009 Besides, extempore speech competition, Hindi Typing, Hindi Dictation, Hindi Essay, Noting & Drafting and Quiz Competitions





were organized during the “Hindi Pakhwara”.
A Hindi Workshop for the Officers and Staff was also organized. Inspections were carried out in all the four Regional Offices, to ensure the progressive use of Hindi in the Regional Offices of the Bureau.

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

G. STAFF GRIEVANCES CELL

In pursuance of Government instructions, a Staff

Grievances Cell operates in this Bureau with the Addl. Commissioner of Security, Civil aviation as Staff Grievances Officer, to deal with the grievances of officers/staff working in this Bureau and its four regional offices. The grievances of BCAS staff, if any, are promptly attended to.

H. REPRESENTATION OF SC/ST AND OBC

Bureau adheres to the prescribed Government policies on the subject. Position of representation of SC/ STs and OBCs as on 31.12.2009 is given below:-

Name of the Organization	Total No. of Employees	Total No. of SC Employees	Percentage of Employees	Total No. of ST	Percentage of ST Employee	Total OBC Employees	Percentage%
1.	2.	3.	4.	5.	6.	7.	8.
BCAS	190	25	13.15%	6	3.15%	47	24.73%





5. COMMISSION OF RAILWAY SAFETY



Line Inspection



5.1 BRIEF HISTORY

The institution of Commission of Railway Safety deals with matters pertaining to safety in rail travel and operation and for this purpose performs certain statutory functions laid down in the Railways Act, 1989 and the rules framed thereunder. Formerly called the RAILWAY INSPECTORATE, it functioned under the control of the Railway Board till May, 1941 when the Inspectorate was separated from the control of Railway Board to secure its independence from the authority administering the Railways. This separation was carried out pursuant to the recommendations of a committee called the 'Pacific Locomotive Committee' which was endorsed by the Central Legislature. After its separation, the Inspectorate was attached to the Air Wing and placed under Department of Communications. It came under the administrative control of the Ministry of Tourism & Civil Aviation in May, 1967, subsequently redesignated as the Ministry of Civil Aviation.

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

5.2 ABOUT THE ORGANISATION

The Chief Commissioner of Railway Safety is the head of organization. CCRS is also the Principal Technical Adviser to the Government of India in all matters concerning Railway Safety. The headquarters of the Commission is located at Lucknow. The Chief Commissioner directs the technical activities and issues instruction for the guidance of Commissioners of Railway Safety in respect of holding statutory inquiries into serious railway accidents, inspection of new lines including electrification of existing lines prior to

their opening for public carriage of passengers, and sanction for running of new locomotives/rolling stock. He also co-ordinates the work of the Commissioners in their dealings with the Railway Board and the Railway Administration. He communicates his views, whenever necessary, to the Ministry of Railways (Railway Board) on design, standards, specifications and procedures for construction, working and maintenance of assets in all branches of railway engineering and operation including civil, mechanical, electrical and signal engineering etc. The Chief Commissioner is assisted by a Deputy Commissioner of Railway Safety (General).

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

There are 9 circle offices viz. two with headquarters at Mumbai, 3 with headquarters at Kolkata and one each with headquarters at Bangalore, New Delhi, Lucknow and Secunderabad. Each circle office is under the charge of a Commissioner. There are two Deputy Commissioners of Railway Safety (Signalling and Telecommunication) headquartered at Mumbai and Kolkata. Each Commissioner is an independent statutory authority under the Railways Act, 1989.

5.3 DUTIES & RESPONSIBILITIES

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

- (I) to inspect new lines with a view to determining whether they are fit to be opened for the public carriage of passengers, and to sanction their opening after inspection on behalf of the Central Government.
- (ii) to sanction the execution of all new works and



installations on the running track affecting the safety of the traveling public such as rebuilding of bridges, remodelling of station yards, line capacity works, resignalling works, etc.

(iii) to conduct statutory inquiries into serious railway accidents and suggest safeguards.

(iv) to make periodical inspections of railways and report to the Central Government on any condition which may endanger the safety of the traveling public and make recommendations.

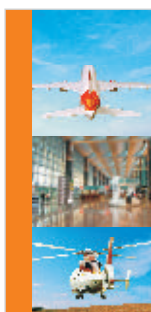
(v) to examine the technical aspects of new rolling stock, advise on their introduction on open lines and to sanction their running on other section(s) and increase in speeds.

(vi) to authorize the carriage of oversized consignments stipulating the conditions for their movements.

5.4 ACTIVITIES/ACHIEVEMENTS

A gist of main activities performed during the years 2008-09 and 2009-10 (upto 30 th November, 2009) is as under :-

MAIN ACTIVITIES	2008-09	2009-10 Upto Nov.,2009
(i) Statutory inquiries held into serious railway accidents.	24	16
(ii) Lines inspected and authorized.(in kms.)		
(a) New Lines	520.399	1788.277
(b) Double Lines	333.654	270.070
(c) Sections Electrified	1899.08	691.522
(d) Conversion of Gauge	1152.834	350.003
(iii) No. of applications New Minor works sanctioned	3421	2325
(iv) Periodic inspection conducted	11,696.205	3020.273
(v) New types of locomotives/rolling stock recommended/sanctioned for introduction.	339	164
(vi) Applications for condonation of infringements dealt with.	59	29
(vii) No. of over-dimensional consignments authorized for movement.	24	22



5.5 ROLE IN MONITORING SAFETY ON URBAN TRANSPORTATION SYSTEM (METRO RAIL)

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

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

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

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

5.6 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 2009-10 has been stressed upon. Upto September, 2009, the 'A', 'B' & 'C' region circle offices of the Commission had corresponded 96%, 87% and 91% in Hindi respectively. The Commission published its 2009 edition of Hindi Home Magazine 'Suruchi' on 12th September, 2009 at the commencement of Hindi Fortnight. The Central Circle of Commission was awarded with the Rajbhasha shield due to First position for its outstanding work in Hindi. Southern Circle and Northern Circle were awarded with Second & Third prizes respectively.

All the Circle Offices of the Commission observed the Rajbhasha Day in the month of September, 2009 in which Rajbhasha Medals and cash awards for various Hindi competitions viz. essay, typing,

debate etc. were distributed. The Commissioners of Central Circle and Southern Circle were awarded with the cash award of Rs.1000/- each for making Accident Inquiry Reports in Hindi. All Dy. CRS of Headquarter were awarded with the cash award of Rs.500/- each for Hindi work.

'NARAKAS', Lucknow awarded the Technical Wing on 27.08.2009 with a Shield and a Certificate as it stood Vishisth (June,09 Half yearly) among the 140 Central Govt. Offices located in Lucknow. The Commission also published a 'News Letter on the Commission'.

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

5.8 AUDIT PARAS

No Audit para is outstanding in the Commission of Railway Safety.

5.9 PUBLIC REDRESSAL GRIEVANCES MACHINERY

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

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 VIGILANCE ACTIVITIES

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

5.12 REPRESENTATION OF SCHEDULED CASTES, SCHEDULED TRIBES AND OTHER BACKWARD CLASS EMPLOYEES IN THE COMMISSION OF RAILWAY SAFETY AS ON 31.12.2009

Name of the Organi gation	Total No. of Employees	Total No. of SC Employees	Percentage of Employees	Total No. of ST	Percentage of ST Employee	Total OBC Employees	Per cen tage
Commission of Railway Safety	126	23	18.25%	08	6.34%	14	11.11%





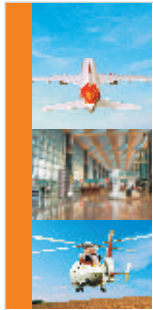
6. INDIRA GANDHI RASHTRIYA URAN AKADEMI (IGRUA)



Operational Area -IGRUA



Fleet of IGRUA on Tarmac



6.1 INTRODUCTION

Indira Gandhi Rashtriya Uran Akademi was set up at Fursatganj, Raebareli (Uttar Pradesh) to bring about a quantum improvement in the standards of flying and ground training of Commercial Pilots in the country. The Akademi is equipped with most modern and sophisticated trainer aircraft, up-to-date audiovisual training aids and other facilities for effective ground training. It employs qualified flying and ground instructors, with long experience in the field of aviation and flying training. The aim at IGRUA is not only to train to make a pilot but also to make him an effective systems manager in aeronautics. The flying trainees of the Akademi acquire the standards required for their transit with ease into the cockpits of the airlines.

The Akademi has made remarkable expansion of its existing infrastructure, viz. doubling the capacity of hostel from 72 fully furnished rooms to 144 including a 20 room girls' hostel. Construction of three 'D' Type Officers Residential Quarters, Store/Class Room Buildings, re-carpeting of roads, installation of Solar Water Heating System in hostels, installation of Air-conditioning plant having capacity of 60 TR X 3, laying of new water supply lines, renovations of Sports Complex, Recreation Centre, Mess Kitchen, etc. are the other major infrastructure upgradations carried out in the institutional area. In the airport side, runway re-carpeting, construction of a new hangar, expansion of Apron, installation of high mast lighting, etc. have been carried out. The Akademi's infrastructure, such as exclusive Runway & ATC, Night Flying facilities including Nav Aids like Instrument Landing System (ILS) & Precision Approach Path Indicator (PAPI) are the hallmark of a flying training institution that matches contemporary international standards.

IGRUA has entered into a Management Contract with Global Aviation Giant CAE, Canada to scale up the standards at par with International standards. CAE took over the management of IGRUA on 1st Mar 2008 as per management contract signed between Ministry of Civil Aviation and CAE, Canada.

6.2 OBJECTIVES

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

- a) CPL training course for PPL Holders on fixed wing aircraft, i.e. Zlin, TB-20, DA40 & King Air C90-A.
- b) Ab-Initio to CPL Course on fixed wing aircraft.
- c) Multi Engine Endorsement Course
- d) Instrument Rating Course
- e) Refresher Course for Certified Flying Instructors and Pilot Instructors of Flying Training Institutes.
- f) Courses for Assistant Flight Instructor Rating (A) and Flight Instructor Rating (A).
- g) Skill Tests for renewal of Licence for Ex-students of IGRUA on requirement basis.
- h) To provide Simulator training & checks and other facilities to outside aviation agencies for their Pilots Selection & Interview.
- i) WOMBAT Pilot Aptitude Test for beginners.
- j) Practical Training on aircraft to Diploma Holders in Aeronautical Engineering.

Of the above, (a) & (b) courses are conducted on regular basis and the others on request.

6.3 ORGANISATION

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

The Akademi is headed by a Director who is assisted by Departmental Heads, such as, Chief Flying Instructor, Chief Ground Instructor, Chief Engineer & Manager-HR, Manager-Services and Manager-Finance.

6.4 TRAINING

Commercial Pilot's Licence (CPL) Course: This is the main activity of the Akademi. This course is offered to Ab-initio trainees and pilots holding Private Pilot's Licence. Training for Commercial Pilots Licence with multiengine endorsement and



instrument rating is imparted to the trainees along with training on Simulator, as per DGCA norms.

Ground Training

(a) Basic Training

On arrival at the Akademi, the students undergo ground training in basic aviation science subjects and also specific to Zlin, TB-20 aircraft, DA40 and King Air Aircrafts. Ground Training in Aviation a subject comprises of 576 hours of class room Lectures. It sets a sound foundation for Line Oriented Flying Training (LOFT) and prepares the pilot trainees for adoption of fast developing needs of aviation industry.

Flying training commences after about 20-24 weeks.

(b) Audio visual Aids

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

Flying Training

(a) Pre-flight Preparation

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

(b) Simulator Training

The Akademi has two single engine TB-20 flight simulators with visual system for initial flying training and instrument rating exercises. The Akademi also has King Air C-90A/B-200 full flight simulator with visual system and six axis motion system for giving extensive training to pilots in normal and emergency procedures and for instrument flying exercises. Akademi has touch panel trainers (TPT) for King Air C-90A and Boeing 737 aircrafts.

Recently the Akademi has acquired two single engine Diamond DA40 flight simulators. Another simulator for multiengine Diamond DA42 will be joining shortly. These are fixed base FNPT (Flight

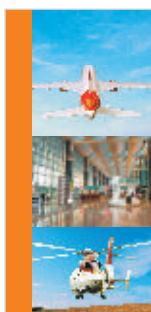
and Navigational Procedure Trainers) with CAE visual system having 180 degree field of view. Akademi will train pilots on these simulators for newly acquired single engine DA40 and multiengine DA42 Diamonds fleet.

(c) Aircraft

- (i) The Akademi has 06 Zlin Z242L aircraft. It is a piston single engine aircraft with fixed under carriage and is equipped with modern Nav. Aids. The basic Flying training to ab-initio Cadets is imparted on this aircraft.
- (ii) The Akademi has 05 Trinidad TB-20 Aircraft for intermediate stage of flying training. TB-20 aircraft is a piston single engine aircraft with variable pitch propeller, retractable undercarriage and is equipped with modern Nav Aids. The Aircraft is ideal for Line Oriented Flying Training (LOFT) and instrument flying training.
- (iii) The Akademi has two King Air C-90A aircraft. The final stage of training is carried out on this aircraft. This is a twin-engine turbo prop aircraft with pressurized cabin. 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.
- (iv) In addition the Akademi has inducted 14 DA 40 aircraft equipped with glass cockpit. Two multiengine DA42 aircraft are also on order.

(d) Flying Training Syllabi

Single Engine	
For Abinitio to CPL trainees	20.00 hrs. Training on Cockpit Procedure Trainer/40.00 hrs. flying on Zlin Z242L aircraft/ 150.00 hrs. flying TB-20 & DA40 aircraft
For PPL to CPL trainees	20.00 hrs training on Cockpit Procedure Trainer/130.00 hrs. Flying TB-20 aircraft & DA40.



Multi-Engine Training

Training for both the above courses are taken up for 20 hrs. on King Air C-90A Simulator followed by 10 hrs. of flying on King Air C-90A aircraft. The trainees are graduated with CPL, Instrument Rating along Multi-engine rating endorsement of King Air C-90A aircraft. The endorsement of King Air C-90A aircraft puts the IGRUA trainees at a distinct advantage than other trainees including those having trained abroad in the Airlines employment market.

6.5 MAIN ACHIEVEMENTS

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

Particulars	Total No. of Trainees	
	Completed	Under Training
Fixed Wing (CPL/IR/ME)	218	137
Multi-engine endorsement (other than regular trainees)	89	-
TOTAL	307	137

Flying training of 5th A, 5th B, 0807, 0809, 0811, 0901, 0903, 0906, 0909 & 0912 training courses are in progress.

6.6 NUMBER OF HOURS FLOWN DURING THE YEAR 2009 (JAN. DEC.)

Type of Aircraft	Hours Flown
Zlin Z 242L	2257.45
Trinidad TB-20	5682.00
King Air C-90A	524.55
DA40	1957.25
TOTAL	10422.05

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

6.7 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 taken in the Akademi for pollution control:

(a) Control of Ambient Air Pollution

- (i) Vehicle engines are properly maintained within the prescribed limits of emission.
- (ii) Solid waste is burnt in a manner as to cause minimum fumes.
- (iii) Forestation is actively pursued to maintain a green environment in the Akademi

(b) Waste Water Disposal

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

(c) Control of Pollution from Chemical and other waste

The Akademi does not possess such plants/machinery, which produce chemical and other waste.

Women's Welfare

IGRUA has twelve women employees (Regular + Contractual) and their welfare is being looked after through normal administrative channels. A committee comprising three members namely Dr. Sheel Dutta, Medical Officer, Mr R K Dwivedi, ARME and Ms Rekha Naresh, Stenographer-III is also looking after the welfare towards sexual harassment.



6.8 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY

The nature of operation of the Akademi is such that it hardly involves any public dealing. However, an officer is available in the Akademi to look after the public grievance and at present no public grievances exist.

6.9 ISSUE RELATED TO DEVELOPMENT ACTIVITIES TAKEN IN NORTH EAST

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

6.10. 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. As a welfare measure we engage senior citizens on contractual basis for liberal and instructional duties.

6.11 REPRESENTATION OF SCs/STs

The details of representation of SC/ST/OBC as on December, 2009 is given in the chart below:

Name of the Organisation	Total No. of Employees	Total No. of SC Employees	Percentage of Employees	Total No. of ST	Percentage of ST Employee	Total OBC Employees	Percentage
1	2	3	4	5	6	7	8
Indira Gandhi Rashtriya Uran Akademi	203	41	20.19	01	0.49	81	39.90

6.12. 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 and one Hindi software has been purchased for Akademi and it is in operation. Efforts are being made to implement Hindi as medium of instruction.

6.13 IMPLEMENTATION OF PERSONS WITH DISABILITY (PWD) ACT, 1995

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

IGRUA is a flying training institute where the nature of job in Group A, B and some of the C posts is highly technical in nature and there is no possibility to appoint disabled person in these groups. However, a total number of TWO disabled persons are working in IGRUA.

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

IMPORTANT ISSUES

UPGRADATION OF INDIRA GANDHI RASHTRIYA URAN AKADEMI (IGRUA)

Much more infrastructure upgradation programs are in the anvil to increase the training capacity from 40 to 100 pilots per year and to reduce the training period from two years to 14 months.

The following infrastructure programs are being initiated:-

- Construction of 03 Blocks of C Type Res. Accommodation
- Renovation of Existing Residential Quarter, Old Boys' Hostel, Mess & Kitchen, Institutional Block, FOC/ATC/Fire Building, etc.
- Refurbishing of two Old Hangars and Workshops
- Extension of Apron and re-surfacing of Parallel Taxi Track
- Plinth Wall protection along airport perimeter fencing.





- Repairing of Boundary Wall & drains
- Rain Water Harvesting
- Upgradation of Main Entrance Gate at Institutional area
- Upgradation of Ground Light facilities and provision of simple approach light
- Construction of Swimming Pool
- Conversion of Simulator Hall into Auditorium including furnishing
- Digging & commissioning of 350 Mtr. Bore Well.
- Installation of new NDB



Hanger at IGRUA

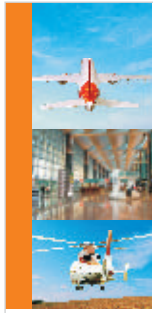




7. AIRPORTS AUTHORITY OF INDIA



Front view of office of AAI



1. INTRODUCTION

Airports Authority of India (AAI) came to existence on 1st April 1995. It was formed under the Act of Parliament (Airports Authority of India Act, 1994) 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.

The main functions of Airports Authority of India 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.

AAI as on date manages 128 Airports including 14 International Airports (including 3 JVCs), 8 Customs airports, 25 Civil Enclaves and 81 Domestic airports. In addition, AAI also provides CNS-ATM facilities at 11 other airports. These are Bangalore, Hyderabad, Cochin, Vidyanagar, Puttapurthy, Lengpui, Diu, Latur, Nanded, Mundra

and Jamshedpur airports. About 2.8 million nautical square mile area of national air-space (covering Bay of Bengal and Arabian Sea) has been assigned to AAI for provision of Air Traffic Services.

2. HIGHLIGHTS

AAI earned a revenue of Rs.4185.95 crores for the year 2008-09.

- AAI paid a Dividend of Rs.137.40 crores for 2008-09.
- AAI incurred capital expenditure amounting to Rs.2547.72 crores during 2008-09, the highest so far.
- Commissioning of Dedicated Satellite Communication Network (DSCN) at 37 Airports.
- Commissioning of Remote Control Air to Ground (RCAG) facility.
- Commissioning of Digital Airport Terminal Information System (DATIS) at Raipur, Gaya, Pune, Bhavnagar & Surat Airports.
- Augmentation of Advanced Surface Movement Guidance & Control System (A-SMGCS) at IGI Airport for surveillance of 3rd Runway & associated Taxiways.
- Construction of Terminal Building (Phase-II) and extension of runway from 1525 mtrs. to 2250 mtrs. for AB-320 (AB-321) type of aircraft at Surat Airport.
- Construction of new Terminal Building at Dehradun, Cooch Behar, Dibrugarh, Mangalore and Jaipur airports.
- Extension and strengthening of runway at Udaipur, Agartala, Pondicherry and Bhopal airports.
- Construction of new apron adjacent to the existing apron for New International Terminal Building at Goa Airport.



Calicut Airport



3. FINANCIAL PERFORMANCE

A) The Operating Results for the year 2008-09(Actuals) and the Revised Estimate 2009-10 are as follows:

(Rupees in crores)

Particulars	2008-09 (Actual)	2009-10 (RE)
a. Revenue	4185.95	4449.97
b. Expenditure	3070.23	3443.50
c. Profit Before Tax	1115.72	1006.47
d. Profit After Tax	687.21	624.01

(B) Financial Highlights

(Rupees in crores)

Particulars	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
						RE	BE
a. Revenue	2997.41	3490.46	3726.23	4289.21	4185.95	4449.97	4919.47
b. Expenditure	2312.58	2236.03	2196.90	2549.84	3070.23	3443.50	3757.96
c. Profit Before Tax	684.83	1254.43	1529.33	1739.37	1115.72	1006.47	1161.51
d. Provision for Tax	251.45	595.82	775.99	776.07	535.57	382.46	441.375
e. Deferred Tax Liability	108.00	-59.01	-106.51	-118.57	-107.06	0.00	0.00
f. Profit After Tax	325.38	717.62	859.85	1081.87	687.21	624.01	720.14

C) Capital Structure of AAI as on 01.04.2009 and 01.04.2010

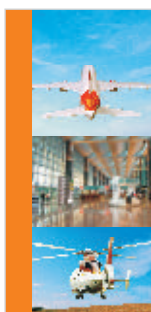
(Rupees in crores)

Particulars	01.04.2009	01.04.2010 (Provisional)
a. Govt. Capital	573.76	623.34
b. Reserves & Surplus	5650.91	6128.91
c. Long Term Loans	230.05	477.90
d. Net Worth	6209.57	6752.25
e. Capital Employed	3230.54	4613.33

D) Capital Structure of AAI

(Rupees in crores)

Sl. No.	Particulars	1.4.2004	1.4.2005	1.4.2006	1.4.2007	1.4.2008	1.4.2009	1.4.2010 (Provisional)
a)	Government Capital	416.63	431.63	449.63	463.63	501.13	573.76	623.34
b)	Reserves and Surplus	2602.55	2976.39	3720.23	4381.76	5299.86	5789.84	6128.91
c)	Long Term Loans	145.23	121.00	82.33	65.28	60.85	230.05	477.90
d)	Net Worth	2752.65	3123.20	3868.59	4542.99	5409.21	6209.57	6752.25
e)	Capital Employed	2698.26	3015.10	3260.70	3627.69	3606.29	3230.54	4613.33
f)	Working Capital	896.70	1124.53	1285.81	1467.18	832.04	-313.60	-460.91



E) Contribution to Exchequer by AAI

(Rupees in crores)

Sl. No.	Particulars	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10 (Provisonal)
a)	Income Tax *	317.42	411.89	742.05	805.92	793.94	688.00	602.00
b)	FBT	0.00	0.00	11.00	13.41	14.50	18.00	0.00
c)	Service Tax	0.00	0.00	288.00	298.81	399.83	351.49	259.72
d)	Dividend**	70.00	83.32	143.52	172.00	216.38	137.40	124.80
e)	Tax on Dividend	8.97	11.07	20.82	27.45	36.77	23.35	21.21
f)	Interest payments on Loan Portion of Budgetary Support	1.90	0.48	0.29	0.54	0.30	1.44	3.94
g)	Guarantee Fee	1.70	1.20	0.57	0.59	0.49	2.19	1.16
h)	Interest on Loan portion of Commencing Capital	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		399.99	507.96	1206.25	1318.72	1462.21	1221.87	1013.28

* This represents Advance Tax paid & TDS

** Dividend of Rs.37.40 crores has been proposed in respect of Financial Year 2008-09

4. TRAFFIC

Traffic handled during 2008-09 vs 2007-08 & actual traffic handled during apr. oct. (2009-10) and projection traffic for nov. - mar. (2009-10)

Traffic Category	2008-09	2007-08	% Change	Apr-Oct 2009-10	Nov-Mar 2009-10	Apr-Mar 2009-10	% Change
A/c Movement (in '000)							
International	270.34	248.54	8.8	161.46	122.40	283.86	5.0
Domestic	1036.19	1059.09	-2.2	606.36	450.55	1056.91	2.0
Total	1306.53	1307.63	-0.1	767.82	572.95	1340.77	2.6
Passengers (in million)							
International	315.84	298.18	5.9	190.04	144.75	334.79	6.0
Domestic	772.95	870.68	-11.2	498.95	351.30	850.25	10.0
Total	1088.79	1168.86	-6.9	688.99	496.05	1185.04	8.8
Freight (in '000 tonnes)							
International	1149.92	1146.75	0.3	709.05	463.87	1172.92	2.0
Domestic	552.06	568.23	-2.8	379.81	199.85	579.66	5.0
Total	1701.98	1714.98	-0.8	1088.86	663.72	1752.58	3.0



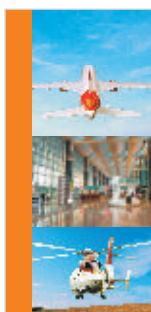
5. WORKS COMPLETED

CNS / ATM WORKS

- Commissioning of Instrument Landing System (ILS) at Delhi (RWY-27) & Kolkata (RWY-19L) Airports. Installation and Flight calibration of ILS at Silchar, Lengpui & Surat Airports. Installation of 06 No. Low Power Distance Measuring Equipment (DME) along with ILS at Delhi (RWY-27), Kolkata (RWY-19L), Lengpui, Surat, Gondia & Silchar Airports.
- Commissioning of Dedicated Satellite Communication Network (DSCN) at 37 No. of Airports.
- Installation & Flight Check completed for 04 No. Doppler Very High Frequency Omni Range (DVOR) along with co-located High Power Distance Measuring Equipment (HP - DME) at Aurangabad, Kolkata, Mysore & Dehradun Airports.
- Commissioning of 10 No. Flight Information Display System (FIDS) at Gaya, Nagpur, Trichy, Goa, Bhubaneswar, Udaipur, Vizag, Ranchi, Patna & Srinagar Airports.
- Commissioning of Remote Control Air to Ground (RCAG) facility between Delhi - Amritsar, Delhi - Jodhpur, Ahmedabad - Udaipur, Mumbai - Goa, Mumbai - Porbandar & Nagpur - Bhopal Airports. New RCAG setup provided at Port Blair Airport.
- Installation of 12 No. EPABX at Ahmedabad, Porbandar, Hubli, Tirupati, Madurai, Patna, Tezpur, Mysore, Coochbehar, Jammu, Jaipur & Vijayawada Airports.
- Commissioning of 05 No. Digital Airport Terminal Information System (DATIS) at Raipur, Gaya, Pune, Bhavnagar & Surat Airports.
- Commissioning of Test & Measuring Equipments viz. Digital Storage Oscilloscopes (33 No.) & Signal Generators (33 No.) for various Airports.
- Automatic Message Handling System (AMHS) at Mumbai - Test operation completed successfully with Singapore.
- Augmentation of Advanced Surface Movement Guidance & Control System (A-SMGCS) at IGI Airport for surveillance of 3rd Runway & associated Taxiways.



Surat Airport



AERODROME WORKS

- Construction of aerolink and provision of aerobridge and travellators for bays nos.24, 25 & 29 at Chennai Airport.
- Construction of 8 Nos. bays, taxiway, Ground Support Equipment area and shoulder etc. at Trivandrum Airport.
- Construction of 3 Nos. additional parking bays at Amritsar Airport.
- Construction of Terminal Building (Phase-II) and extension of runway from 1525 mtrs. to 2250 mtrs. for AB-320 (AB-321) type of aircraft at Surat Airport.
- Extension and strengthening of runway and allied works at Udaipur Airport.
- Construction of new international terminal complex and new apron and taxiway at Jaipur Airport.
- Construction of New Terminal Building, Substation cum AC plant room, car park, technical block cum control tower, fire station and emergency medical centre at Dehradun Airport.
- Construction of new apron for four wide-bodied aircraft and taxiway at Lucknow Airport.
- Construction of New Terminal Building at Cooch Behar Airport.
- Expansion of apron and additional taxiway at Port Blair Airport.
- Strengthening of existing runway and expansion and strengthening of apron at Agartala Airport.
- Construction of New Terminal Building including land acquisition at Dibrugarh Airport.
- Extension of runway and construction of new apron with link taxiway at Guwahati Airport.
- Construction of New Terminal Building and apron at Mangalore Airport.
- Extension and strengthening of runway for ATR-72 operations at Pondicherry.
- Extension and strengthening of runway, construction of new apron, taxiway and allied works at Vijaywada Airport.

- Extension of runway including electrical works at Aurangabad Airport.
- Extension and strengthening of runway, strengthening of isolation bay and associated works at Raja Bhoj Airport, Bhopal.
- Construction of new apron adjacent to the existing apron for New International Terminal Building at Goa Airport.
- Extension and strengthening of runway and construction of isolation bay and taxiway at Indore Airport.

6. AIR TRAFFIC MANAGEMENT

- PBN based RNAV-1 departure and arrival procedures have been developed and successfully implemented at Chennai airport.
- PBN based RNAV-1 arrival and departure procedures for Hyderabad International Airport has been finalized and will be promulgated shortly.
IAL procedures for Surat, Raipur, Ranchi, Aurangabad, Agartala, CIAL and IGI airports were promulgated / revised.
- Connector ATS routes under new Victor 'V' Series established in Mumbai and Chennai FIR to provide direct connectivity / to provide smooth transition ATS routes to PBN SIDs / STARs at Chennai airport.
- ASMGCS commissioned at Hyderabad International and Bangalore International airport.
- Reduced radar separation of 3NM introduced on final approach at IGI airport, New Delhi.
Mixed mode operations on both runways 10 / 28 and 11 / 29 started at IGI airport to reduce ground taxing time.
- Calicut, Jaipur, Coimbatore and Mangalore airports are licensed during the year 2009.
- Airspace jurisdiction for Visakhapatnam revised to facilitate flying of Navy.
- Licensing of Calicut, Jaipur, Coimbatore and Mangalore Airport was completed in this period and application for renewal of aerodrome license for nine airports and application for fresh airdrome license



Manglore Airport

for 16 airports has been submitted to the DGCA.

- Proficiency assessments of Air Traffic Control Officers were conducted at regular intervals primarily aimed at rectification on mistakes, wrong perceptions / practice and the aberrations that creep in to the system.

7. CITY SIDE DEVELOPMENT OF AIRPORTS

It has been decided to undertake city side development of Ahmedabad, Kolkata, Jaipur, Lucknow, Amritsar, Indore, Visakhapatnam, Hyderabad, Guwahati and Bhubaneswar airports in the first instance.

8. DEVELOPMENT OF AIRPORT INFRASTRUCTURE IN NORTH EASTERN REGION

There are 23 airports in North Eastern Region out of which 11 airports are non-operational. Special emphasis is being given by AAI for development of airports in NE Region. The funding pattern of 90% (Govt.), 10% (AAI) in respect of three Greenfield airports have been approved by Planning Commission. AAI has taken up construction of new Greenfield Airport at Pakyong in Sikkim at a cost of Rs.264.29 out of the total sanctioned project cost of Rs.309 crores. New Greenfield airports at Itanagar in Arunachal Pradesh is under examination. Environmental impact assessment report is awaited. A new Greenfield airport at Cheithu in Nagaland is planned.

9. IMPLEMENTATION OF GAGAN

GPS Aided Geo Augmented Navigation "GAGAN" is an augmentation system to enhance

the accuracy and integrity of GPS signals to meet precision approach requirements in Civil Aviation and is being implemented jointly by AAI and ISRO in three phases. Technology Demonstration System (TDS) phase completed. Tender for Final Operation Phase (FOP) received & are under process. GSAT IV being fabricated by ISRO will carry GAGAN pay load. The footprint of this satellite will cover a vast geographical area from Africa to Australia and hence would facilitate expansion of the service area of "GAGAN" far beyond Indian airspace. When implemented this would replace most of the ground based navigational aids and it would be possible to provide precision approach and landing guidance up to category I to aircraft hitherto not available due to terrain conditions precluding the provision of Instrument Landing System.

AAI in association with ISRO is implementing Space Based Augmentation (S-BAS) for a Global Navigation Satellite System, which will provide seamless navigation over Indian Air Space including oceanic region and precision approaches at all Indian airports. Technology Demonstration System (TDS) for GAGAN has been completed in August 2007. With approval of Govt. of India, Request for Proposal (RFP) for implementation of Final Operation Phase (FOP) was invited in May 2008. Technical evaluation of offers received for GAGAN FOP ground elements was completed in December 2008.

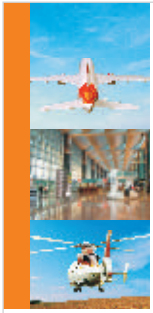
10. TRAINING

Fire Training Centre (FTC), Delhi & Fire Services Training Centre (FSTC), Kolkata

FTC, Delhi and FSTC, Kolkata are the institutes which are imparting training to AAI personnel as well as personnel of outside agencies in the field of fire fighting.

During the year (till December 2009) at Fire Training Centre, Delhi 280 number personnel and at Fire Services Training Centre, Kolkata 753 number of personnel were imparted training.

Both Fire Training Centres are equipped with LPG based Fire Fighting drill plate in view of pollution control.



National Institute of Aviation Management & Research (NIAMAR)

The National Institute of Aviation Management & Research (NIAMAR) conducts courses in Airports Operations, Airport Engineering, Construction, Airport Commercial, Airport Finance, Aviation Law, Human Resource Development including Personnel Management and Cargo Management including Dangerous Goods Regulations. Non-scheduled programmes are also organized and conducted depending on needs and requirements of various functional departments.

NIAMAR conducted 69 courses between April December, 2009 and 1886 people were trained.

CATC, ALLAHABAD

The Civil Aviation Training College (CATC), popularly known as CATC Allahabad, is the training establishment of AAI dedicated to training in the area of Air Traffic Management (ATM) and Communication, Navigation and Surveillance

(CNS). CATC is also having a Training Support Unit and TRAINAIR unit for development of courseware for global sharing.

Between April and December 2009, 64 courses were conducted and 470 candidates passed out.

Others

In order to provide fire safety cover with lesser number of higher capacity ACFTs, 20 No. ACFTs out of 40 Nos. taken position and remaining will take position shortly.

11. CARGO

- AAI has commenced the cargo handling activities at Amritsar Airport w.e.f. 20.8.09.
- AAI has taken over the building for proposed Air Cargo Complex at Veer Savarkar International Airport, Port Blair from Andaman & Nicobar Administration w.e.f. 11.11.2009.
- AAI has created a "HELP DESK" at the Cargo Terminals which addresses all such matters to



Ahmedabad Airport



Jaipur Airport

have satisfied users and to achieve the aim “Zero Tolerance to mishandling of Cargo”.

- AAI has allotted land measuring 150 sqm. to M/s. APEDA / NERAMAC (North East Regional Agricultural Marketing Corporation) for construction of walk-in type cold storage for perishable cargo to Agartala Airport.

12. INDUSTRIAL RELATIONS

The industrial relations remained cordial during the year.

13. HUMAN RESOURCE DEVELOPMENT

Representation of SC/ST/OBC as on 31.12.2009

Name of the Organization	Total No. of Employees	Total No. of SC Employees	Percentage of	Total No. of ST	Percentage	Total OBC Employees	Percentage
Airports Authority of India	18534	4261	22.99%	1179	6.36%	2137	11.53%

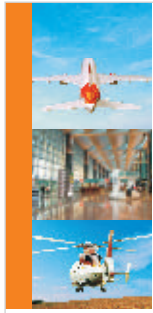
Progressive Use of Hindi

Airports Authority of India ensures compliance of Act and Rules under Official Language Policy of Govt. of India. During the year, Hindi workshops were conducted at CHQ, Regional Headquarters and field stations to encourage the employees for the use of Hindi and to review the progress of Hindi. Hindi fortnight have been organized at CHQ and at all other stations.

The Official Language Discussion Programme at

Visakhapatnam Airport has been conducted by Drafting & Evidence Committee of Parliament on Official Language. Official Language Inspection of Ahmedabad and Chennai Regional Hqrs. are proposed in January and February 2010.

At present, many in-house journals are being published in Hindi by the subordinate offices of AAI in which main are Chetna, Drishti, Vimanbharti, Neelanchal besides Viman Path & Arpan are being published by Corporate Headquarter.



The inspection of Regional & Subordinate Offices have been done by Ministry of Civil Aviation along with AGM (OL) of CHQ to enforce the use of Official Language in AAI.

14. KALYANMAYEE

AAI is committed to the welfare and well being of its employees and their families, local communities and society at large. A key focus of Corporate Social Responsibility activities is on holistic development of communities where AAI operates to build and boost a positive image of AAI, to generate goodwill and build bridges with the communities.

As part of its plan of action for 2009-10, AAI has implemented various community development activities related to environment, displaced communities and their needs, including health, sanitation, safe drinking water, education and income generation and better working environment at workplace.

To contribute a bit to environment, AAI has taken a step further by installing Paper Recycling Unit at Delhi for using office waste of AAI (Corporate, ATC & Regional Office, Delhi) and Recycling to convert it into handmade paper for the stationery items.

Under the "Tree plantation Drive" 10,000 trees were planted and in second phase 5,500 plants are to be planted in near future.

AAI with the help of NGO Naya Savera started a project in INA Colony, running successfully, making bio compost and supplying to AAI Horticulture Deptt. free of cost.

15. PUBLIC GRIEVANCE MACHINERY

1. Activation of CPGRAMS:

A Public Grievance Redressal Machinery is in operation in AAI and is working satisfactorily. The centralized Public Grievances Redressal and Monitoring System is active in AAI is interconnected with the system in MCA and Department of Administrative Reforms and Public Grievances.

2. Nomination of Public Grievance Officers:

(I) At Corporate Headquarter Level-An officer of

the rank of Executive Director has been nominated as Public Grievance Officer (PGO) to deal with the Public Grievances, who is responsible for coordinating and monitoring the redressal of grievances.

(ii) An officer at each airport has been designated as PGO available with the Airport Manager.

3. A special page has been created in AAI's website on Public Grievances.

16. VIGILANCE

- Observance of Vigilance Awareness Week 2009 in all 124 airports between 03 to 07 November, 2009.
- An orientation workshop for 16 newly inducted Vigilance Officers (VOs) was conducted at NIAMAR, New Delhi.
- workshop on 'Leveraging IT for Good Governance: Experience and way Ahead' has been jointly organized by IT and Vigilance Department at NIAMAR, New Delhi.
- Management Tool' was organized for JET (Engg.) at NIAMAR. A similar programme for Fire Executives was conducted at FSTC, Kolkata.
- A one day workshop on 'Preventive Vigilance for Systematic Improvement of Commercial Activities in AAI' was organized in NIAMAR, New Delhi.

In compliance of CVC guidelines and as a preventive measures, Vigilance Department conducted CTE Type Inspections for the following works:

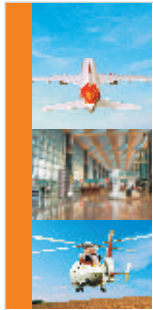
- i) Nagpur Airport-Extension of runway.
- ii) Patna Airport-Inspection of Flight Inspection Display System
- iii) Varanasi Airport-Construction of New Terminal Building including Aerobridges
- iv) Gondia Airport-Construction of Parallel Taxi Track
- v) Ludhiana Airport-Strengthening of Runway.





8. NATIONAL AVIATION COMPANY OF INDIA LIMITED (AIR INDIA)





1. INCORPORATION

National Aviation Company of India Limited (NACIL) (AIR INDIA) was incorporated under the Companies Act 1956 on 30 March 2007 with its Registered Office at Airlines House, 113 Gurudwara Rakabganj Road, New Delhi and Corporate Office at the Air India Building, Nariman Point, Mumbai 400 021.

2. BOARD OF DIRECTORS

(As on 31 December 2009)

As on 31 December 2009, the Board of Directors of NACIL comprises the following :

Shri Arvind Jadhav	Chairman & Managing Director
Shri Amod Sharma	SBU Head-Related Business
Shri Anup K. Srivastava	Director (Personnel)
Smt. Anita Khurana	SBU Head-Cargo
Shri V. K. Sharma	SBU Head-MRO (Eng. & Comp.)
Shri K. M. Unni	SBU Head-MRO (Air Frame)
Shri S. Chandrasekhar	Director (Finance)
Shri N. Vaghul	Chairman, ICICI Bank Limited
Shri E.K. Bharat Bhushan	Jt. Secretary & Financial Advisor, Ministry of Civil Aviation
Shri Prashant Narain Sukul	Joint Secretary, Ministry of Civil Aviation

3. AMALGAMATION OF AIR INDIA AND INDIAN AIRLINES WITH NACIL

Current Status on Merger

Post amalgamation of Air India and Indian Airlines, NACIL has made progress in some of the key areas identified as part of the Merger plan :

- Economies of scale in the procurement of goods and services : By combining the procurement of entire NACIL (AI, IC and subsidiary companies), the Company has been able to avail of 'volume discount' in areas such as fuel, in-flight service items, aviation and non-aviation insurance thereby adding to the synergies of operation.
- Progressive integration of network/ schedules : NACIL has been progressively reducing the overlaps between the routes operated by the erstwhile Companies. Currently all overlaps between schedules of erstwhile AI and IC except DEL/Dubai and BOM/Dubai have been reviewed and eliminated. The overlaps between routes of full service carrier (AI, IC code) and low cost carrier (Air India Express)

are progressively being reduced. NACIL aims to eliminate all overlaps by the end of Financial Year 2010.

- Progressive cross-utilization of aircraft fleet : Fleet planning is now done across the entire NACIL fleet leading to more optimal fleet deployment. This would lead to better utilization of existing fleet capacity thereby improving the average hours of fleet utilization per day.
- Opportunity to join Star Alliance : NACIL now also has an opportunity to become part of the 'Star Alliance' network and is investing and upgrading its products and facilities to satisfy the minimum joining requirements of Star Alliance.
- The first year realization of synergies was well ahead of target with over Rs.5000 million. However, the benefits for the subsequent period was paled out due to the recessionary factors affecting the economies globally which resulted in lesser air travel during the year 2008-09.
- While there is progress in the above mentioned areas, there was significant potential for further improvement. NACIL continued to focus on some of the following integration areas to fully reap the benefits of merger :
- Manpower Integration : Harmonization of seniorities, rules and policies related to postings, recruitment, medical, wage





structure etc. so that manpower can be effectively cross-utilised.

- Redeployment of Sales Force: Sales force to be redeployed to cover corporates and travel agents more effectively.
- Single point of control for Ground Handling : Cross utilization of ground handling equipment and manpower has been initiated at some of the smaller stations having common terminals (single terminal for domestic and international flights). This has resulted in improved utilization of resources and related benefits. The same needs to be done at the larger stations
- Elimination of overlaps in Properties and Facilities: Overlaps in properties and facilities are being eliminated on priority basis, thereby saving costs. Booking offices and other administrative offices are being merged at places where the erstwhile entities had different offices and the excess space surrendered. Similarly, overseas offices are also being looked into to optimize on space utilisation.

In addition to above mentioned integration initiatives, NACIL will undertake a comprehensive transformation program to improve the overall competitive & profit position. The transformation program would encompass :

- Implementing the new operating model for Airline's businesses (subsidiaries for Cargo, Ground Handling and MRO)
- Investments in crucial IT systems such as PSS, ERP and others
- Setting up of Hi-Tech Hub control & Operations Control System

- Clean sheet network restructuring
- Strategic cost reduction and productivity enhancements
- Product revamp
- Significantly enhanced focus on Service Levels
- Cash injection/ Liquidation of non-core assets
- Review options of out-sourcing non core areas
- Targeted injection of best-in-class management skills
- Strong Branding and Communication campaign

4. AWARDS & RECOGNITION

PATA International Award

The Company was presented the prestigious PATA Award as Best Asian Airline from Europe to India at a glittering ceremony held at Berlin on 31 March 2009, during the International Tourism Bourse.

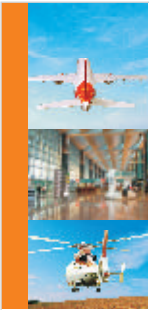
NACIL becomes ISAGO Pool Member

The Company has become an ISAGO (IATA Safety Audit for Ground Operations) Pool Member along with other airlines. The interim agreement has been signed with IATA.

'Cargo Airline of the Year' Award

- In the 26th Cargo airline of the year function held in London 25 April 09, Air India was conferred the 'Cargo Airline of the year' award for the year 2009. The award constituted by the 'Air Cargo News', UK group is given to the top cargo airlines around the world, which have contributed to the growth of air cargo industry during the year. Air India cargo won the award in the category for the 'Best Central Asia Cargo Airline' in recognition to its role in developing





the air cargo market to / from the region. Air India's triumph was the result of concerted sales and marketing efforts that have been taken to promote AI Cargo product and brand by the SBU, since the merger. In the process, Air India Cargo beat other central Asian carriers, viz., Jet Airways (winner in 2008), Srilankan, PIA, Kingfisher, Air Astana etc to win

outstanding contribution in the House Journal category ; and

- Bronze Corporate Collateral Award for outstanding contribution in the House Magazine category.

First Prize for Energy Efficiency

Air India's efforts at maximizing fuel savings and reducing carbon emissions were duly recognized



the top honours.

- As against Rs.4947.9 million earned during April 2007-December 2007, AI have earned Rs.5464.1 million in April 2008-December 2008. The figures include revenues earned from freighter operations.

Public Relations Award

The Public Relations Council of India had conferred following Awards to Air India at its Annual Global Meet held at Bangalore on 3 and 4 April 2009 :

- Award of Excellence for the Best Reach of Air India's publications;
- Silver Corporate Collateral Award for

and earned the First Prize in the General category of the National Energy Conservation Awards 2009, instituted by the Bureau of Energy Efficiency and the Ministry of Power, Government of India. The conferment of the award has come as a befitting recognition of Air India's efforts as the airline had competed in the General category, which included several industrial companies of the Country.

Achievements

- **Super Saver Sales touch 6000 mark**

The unique feature of the tickets issued under this scheme was that the customer need not mention the name, sector or even the name of the company while purchasing the ticket. The multi-user 4



coupon super saver ticket was priced at Rs.15,400 for travel in economy class and Rs.47,400 for travel in "J" Class.

- **Courier Performance**

The international courier uplift ex-North India has grown by 240% in April 2008-February 2009 vis-à-vis same period last year. In the current year, AI has carried 619 tons more courier than last year ex-North India and 877.6 tons in April 2008-February 2009 vis-à-vis 258.4 tons in April 2007-February 2008. Since December 2008, AI has been retaining the No.1 position for the maximum courier uplift amongst all carriers ex-Delhi.

- **Security Department**

"Approved Gate Checks" status in UK

In view of recent developments in Credit Card fraud, E-ticketing and E-commerce policies are being formulated with a view to deter passengers who present fraudulent airline tickets or tickets sold to them by 'fly-by-night' operators (who peddle in stolen/counterfeit travel documents). Owing to the untiring efforts of the personnel from the I&FP Cell in preventing/intercepting inadmissible passengers who attempted to travel on our flights to the UK, the British Government has, through the Home Office (Her Majesty's Immigration Service) has bestowed upon Air India the "APPROVED GATE CHECKS" status, which has enabled the waiver of several fines/penalties imposed by them for the carriage of inadmissible passengers to the U.K., on a case to case basis. During the year 2008-09, 223 Inadmissible Passengers were intercepted and Rs.46.6 million fine was averted.

ISO 9001:2000 Certification

In recognition of our zeal to achieve higher quality standards, superior/ standardized customer services and consumer satisfaction in the International Aviation Sector the Security Department was accredited with ISO 9001:2000 certification by the Bureau of Indian Standards (BIS) since 2004. The BIS has recently conducted the Re-certification Audit after which the validity of

the ISO Certificate has been extended for a further period of two years ending 2010. Incidentally, the Air India Security Department is the first airline security in the world to be conferred with the ISO Certification.

IATA Operational Safety Audits (IOSA)

The IOSA Program is an internationally recognized and accepted evaluation system designed to assess the efficacy of the operational management and control systems of an Airline for maintaining high standards of operational safety and security. The Security Department has undergone the periodic IATA Operational Safety Audits (IOSA) which were conducted by M/s. Aviation Quality Services (AQS), a subsidiary Company of Lufthansa, GmbH and are duly Certified for complying with their requirements.

- **Quality Management System**

Quality Management System(QMS) ensured continued suitability, adequacy and effectiveness of the entire organisation and has been set up for integrated NACIL to promote the philosophy of continual improvement in quality, safety, and service to customers. Air India was the first Airline in India to obtain IOSA Registry and one of the first in the world, which was achieved with the help of Quality Management System. QMS is responsible for the Quality Assurance Programme (through Internal & External audits), Product Control, Reduction of cost, Organisational Risk Management, STAR Alliance compliance for safety (IOSA), ISAGO, Emergency Response, etc. QMS has coordinated the 4th IOSA Audit for NACIL-A in September, 2009 and the 2nd IOSA Audit for NACIL-I in October, 2009.





Operational Efficiency & Fuel Management

Air India has saved to the tune of Rs.1310 millions from September 2008 to September, 2009 due to the combined effort of QMS, FMIS Team, various Fuel Champions and other Fuel committee members. Actual fuel savings achieved using the actual monthly price of fuel from September 2008 to September 2009 is 43524.67 Metric Tonnes. Further, NACIL has committed to becoming a Green airline and we have achieved savings of 137102.71 Metric Tonnes in Carbon Di Oxide in the same period. Besides fuel management, QMS also looks into other methods of improving operational efficiency such as ACARS, EFB, technological changes, change management, etc.

Flight Planning System

The QMS has ensured the integration and selection of the optimized flight planning system for all the AOC holders in NACIL for enhanced quality and efficiency. A contract has been signed with M/s. FWZ based in Vienna recently. The new Flight Planning System would optimize the routes and provide the cost effective routing on day-to-day basis for every flight and would also contribute to operational and fuel efficiency to a considerable extent. The tentative timeline for implementation is April, 2010. To comply with the deadlines for the introduction of the New Flight Planning System trials on the B777 with M/s. FWZ, Systems Administrator Training was conducted from 10 th to 19th of November 2009. The work of loading of data and ensuring readiness for the introduction of the New Flight Planning System has already been commenced

• Engineering Department

Quick turnaround time of engines

The Engine Overhaul Facility at Mumbai continues its main role of supporting our own fleet of engines and APUs. In Financial Year 2008-2009, no aircraft was on ground for want of engines/APUs. The on-wing performance of the engines has also been satisfactory.

In addition to the above, the Engine Overhaul Mumbai Facility continues to service engines and

APUs belonging to customers. Our valued customers include Biman Bangladesh, Chromalloy, Jet Airways, Star Aviation and GE Aviation. Various models of customers engines and APUs handled include PW4056 Engines, CF6-80C2 Engines, CFM56-7BEngines and APU 660-4. One of the noteworthy features has been handling of latest generation GE90 engines powering new B777 aircraft. The facility had repaired the Low Pressure Turbine of Qty. 8 GE90 engines for customer GE Aviation with an average Turn-Around-Time (TAT) of only 3 days per engine. This TAT is one of the lowest achieved by any MRO, for which M/s GE Aviation have conveyed their appreciation for the achievement. During the year 2008-2009, the Facility earned a total revenue of US\$ 2.2 million (Rs.110 million) by way of labour and handling charges.

Major check carried out on A330

Air India has successfully carried out a major 2C check for the first time on Airbus A330 aircraft, resulting in substantial savings in foreign exchange. The 2C check was carried out with in-house expertise.

Engineering support to Freighters

NACIL has signed a Letter of Intent with logistics firm Deccan Cargo & Express Logistics Pvt. Ltd. for providing line maintenance and technical handling of their A310 cargo aircraft. Under this agreement, NACIL will provide end to end Engineering support to their cargo operation at Indian stations. It is expected that NACIL will extend this service to other stations as the operations of Cargo & Express Logistics Pvt. Ltd. expands. The estimated revenue from this venture will be more than US\$ 1 Million per year.

Enhancement of maintenance capability for 'C' check & Landing Gear Change for B777 aircraft

Till now, Air India was sending B777 aircraft to external vendor for carrying out 'C' check. In the recent past, Air India Engineering had successfully planned and executed, entirely in-house with indigenous efforts, two major projects viz., in November 2008 the task of replacement of all landing gears on B777-200ER aircraft VT-AIL (Dry Lease aircraft) and in December 2008, "C"



check on our B777-200ER aircraft VT-AIK (Dry Lease aircraft), which was a FIRST of its kind for India and Air India. This had resulted in savings of scarce foreign exchange and the estimated saving for this project is approx. US\$ 58,00,000. As these aircraft did not have to be ferry-flown to foreign MROs, appreciable fuel saving was also achieved.

Reduction of expenditure on fuel consumption during maintenance

Use of APU during maintenance is kept to minimum and wherever possible, GPUs are used for maintenance. The aircraft are towed to Hangars for maintenance during the night stop and are towed back to parking bays to save fuel. Taxing the aircraft to hangar and to parking bays would have consumed plenty of fuel. Proper rigging of doors and panels, checking door seals for leakage contributes to fuel saving by reducing aerodynamic drag.

5. HAJ 2009

Haj 2009 (20 October 2009 to 12 January 2010) operation was carried out with 2- B777, 3-B747-400, 8- A310, 2-A332, 2-AB320 and 12-A320/319 Aircraft. The total number of ballotte were 120131 as against 121695 pilgrims previous year. An MoU was executed between MOCA and Saudi Arabian Airlines as well as between MOCA and National Air Services (NAS) for carriage of 40920 and 22500 pilgrims respectively. These operations were carried out from 19 embarkation points out of India with Mangalore and Ranchi as new Stations during Haj 2009.

6. CAPITAL

Authorised Share Capital

The Authorised Share Capital of the Company is Rs.1500,05,00,000/- (divided into 137,56,45,020 equity shares of Rs.10/- each and 1,24,40,498 preference shares of Rs.100/- each).

Issued, Subscribed & Paid-up Share Capital

The Issued, Subscribed & Paid-up Share Capital of the Company is Rs.145,00,00,000/- (divided into 1450,00,000 fully paid up equity shares of Rs.10 each).

7. SUBSIDIARY COMPANIES

As on 31 December 2008 the Company's

investments in subsidiary Companies are as under :

- Hotel Corporation of India Rs.40.60 crores
- Air India Charters Ltd Rs.30.00 crores
- Air India Air Transport Services Ltd Rs. 5.00 lakhs
- Air India Engineering Services Ltd Rs. 5.00 lakhs
- IAL Airport Services Limited Rs. 5.00 lakhs
- Airline Allied Services Limited -----
- Vayudoot Limited Rs.36.42 Crores

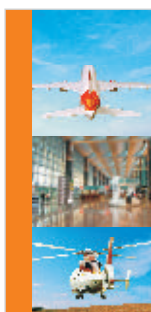
7.1 Air India Air Transport Services Limited (AIATSL):

(Rs.Million)

Particulars	2008-09	2007-08
NACIL's investment in equity	0.50	0.50
Total Income	599.33	308.00
Profit/(Loss) After Tax	(9.84)	(11.17)

With a view to improve the quality of Ground Handling Services to Air India flights and those of Customer Airlines, AIATSL was registered as a fully owned subsidiary of Air India on 9 June 2003.

AIATSL is providing certain flight handling services such as passenger, baggage handling, cabin cleaning, ramp handling and cargo handling for NACIL, Air India Express and some of the foreign airlines viz. Singapore Airlines, Ethiad, Saudia Airlines, Bahrain Airlines, Air Asia, Ethiopian Airlines, Thai Airways, Malaysian Airlines, Continental Airlines, American Airlines, Austrian Airline, Emirates, South African Airways, and Kuwait Airways at Kozhikode, Chennai, Trichy, Mumbai, Delhi, Thiruvananthapuram, Kolkata, Mumbai, and Mangalore. As on 30 September 2009, a total of around 1114 staff were employed on contract, in Traffic, Commercial, Security Services, Ground Handling in various Indian Airports to cater to flight handling requirement of NACIL flights and flights handled by NACIL.



7.2 Air India Charters Limited (AICL):

AICL operates a Low Cost Airline under the brand name "Air India Express" launched on 29 April 2005 with a fleet of 3 leased B737-800 aircraft, it operated from 3 stations in Kerala to 5 stations in the Gulf. As on 31 March 2009, AICL had a fleet of brand new 21 B737-800 aircraft (14 owned & 7 leased). It operated to 17 Indian and 14 foreign on-line stations in its network.

Air India Express had ended Winter 2007-08 with 141 international flights per week. Summer Schedule 2008-09 which began on 30 March 2008 saw the commencement of many new flights on new sectors. Air India Express ended the Winter Schedule 2008-09 with 168 international flights per week. During the year 2008-09, Air India Express carried around 2.26 million passengers as against 1.7 million carried last year registering a growth of 33%. However due to a global recession accompanied by high input costs like fuel and reduced yields due to competition in the LCC industry, the Company made a loss of Rs 3396.0 Million during the year 2008-09.

7.3 Airline Allied Services Limited: (Rs.Million)

Particulars	2008-09	2007-08
NACIL's investment in equity	22.50	22.50
Total Income	2886.67	3034.09
Profit/(Loss) After Tax	(818.25)	(591.57)

The Company operates under the brand Alliance Air. As on 31 March 2009 the Company had 6 B-737-200 Freighter, 7 ATR-42-320 and 3 CRJ-700 leased aircraft in its fleet. As at the end of the year, the network of the Company consisted of 25 stations within the country for passenger operations. As on 31 March 2009, the staff strength of the Company was 734 consisting of 692 employees on contract and the rest on deputation from NACIL.

As per the terms of an MoU with the North Eastern Council, the Company has been operating air services in the North East. These services completed 5 years of operation on 31 December 2007 and the arrangement has been extended for a period till 31 December 2009. During 2008-09, the company registered loss of Rs. 818.75 million.

7.4 Hotel Corporation of India Limited (HCI):

(Rs.Million)

Particulars	2008-09	2007-08
NACIL's investment in equity	406.00	406.00
Total Income	490.52	612.80
Profit/(Loss) After Tax	(186.14)	(249.7)

Chefair Flight Catering, Mumbai

M/s. Tourism Finance Corporation of India Limited (TFCI), the Consultant appointed for selection of parties for running the Hotel and Flight Kitchen on Management Contract basis had called for bids from the interested parties and shortlisted four parties.

Centaur Lake View Hotel, Srinagar :

The re-bidding process for Centaur Lake View Hotel (CLVH), Srinagar was initiated by M/s TFCI, Management Consultant and advertisement was released and 3 bids were received. After scrutiny of the bids, out of the three bidders, only two were found eligible who made presentation to the Task Force. As both the parties were found technically qualified, they were permitted to conduct Due Diligence. The financial terms are being reviewed and are being finalized.

7.5 Vayudoot Limited:

Vayudoot Limited was incorporated on 20 January 1981 with authorized capital of Rs.500 million. The Ministry of Civil Aviation, Government of India, vide its letter dated 25 May 1993 conveyed its decision to merge the company with erstwhile Indian Airlines Limited and accordingly, the entire shareholding of the company was transferred to Indian Airlines Limited whereby the company became wholly owned subsidiary of erstwhile Indian Airlines Limited. Effective 1 April 1997, the flight operations of the company were transferred to erstwhile Indian Airlines Limited and the employees were transferred to erstwhile Indian Airlines and Air India Limited.

During the year 2008-09, the total fleet available was Two Dornier Aircraft which were maintained and used for operations by NACIL which has decided to phase out these two aircrafts.



8. FLEET

As of 31 December 2009, NACIL had the following aircraft in its fleet :

Aircraft Type	Owned	Leased	Total
B777-200LR	08	NIL	08
B777-300ER	09	NIL	09
B777-200ER	NIL	03	03
B777-200A	NIL	01	01
B747-300	01*	NIL	01
B747-400	03	03**	06
A310-300	02	08***	10
A320	30	13	43
A319	14	05	19
A321	19	NIL	19
A300	NIL	NIL	NIL
A330	NIL	02	02
TOTAL	86	35	121

Note : * One B747-300 aircraft VT-EPW was phased out from the fleet and grounded pending disposal but was not re-registered.

** Three B747-400 aircraft are on Sale & Lease back

*** Out of 8 leased A310-300 aircraft, 2 are on Dry Lease and 6 are on Sale & lease back.

Induction of new aircraft :

Upto 30 November 2009, the Company had inducted out of the order of 93 aircraft, 8-Boeing 777-200 LR, 9 B777-300 ERs, 16- A319s, 16-A321s and the balance 44 units are being progressively inducted in a phased manner till the year 2014.

9 NETWORK

9.1 The pattern of operations during 2008-09 was as under :

Routes	Summer 2008	Winter 2008	Summer 2009	Winter 2009
India/New York	14	14	14	14 (upto 30.11.09) 7 (w.e.f 1.12.09)
India/New York/Washington	-	-	-	7 (from 1.12.09)
India/London/New York	7 (upto 9.9.08)	0	0	0
India/London (T)	15 (upto 9.9.08) 22 (w.e.f. 10.9.08)	7	14	14
India/London/Chicago	3	-	-	-
India/London/Newark	-	7	-	-



Routes	Summer 2008	Winter 2008	Summer 2009	Winter 2009
India/Birmingham/Toronto	3	-	-	-
India/London/Toronto	-	3	7	7
India/Frankfurt/Los Angeles	3 (upto 9.9.08)	-	-	-
India/Frankfurt/Chicago	4	7	7	7
India/Paris/Newark	7	-	-	-
India/Frankfurt	-	-	7 (w.e.f. 1.6.09)	7
India/Frankfurt/Newark	-	-	7	7
India/Paris	-	3	3	3
India/Nairobi/Dar-es-Salaam	3 (up to Aug.08)	-	-	-
India/Nairobi	3 (w.e.f. Sep08)	3	3	3
India/Gulf	194 (upto Aug 08)	188 (upto Jan 09)	179 (upto Sep09)	166
(14 India-Dubai were discontinued eff June 2007)	189 (w.e.f. Sep 08)	176 (w.e.f. Feb 09)	172 (w.e.f. Oct 09)	
India/Tokyo (T)	4	4	4	4
India/Shanghai	4	4	4	4
India/Hong Kong/Osaka	3	3	3	3
India/Hong Kong/Seoul	4 (upto 9.9.08)	-	-	-
India/Hong Kong	11 (upto 20.8.08) 4 (from 21.8.08)	4	4	4
India/Kuala Lumpur	7	7	7	7
India/Singapore (T)	32	28 (upto 1.1.09) 35(w.e.f. 1.2.09)	35	35
India/Dhaka	6 (upto Apr 08)	-	-	-
India/Bangkok	14 (upto 15.7.08) 11 (w.e.f. 16.7.08)	17	14 (upto Sep 09) 17(w.e.f. Oct 09)	17
India/Bangkok/Kuala Lumpur	7	-	-	-
India/Yangon	1	2	1 (upto Sep 09) 2(w.e.f Oct 09)	2
India/Kathmandu	17	17 (upto 31.1.09) 24 (w.e.f. 1.2.09)	22	22
Chennai/Colombo	7	7	7	7
India/Lahore	1 (upto 21.8.09)	-	-	-
India/Male	14	12	12	12
India/Kabul	6	6	6	6
India/Bangkok/Singapore	-	4 (upto 31.1.09)	-	-



9.2 Additional Operations

During the year 33 additional flights were operated over and above the schedule to cater to commercial requirements, resulting in 239 hours of additional operations.

9.3 Extra Section Flights

During the year NACIL operated 8 VVIP flights on

behalf of Government of India.

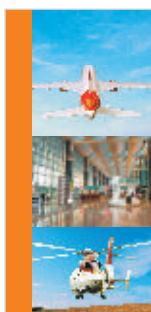
9.4 Joint Ventures and Code share Arrangements

As on 31st March 2009, NACIL had commercial agreements with foreign airlines for code-share services and joint operations, using foreign airlines' aircraft to destinations as follows :

To :	With :
USA :	
Chicago/Denver/Detroit/Los Angeles/Washington	Lufthansa
Los Angeles/San Francisco	Singapore Airlines*
Los Angeles	Malaysia Airlines*
Europe :	
Paris/Frankfurt/Berlin	Air France
Vienna	Austrian Airlines*
Zurich	Swiss International*
Berlin/Dusseldorf/Frankfurt/Lyon/Munich/Stuttgart/Zurich	Lufthansa
Amsterdam/Copenhagen/Oslo/Stockholm	Lufthansa
Russia :	
Moscow	Aeroflot*
Africa :	
Mauritius	Air Mauritius*
Australia :	
Brisbane/Melbourne/Sydney	Singapore Airlines*
Melbourne	Malaysia Airlines*
Gulf & Middle East :	
Dubai	Emirates*
Dubai	Thai Airways *
Kuwait	Kuwait Airways*
Bahrain	Gulf Air
Istanbul	Turkish Airlines*
CIS :	
Tashkent	Uzbekistan Airways
S.E. Asia :	
Singapore	Singapore Airlines *
Kuala Lumpur	Singapore Airlines*
Kuala Lumpur	Malaysia Airlines*
Dhaka/Chittagong	GMG Airlines
Far East :	
Bangkok	Thai Airways
Bangkok	Singapore Airlines
Hong Kong	Thai Airways *
Shanghai	Thai Airways
Tokyo	Thai Airways *

* Block Space Agreement

NOTE: NACIL had JV Agreement with Malaysia Airlines on Delhi - Kuala Lumpur vv sector.



From 1st April 2009 till date, NACIL had entered in to new commercial agreements with foreign airlines to following destinations :

To :	With :
Africa : Johannesburg/ Durban /Cape Town	South African Airways (Effective 18 Jun09)
USA : New York (JFK)	Kuwait Airways (Effective 15 Nov09)
Europe :	
London	Kuwait Airways (Effective 15 Nov09)

10 FINANCIAL HISTORY

10.1 Net Worth

Net Worth of the company is Rs.208.35 Crores .

10.2 Internal Resources Ploughed Back Into Business

Balance value of assets financed from internal resources ploughed back into the business is Rs.15907.65 crores.

10.3 Financial Performance:

The financial performance of the Company during the year 2008-09 was as under:

(Rs.Million)

Particulars	2008-09	2007-08
Profit/(Loss) before Depreciation & Tax	(59628)	(25365)
Extra-ordinary Items	-	-
Profit/(Loss) before Depreciation & Tax	(59628)	(25365)
Less: Depreciation	12259	7617
Profit/(Loss) before tax	(71887)	(32981)
Less: Provision for Tax	148	126
Add : Deferred Tax Benefit	16552	10845
Net Profit/(Loss)	(55483)	(22262)

10.4 Physical Performance:

Particulars	Unit	2008-09	2007-08
ASKMs(Scheduled Services)	Million	43591	48393
ASKMs (Total)	Million	44691	49264
PKMs (Scheduled Services)	Million	25950	30890
PKMs (Total)	Million	26436	31295
ATKMs(Scheduled Services)	Million	5602	6168
ATKMs (Total)	Million	5755	6273
RTKMs (Scheduled Services)	Million	3191	3689
RTKMs (Total)	Million	3235	3729
Passenger Load Factor	%	59.5	63.8
Overall Load Factor	%	57.0	59.8
No.of Pax Carried (Scheduled Services)	Million	10.36	13.21
No.of Pax Carried (Total)	Million	10.50	13.32
Freight Carried	Tonnes	141966	170843
Aircraft Utilisation(per aircraft)	Rev.Hrs.	3468	3593
Total Revenue Hours Flown	No.	372285	374826



Due to the recessionary trends prevailing in the aviation industry globally and the factors enumerated above affecting global aviation business and the domestic economy, the Company suffered a net loss of Rs.55,482.6 million vis-à-vis loss of Rs.22261.6 million in 2007-08 . Total Revenue achieved by the Company was Rs.134,793.8 million and Total Expenditure Rs.206,680.1 million. After adjusting for Deferred Tax Asset of Rs.165,51.8 million the net loss registered was Rs.55,482.6 million. The Loss was mainly due to the following factors:

- i) Decline in passenger load factor due to global recession and fall in domestic demand.
- ii) Decline in yield due to competition.
- iii) Increase in financing cost due to aircraft acquisition and working capital loans.
- iv) Increase in Depreciation expenditure.
- v) Increase in Wage bill and other Staff Costs.
- vi) Abnormal Increase in Aviation Turbine Fuel Cost.

11. ANALYSIS OF THE PHYSICAL/FINANCIAL PERFORMANCE

11.1 Revenue :

- i) Total Revenue declined from Rs.152,520.4 million last year to Rs.134,793.9 million (reduction of Rs.17,726.5 million) .
- ii) Operating Revenue for the year was Rs.132,245.4 million against previous years revenue of Rs.136,383.5 million (reduction of Rs.4,138.1 million).
- iii) The reduction in the revenue was on account of:
 - a) Decline in passenger seat factor from 63.8% to 59.5% due to global recession which affected travel from and to India and fall in domestic travel. The LCCs(Low Cost Carriers) also made inroads into the market share of the full service carriers leading to a severe dent in yields on the domestic sectors to match competition.
 - b) Decline in cargo & freight revenue by Rs.104.3 million.
 - iv) Other revenue for the year decreased by Rs.957.3 million .

11.2 Expenditure :

- i) The total expenditure incurred was Rs.206,680.1 million as compared to the previous years figure of Rs.185,501.3 million (an increase of Rs.21178.9 million).
- ii) Operating Expenses went up by Rs.10,530.1 million mainly due to the following:
 - a) Increase in fuel expenditure by Rs.8,081.3 million.
 - b) Increase in hire of aircraft charges by 1,447.9 million
 - c) Increase in depreciation expenses by Rs.4,642.3 million.
 - d) Increase in interest expenditure by Rs.9,592.0 million.

A Deferred tax asset of Rs.16,551.8 million has been created in 2008-09 as compared to the previous years figure of Rs.10,845.3 million.

12 MEASURES TO IMPROVE PERFORMANCE

12.1 Synergies due to Merger :

• Route Rationalisation:

The merger of erstwhile Air India & Indian Airlines had witnessed a significant re-structuring of operations between the networks of the two erstwhile airlines since August 2007. As the first step towards route rationalization, all overlapping operations between the two erstwhile airlines were streamlined except BOM/DXB and DEL/Dubai and only one code (either AI or IC) was sold on the re-structured routes. An extensive Hub & Spoke operation has been developed using the narrow body aircraft of erstwhile IC to feed the west bound international services to USA/UK operated by the wide body aircraft of erstwhile AI. The Hub & Spoke network had gradually increased from 8 services per week to 35 services per week. As a product enhancement, some of the Hub & Spoke services which connect to the USA/UK flights operate with the same flight number.

Network integration by matching the route potential, market requirements and aircraft capabilities was undertaken. Narrow body services were operationalised on the following routes in the winter 2009 schedule:



From BOM, DEL, KOCHI, KOZHIKODE to Dammam & Riyadh in Saudi Arabia

From BOM, DEL to DXB

From BOM, DEL, BANGLORE, CHENNAI to SINGAPORE

An exercise to remove/minimise the overlapping operations between IC coded and IX coded flights of our low cost subsidiary was undertaken for which the following principles of network development were finalized :

- Metro cities to be served by Full Service Carrier (FSC), with an exception for markets which require both the FSC & LCC products.
- Non metro cities with a J class potential to specific international markets to be served by FSC.
- All other non-metro cities to be served by LCC.

In the Summer 2009 schedule 18 overlapping city-pair operations between Indian (IC) & Air India Express(AIE) were existing. The following operations are now streamlined for overlaps in the Winter Schedule 2009/10 :

- Complete withdrawal from DOH & BAH and serving of these points exclusively by AIE, with capacity additions in these markets in the winter schedule. Daily services to be offered from COK & CCJ to DOH & BAH .
- Withdrawal from COK & CCJ to MCT and these markets to be served by AIE. MAA continue to be served by NACIL and AIE will increase its presence in these markets through capacity additions in winter 2009.
- The other overlapping sectors to Sharjah from CCJ, COK, TRV, HYD, LKO, ATQ are proposed to be served with the single class A320 aircraft.

• **Networking :**

M/s SH&E were appointed as the Airline Management Solution Provider (AMSP) to undertake a one time clean sheet exercise and provide solutions for the integrated network. The following deliverables were to be provided as a one time exercise :

- Network Strategy
- Optimized schedules for 5 schedule periods

viz. Winter 2009, Summer 2011, Winter 2011, Summer 2014 and Winter 2014.

- Perspective Plan for a 5 year period from 2015 - 2020.

M/s SH&E have completed work on 2 of the 5 deliverables contracted for viz. Network Strategy and Summer 2014 schedule. The Network Strategy prepared by them was based on the guidelines detailed in the document "Network Vision of Air India".

Network Vision

- Focus markets: NACIL's focus markets are India, India/North America (major traffic generating points), India/UK (London), India/Germany (Frankfurt), and India/Gulf & Middle East (Dubai, Riyadh, Jeddah and other traffic generating points). Air India will want to have a presence in East Asia, Europe, Australia and Africa.
- Hubs: NACIL will operate out of two major international hubs in India viz., BOM (Mumbai) and DEL (Delhi). Frankfurt will be a connecting hub for the India-USA and India-Europe traffic. NACIL will have 4 domestic hubs BOM, DEL, CCU and MAA.
- Network principles: NACIL will at least provide a daily connection on it's entire network and will provide non-stop services on most destinations, except for India/USA.
- Target market share: NACIL aims to be the dominant carrier in the hubs and its focus markets and also aims to progressively garner approximately 25% share of the domestic market (within India) and the international air market to/from India.
- Full Service vs Low Cost airlines: NACIL will remain a full service airline. It's international operations will also be supported by it's low cost arm Air India Express. It is proposed to offer low cost services in the domestic market also. The principles for co-existence of FSC and LCC may be developed. Based on these principles, the network plan would be developed for international and domestic LLC operations.



- Star Alliance: NACIL will be a member of Star Alliance and will want to obtain maximum benefits from Star Alliance members to service major O&D points through its own services and the rest through alliance members.
- People and Infrastructure constraints: Opportunities such as the integrated single terminal operations planned at DEL (slated to start in 2010) and BOM (slated to start at 2012) airport would be considered as per timelines above.
- Optimization: The key metric for NACIL is profitability. Over the longer run, the network should be profitable. The profitability objective will override the market share guidance.

12.2 Plans to turnaround performance : Constitution of Strategy Group of the Board

A Strategic Group was formed of the Board to consider various measures including an analysis of all routes, withdrawal/curtailment of services on routes not meeting cash costs, implement cost reduction and revenue enhancement strategies in the short/medium/long term and to evolve a suitable turn around strategy for the Company. As of date, the Strategic Group has met 7 times to discuss issues of vital significance for the airline including inter alia Route Rationalisation/Route Economics, Financial and Operational Restructuring plan, Star Alliance Integration & Commercial cooperation, Fuel Efficiency Gap Analysis etc. Fuel saving was achieved by implementing and initiating various actions such as change in cost index, monitoring of APU usage hours, development of a Fuel Management Information system and motoring carriage of additional fuel etc.

Following measures for cost reduction and improving revenue generation were introduced :

- Complete rationalization of manpower & Productivity Linked Incentives
- Complete the integration process of erstwhile Indian Airlines and Air India
- Review of all agreements on technical and operational matters
- Return of leased aircraft at the earliest
- Large scale redeployment of staff to curb

infructuous expenditure

- Closure of all overseas offices where NACIL does not operate

Following Committees have been setup for driving and tracking the operational restructuring initiatives :

- Integration
- Route rationalization
- Customer Feedback
- Manpower rationalization
- Green Initiatives
- Safety
- Engineering
- Procurement & Contracts
- Alliances

12.3 Infusion of Additional Equity-Linked to the Turnaround Plan of the Company:

In an attempt to adequately capitalise the Company and in anticipation of Government's induction of equity into the capital of the company, NACIL has increased its Authorised Share Capital to Rs.5000.05 crores which includes Rs.124.4 crores as preference capital. The total aircraft acquisition programme of NACIL is in the region of nearly Rs.440 billion (US\$ 11 billion). Considering this, it was essential that the equity base of the Company was substantial enough to support the capital requirements. The gestation period in the aviation industry being long, the returns on investment would start flowing in after a considerable period of time. The time zone for this large size investment was between 2006 and 2014. The induction of equity by the GOI was essential to leverage the debt and to maintain a healthy debt equity ratio in the background of the huge investment.

Accordingly, the Company has made presentations before the Committee of Secretaries(COS) and the Group of Ministers (GOM) during the year 2009-10. As an interim measure, the GOM was favourable in considering Company's request for equity induction in phases linked to the attainment of cost reduction/revenue enhancement programme by the Company.

A series of measures have already been taken by



the Company to turnaround its performance. These are targeted towards Cost Reduction and Revenue Enhancement. Some of these measures are:

1. Rationalisation of certain loss making routes
2. Return of leased aircraft
3. Induction of a brand new fleet on several domestic and international routes thereby increasing passenger appeal
4. Phase out of old fleet and consequent reduction of maintenance cost
5. Reduction of contractual employment and outsourced agencies
6. Critical analysis of fuel consumption on all flights by setting up a Fuel Council and Fuel Manager
7. Implementation of recommendations made by the IATA group on Fuel Efficiency Gap Analysis
8. Curtailment of overtime, certain staff perks and relocation of officers from abroad to India
9. Increase in Passenger, Cargo, Excess Baggage revenues through aggressive sales and marketing strategies including a separate cell for attracting Government traffic
10. Leveraging the assets of the Company to increase MRO revenue as well as revenue from Company's real estate properties
11. Upgradation of IT infrastructure and implementation of Quick win IT solutions
12. Establishment of hub control and networking/crew scheduling systems
13. Lease out of excess capacity and deferment of aircraft deliveries

As a result of these measures which are at various stages of implementation, the Management is confident of turning around its performance during the next 18-24 months subject to other factors like fuel and geo-political situation remaining stable, duly supported by a global recovery in travel and tourism. The Management is, therefore, of the view that the going concern concept would continue to remain a valid assumption in the light of the aforesaid programme and Government's support in the form of equity induction and financial guarantees for

purchase of aircraft.

13 PRODUCT DEVELOPMENT

13.1 European Hub at Frankfurt

Frankfurt has become the operational hub for the West-bound flights of Air India from end March 2009. The move was aimed at strengthening the global network of the national carrier and restructuring its operations to Europe and the U.S. Effective 29 March 2009, Air India has introduced flights to New York (Newark) and Chicago from Mumbai and Delhi with convenient scissor connections over Frankfurt. The flights would provide fastest connectivity between India and the U.S.

Effective 1 June 2009, a daily flight from Ahmedabad to Frankfurt was introduced for the convenience of Gujarat passengers. These flights provide connections in both directions to the US flights via Frankfurt. Passengers traveling from Ahmedabad to Chicago and Newark shall no longer need to transit Mumbai to travel to these destinations.

Air India provides convenient connections over Mumbai to South Indian cities of Hyderabad, Bangalore, Chennai and Cochin with daily Hub and Spoke flights. Air India passengers from Hyderabad will have a choice of traveling via Delhi or Mumbai to Frankfurt and onwards to Chicago and New York (Newark).

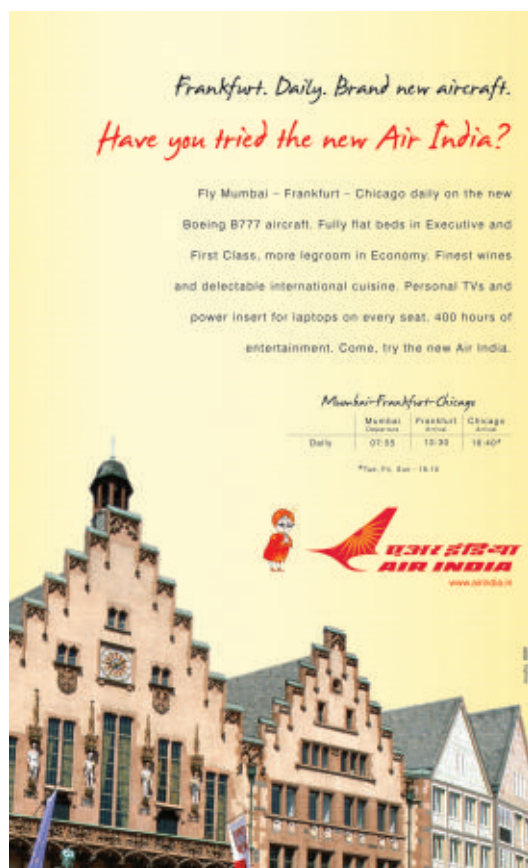
13.2 Plans for 2009-10

B747 aircraft on the Mumbai-Frankfurt-Newark route has been replaced with the new B777-300 ER aircraft from Summer 09.

13.3 Elite Club

The Maharajah Club (TMC)

- Membership to The Maharajah Club (TMC) is currently restricted to individual frequent flyers of "Flying Returns" programme on satisfying minimum mileage points/sectors/ qualifying flights count criteria on Air India (AI and IC designated flights) or any invitation criteria prescribed by Air India, as set down from time



to time. Travels undertaken on AI Express are not taken into consideration for selection to the Club. Privileges include, upgrades, lounge facilities, priority check-in/confirmation, baggage clearance, limousine service, 20 Kgs excess baggage allowance and 30% mileage point bonus.

- The membership base as on 31 December 2009 was 2226.

13.4 Premium Clubs

Golden Edge Club

Membership to The Golden Edge Club is currently restricted to individual frequent flyers of "Flying Returns" programme on satisfying minimum mileage points/ sectors/ qualifying flights count criteria on Air India (AI and IC designated flights) or any invitation criteria prescribed by Air India, as set down from time to time. Travels undertaken on AI Express are not taken into consideration for selection to the Club. Members enjoy exclusive

privilege like 25% mileage point bonus, Personalized/priority check-in, priority confirmation from the waitlist, upgradation to Executive class (two upgrade vouchers on invitation to the Golden Edge Club), lounge access at select airports, 15 kgs additional baggage allowance and guaranteed seat in Economy class for bookings made 24 hours in advance.

The membership base as on 31 December 2009 was 22658.

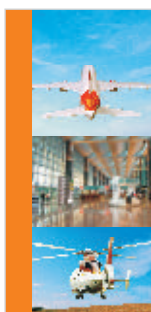
Silver Edge Club

Membership to Silver Edge Club (SEC) is currently restricted to individual frequent flyers of "Flying Returns" programme. Members on satisfying minimum mileage points/sectors/qualifying flights count criteria on Air India (AI and IC designated flights) or any invitation criteria prescribed by Air India, as set down from time to time, would be selected/invited to join the Club. Travels undertaken on AI Express are not taken into consideration for selection to the Club. Members enjoy exclusive privileges like, 10% mileage point bonus, priority confirmation from waitlist, upgradation to Executive Class (one upgrade voucher on invitation to the Silver Edge Club), 10 kgs additional baggage allowance, guaranteed seat in Economy class for bookings made 24 hours in advance.

The membership base as on 31 December 2009 was 22307.

13.5 Flying Returns Programme

- Increased check-in baggage allowance, tele check-in, check-in counters at select airports, priority for confirmation from the waitlist, priority baggage handling, lifestyle privileges, pooling of mileage points and wide array of special offers.
- Apart from earning and redeeming on Air India, members can also earn and redeem on our airline partner Lufthansa and Singapore Airlines
- Members can accrue mileage points while traveling on select flights of our code share partner airlines.



- Members can transfer reward points from our non-airline partners to Flying Returns through Add-On Mileage points.
- Non-airline partners on Indian Programme are American Express, Standard Chartered, HDFC Bank, The Hongkong Shanghai Banking Corporation (HSBC), ICICI, ITC Welcome Group, Emirates Bank Group, TATA Cards, Barclays Bank, SBI Cards, Citibank, Deutsche Bank, Kotak Bank & ING Vysya Bank.

The membership base as on 31 December 2009 was 6,78,147 as under :

14 MEASURES TAKEN BY NACIL TO IMPROVE MARKET SHARE

Region	Members
India	4,28,276
Gulf	37,345
UK/USA/Canada	1,86,430
Far East & SEA	16,487
SAARC	3,930
Japan	4,810
S.Korea	869
Total	6,78,147

14.1 Companion Free Scheme

Domestic : NACIL on the lines of its Companion Free Scheme available on its West bound international flights, introduced a new scheme extending free travel for spouse on domestic sectors for a passenger purchasing an Executive Class ticket. The Spouse Plus scheme, effective for travel from 7 January 2009 till 28 February 2009, in Executive Class enable a full fare paying passenger in Executive Class to take his/her accompanying spouse free of cost in the same Class. No fare or fuel surcharge was payable for the spouse's travel. However, Passenger Service Fee and User Development Fee, as charged by the airports was collected. Both the passenger and accompanying spouse are required to travel together on the entire journey. The offer will be available on most of the flights on the extensive domestic network of Air India .

International : The offer was valid for travel between the following countries:

- India - USA / Canada/UK/Europe
- Germany - USA & UK- Canada

This scheme was valid on full IATA published fares in all classes for both one way and round trip travel. On our non-stop MumbaiJFK Mumbai and Delhi-JFKDelhi flights, the Companion Free Scheme is available on full IATA published fares in Executive and Economy Class only. However, passengers travelling on IATA FRT fares may be offered Companion Free Scheme with companion travelling in J class. This scheme was also available for passengers traveling ex India to Tokyo/ Osaka/Shanghai/ Hongkong in First and Executive class. The scheme will be valid ex India only, including ex interior points from India on IC code domestic flights. The scheme was extended for travel upto 30 September 2009 was further extended till 31 March 2010.

14.2 Special Companion Free Scheme

The Special Companion Free Scheme valid till 31 March 2010 was implemented whereby passengers traveling on international routes ex India on the highest market fares in F/J will be entitled to a companion ticket at 50% of the same fare. Special companion free offer ex India to UK/Europe introduced for short-term sale of 2 weeks and for outbound travel up to 31 October 2009.

14.3 Apex Fares introduced

Advance Purchase Excursion (APEX) fare was introduced on 35 select domestic sectors in its network from 17 March 2009. To avail of these special fares, passengers can book the tickets 10 days in advance. These fares, which are one way total fare, are inclusive of Basic fare, Passenger Service Fee (PSF) and Fuel Surcharge. However, the passengers will have to pay User Development Fee (UDF) as applicable in certain airports. The tickets are non refundable. These promotional fares are in addition to the Summer Special fares introduced for purchase of tickets 30 days in advance.

14.4 Joint promotion with American Express

Currently, we have a joint promotion with American



Take four return trips and your wife to Goa for free!
Have you tried the new Air India?

This winter, just take four return flights or fly eight sectors on select metro routes between 5th Dec '08 and 5th Feb '09, and you could earn a free ticket to Goa or any other domestic sector* of your choice. Air India brings you **Winter Warmth**, an amazing offer that allows you to take your spouse or companion free for a vacation to any domestic destination across our vast network. Come, try the new Air India.

*Conditions apply.

R K SWAMY / BDO / BBSF/H

Express in India whereby passengers buying tickets using American Express cards are entitled to complimentary domestic tickets on AI/IC flights or a 50% discount on the second ticket. This scheme was launched on 15 October 2008 and was valid till 31 January 2009.

14.5 Corporate House Scheme

A revamped Corporate House Scheme was launched under which tie-ups are done with corporates for targeted volume of yearly travel undertaken by them on AI/IC/CD code flights by booking through their travel agents and NACIL booking offices. Incentives by way of credit of a given percentage on the volume of agreed business are given to the corporate. Approx. 230+ corporate deals have been signed all over India. The expected business from these corporates in the current year is around INR 3000-3500 millions.

14.6 GOI Package

- A comprehensive package is in place for GOI/MEA officials traveling on our services on IATA full fares both international and domestic.
- Additional facilities offered to GOI/MEA officials include a discount for direct ticketing with NACIL, excess baggage, special offers on domestic fares (Super Saver Booklets), etc.
- With the new Government order mandating all official travel on NACIL, all regions in India have been asked to position dedicated staff to service GOI officials.
- LTC80 30% discount has been offered on normal published fares to employees of State and Central Government and employees of

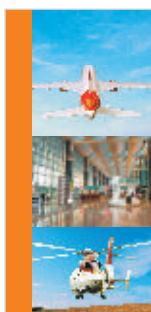
Educational Institutions who were entitled to full reimbursement of the fare while on leave.

14.7 Preferred Agents Partnership

In order to increase NACIL's market share, both in domestic and international, Select agents in India have been offered a Preferred Partnership Agreement with AI. These agents have been offered an incentive on increasing their market share on AI as compared to the previous year and were offered additional benefits such as FAM tours, priority in confirmation of seats, upgrade vouchers, additional ad tickets, etc. The objective of this agreement is to build a long-term relation with such productive agents and to strengthen their loyalty to AI.

14.8 Online Booking Promotion

In order to target the emerging & growing segment of air travelers who prefer to buy tickets through the web and to attract these customers to NACIL's net ticket facility through its website, Online Booking Promotion schemes were launched. Effective 31 January 2009 a discount of 10% on the Basic Fare is given on all tickets purchased online through NACIL (I) website. The discount offer is on Domestic sectors of flight operated with IC / CD codes only. Applicable on all fares levels available for sale online and not applicable on Infant tickets. This has resulted in a 54% growth in international sales through the web in the period April-September 2009 vs. April-September 2008. Domestic web sales registered a growth of 118%. FFP members earn 500 mileage points, on every online booking made by them for self travel.



14.9 Air India Holidays

NACIL in collaboration with leading hotels, has launched a single-window holiday packages product under which exciting holiday package options are available for both domestic and international destinations on flights operated with IC/CD codes, for sale through a dedicated holiday package website www.airindiaholidays.in. Over 400 exciting package options covering over 150 cities in 22 Indian States and 10 international destinations are available, which makes it one of the most comprehensive Holiday Package product offer in India. Effective 24 April 2008, packages have been launched to Mainland China covering destinations such as Shanghai, Beijing, Suzhou and Hangzhou. Effective 2 September 2008 Cambodia + Thailand combo package launched with 3 nights stay in Bangkok and 2 nights in Phnom Penh, the capitol of Cambodia.

14.10 Other promotional schemes

- In order to offer value for money to the frequent travellers and extend the reach of the Super Saver tickets, a short-term scheme "Super Saver Utsav" was introduced for travel in Economy & Business class on domestic sectors with effect from 22 November 2008 upto 31 January 2009 with 6 months validity period.
- "Winter Warmth," scheme was introduced for passengers travelling between the four metros and Bangalore/Hyderabad from 5 December 2008 to 5 February 2009. It envisaged award of one free return ticket of two coupons on the domestic network of Air India for those undertaking a minimum of eight flights. The award was ticket valid for 30 days from the date of issue and the last date for submission of claim form was 28 February 2009.
- In order to attract the Leisure Traffic planning their travel during the forthcoming vacation period, Air India has introduced special fares. Christened as "Summer Special Fares", these fares are attractively priced and targeted at the passengers who plan their itinerary well in

advance and take advantage of this special offer.

- In addition,
 - Special low fares have been introduced for travel to and from USA, UK, Europe.
 - Special Cut-and-Pay (Percentage off) incentives have been offered for agents on Business and Economy fares to USA, UK & Europe.
 - Additional free baggage allowance is offered for travel to London, Paris and Frankfurt.
 - YQ (Fuel surcharge) has been waived on infant tickets.
 - Domestic YQ has been waived for international journeys to and from USA/Europe/Gulf/Middle East.
 - Special lower fares have been introduced ex offline points in Europe to route traffic over Paris, Frankfurt and London.
 - Monsoon special all-inclusive fares launched for short-term sale between 27 June and 3 July 2009.
 - Special super-saver scheme on domestic sectors in business class for a 4 day sale period from 16 to 20 June 2009 approx. 3500 booklets sold earning a revenue of Rs.134 million.
 - Short term 'Quick Returns' 4 coupon economy class booklets scheme introduced for sale between 4 and 11 July 2009 and travel up to 20 September 2009 approx. 5700 booklets sold earning a revenue of Rs.130.9 million.
 - In order to promote Lean Sectors, advance purchase fares were introduced at AP-3 level, for a limited period. The fares were available for sale from 18th July 2009. Travel under the fares was permitted till 20 September 2009.
 - Select Lean flights, were promoted by offering Flight Specific fares. These fares were available for sale from 5 August 2009 till 23 September 2009 for travel till 26 September 2009.
 - 'Independence Special Fares' were offered on



the eve of Independence Day on select sectors/flights. The fares were available for sale from 8 August 2009 to 17 September 2009 for travel to be completed by 20 September 2009.



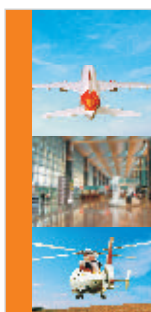
15 STEPS TAKEN TO DEVELOP THE ACTIVITIES IN NORTH-EAST

NACIL and its subsidiary, Alliance Air currently operate regular air services to 11 cities in 6 NE States as under.

1. **Assam** Silchar, Guwahati, Jorhat, Lilabari, Dibrugarh, Tezpur
2. **Mizoram** Aizawl
3. **Nagaland** Dimapur
4. **Tripura** Agartala
5. **Manipur** Imphal
6. **Meghalaya** Shillong

Current operations* of NACIL to / from the North Eastern states are as follows:

Route	Frequency /wk	Aircraft Type
Delhi - Guwahati - Bagdogra - Delhi	2	A320
Delhi - Bagdogra - Guwahati - Delhi	3	A320
Delhi - Guwahati - Imphal & v.v	2	A320
Kolkata - Agartala & v.v	Daily	A319
Kolkata - Aizawl - Imphal - Kolkata	4	A319
Kolkata - Imphal - Aizawl - Kolkata	3	A319
Kolkata - Guwahati & v.v	Daily	A320
Kolkata-Dibrugarh vv	5	A319
Kolkata-Silchar vv	4	A319



The details of connectivity provided by Alliance Air is given below:

ROUTE	WEEKLY FREQ
Kolkata-Agartala-Kolkata	7
Kolkata-Dimapur-Kolkata	4
Kolkata-Aizawl-Kolkata	5
Kolkata-Guwahati-Kolkata	4
Kolkata-Silchar-Kolkata	4
Kolkata-Tezpur-Silchar-Kolkata	3
Kolkata-Shillong-Jorhat-Kolkata	3
Kolkata-Shillong-Kolkata	3
Guwahati-Aizawl-Guwahati	7
Guwahati-Lilabari-Dibrugarh-Guwahati	2
Guwahati-Silchar-Guwahati	4
Guwahati-Silchar-Agartala & Return	3
Guwahati-Agartala-Guwahati	7
Guwahati-Dimapur-Imphal & Return	4
Silchar-Imphal-Silchar	4
	64

16 OTHER REVENUE GENERATING ACTIVITIES

16.1 Engineering Department

During the year, Engineering and Engine Overhaul Departments of the company have earned Rs.177.8 million by means of third party work. This revenue is in addition to the revenue earned for technical handling of other airlines whose contracts are administered by GSD.

16.2 Security Department

- Rs.718.2 million from providing security services to customer airlines during the year 2008-09 by the Security Department. Security services rendered towards non-scheduled/chartered flights have earned a revenue of Rs.1 million during the year.

- Rs.0.46 million was earned by the Central Training Establishment (CTE) HYD, by providing training to other Airlines/Agencies such as Continental, TCS, HAL and other agencies at Bangalore.
- Rs.0.3 million on account of Recovery of Excess Baggage charges from passengers. Rs.0.94 million by providing cargo screening services to Indigo Airlines at Pune without using extra resources of manpower and equipment, effective January to April, 2009.
- USD 1,36,000 p.a. thru rendering security services to US Postal Mail, to accept on our flights to/from India.
- Rs.20.2 million thru provision of logistical arrangements for Sky Marshals to private



air carriers at Kolkata effective January 2002 to September 2008. The above payment is pending from other airlines and matter was taken up with BCAS on several occasions.

16.3 Cargo Revenue

The cargo revenue earning has gone up by Rs.384 million from Rs.7902 million in 2007-08 to Rs.8286 million in 2008-09, representing a growth of 4.9%, despite global recession.

17 FUTURE STRATEGY

17.1 New aircraft deliveries:

The first new aircraft - out of the combined acquisition of 111 aircraft - was inducted in October 2006. While most of the inductions of new aircraft have been as per the aircraft delivery schedules, the B787 deliveries have been delayed for almost 2 ½ years (as per the scheduled deliveries, the 1st aircraft was to have been delivered in November 2008). Boeing has now sent a revised delivery schedule with the 1st aircraft being delivered in April 2011 and the induction of 27 units to be completed by 2nd Quarter of 2014.

17.2 Re-Structuring :

In the Re-Structuring Plan submitted to the Government in July 2009, it was proposed to phase-out all the old owned aircraft in the fleet and terminate all the leases by the end of 2011/12. The wide body fleet size is maintained at the same level of 26 units till the end of 2010/11. The fleet size increases thereafter with the inductions of the B787 aircraft spread over the next 4 yrs (15 in 2011, 2 in 2012, 3 in 2013 & 7 in 2014). The Management is in the process of leasing out of the excess capacity for which the RFPs have been floated.

In the narrow body fleet size, there will be a reduction in the A320 fleet because of the phase-out of 11 old units in the 3rd quarter of 2010. The fleet size drops from 20 units in Summer 2010 to 6.5 units in winter 2010, and consequently the narrow body fleet size reduces from 63 units in summer 2010 to 46.5 units in winter 2010 a reduction of 16.5 units within one schedule period (13.5 - A320s + 3 - A319s).

18. FINANCING INITIATIVE

18.1 Aircraft Financing :

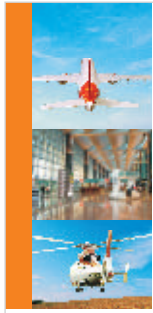
An agreement for the financing of the remaining 21 Airbus aircraft to be delivered between April'09 and April 2010, valued at US\$ 1.1 billion was signed between NACIL and a consortium of Indian banks lead by IDBI. The financing is a long-term rupee loan supported by a GOI guarantee. Similarly an agreement for delivery financing of 3 B777 aircraft and one spare engine delivered to the airline in 2008, was signed with M/s Standard Chartered Bank for US\$ 343.0 million, backed up by a US Exim guarantee, supported by a GOI guarantee on 19 September 2009 at Washington. This financing covered 85% of the cost of the aircraft. The balance 15% was arranged through a rupee loan of Rs.2850 million from IDBI. Subsequently a bridge financing agreement for US\$ 830.0 million was signed with M/s Standard Chartered Bank for financing 7 B777 aircraft from the Boeing Company. Delivery of these aircraft has been accepted between June and September 2009. The Ministry of Finance approval for guaranteeing the delivery financing package for these 7 B777 aircraft was received in November 2009. The Management has also decided to defer the delivery of 3 B777-300 ER aircraft to be received during 2010-11 and 2011-12 and to lease out excess capacity equivalent to 3 B777-200 LRs in the year 2010.

18.2 Surrender of aircraft on dry lease and Sale & Lease Back of Aircraft:

The Management also decided that all aircraft under the dry lease and Sale and lease back option would be surrendered during the year 2010/11. Discussions with various lessors for the early delivery of the aircraft are continuing and the Management proposes to arrive at a settlement with the various lessors during the year 2010-11.

19. AIR SAFETY

- A dedicated website @flightsafety.airindia.in has been setup which aids dissemination of vital safety related information in a cost effective manner to all employees of NACIL.
- On-line submission of Operational Incident, Bird Hit, EGPWS, TA / RA and Hazard



AVIATION SAFETY WEEK
विमानों की सुरक्षा, परमानंद

RISE HIGH WITH SAFETY

AIR INDIA in association with **DGCA**

Identification reports has expedited analysis of incidents and addressing safety related issues.

- Various spot checks (Surprise Field Inspections) have been introduced. Such checks contain findings which are subsequently addressed by the parent department, thus maintaining required standards.
- Cockpit and Cabin Surveillance checks are routinely carried out to monitor safe operation of flights.
- The Flight Operations Quality Assurance (FOQA) program has been ramped up to include direct email interaction with flight crew, thus elevating safety awareness.
- Cockpit Voice Recorder (CVR) monitoring on a regular basis with crew interaction thru email has commenced.
- Counseling of personnel is regularly conducted and safety enhancement recommendations are routinely sent to various departments requiring time-bound ATRs.

- Flight Duty Time Limitations (FDTL) for Pilots and Cabin crew are monitored with violations addressed appropriately.
- Regular PIB (Permanent Investigation Board) meetings are conducted in order to investigate incidents.
- An Internal Audit is conducted for safety evaluation of the airline and findings are actioned in a time-bound manner. The associated report is filed with the DGCA.
- Airport Surveys/Risk Assessments are carried out before commencement of flight operations to a new airport.
- Special PIBs are conducted to investigate Serious Incidents/Accidents.
- Compliance Checks of DGCA CAR, MEL Requirements, SET/SER /CT and FDTL are carried out on a periodic basis.
- Company Policy on Breath Analyser Tests - Pre Flight/Post Flight/Post Accident is issued/ modified, if required.

20 ENGINEERING

20.1 Fleet Utilisation & Despatch Reliability

Utilisation in terms of average daily utilisation per aircraft in block hours and the Technical despatch reliability after considering technical delays of 15 minutes and above are given hereunder for the year 2008-09 :

Aircraft Type	Block hrs Flown/day/ Aircraft	Tech Despatch Reliability (%)
B747-300 Combi	8.86	91.45
B747-400	11.46	97.58
B777	9.91	98.87
A310-300	8.24	97.62
A320	8.72	99.03
A319	8.31	99.69
A321	9.76	99.80
A330	10.55	99.60



20.2 Aircraft Availability

On an average, 92.06 % of the fleet was available for service during April 2008 to March 2009.

20.3 Equipment Serviceability :

Equipment serviceability during the period April 2008-March 2009 was 93.17%.

21. ENGINE OVERHAUL

With an idea to have a separate profit centre, Airframe and Engine & Components, SBU MROs were set up. The Engineering Department's prime objective is to maintain all aircraft in its fleet in a continuous state of airworthiness in order to secure a high level of safety. This involves a system of preventive and corrective maintenance, including servicing, inspection, testing, overhaul, repair, modification and replacement of parts. The Engineering Department in the Company ensures maximum availability of airworthy aircraft without compromising safety, at high Technical Despatch Reliability and operating at an optimum cost in a competitive environment. The Company can provide world class services at competitive attractive rates comparable to the best in the Industry in the following areas:

- a. Major Maintenance
- b. Line Maintenance
- c. Overhaul and Repair shops
- d. Aviation Training
- E. Standards Room
- f. Engine Overhaul

21.1 MRO Services on APUs

NACIL offers Maintenance, Repair & Overhaul (MRO) services on Honeywell GTCP 660-4, Honeywell GTPC 331-250H, PWC 901A, Honeywell 131-9B (limited services) and Honeywell 331-500 (limited services) Auxiliary Power Units (APUs).

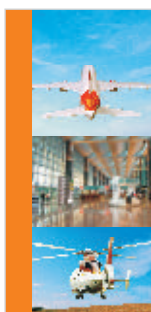
- It is approved by DGCA (Director General of Civil Aviation) in
- Category 'B' Workshop Process and Inspection,
- Category 'C' Aircraft Maintenance Organisation,
- Category 'D' Testing Laboratories and

- Category 'G' Training Schools.
- It complies in all respects with the requirements of the Federal Aviation Administration (FAA), USA, relating to the establishment of an Air agency at Mumbai and Delhi. We are also empowered to operate an approved REPAIR STATION with the following ratings:
 - Limited Power plant, Limited Non-Destructive Inspection and Limited Accessory.
 - It is approved by EASA (European Aviation Safety Agency).
 - It is licensed for Quality Management System Certification in accordance with IS / ISO 9001:2000.
 - It is certified by IOSA (IATA Operational Safety Audit).
 - It has conducted various training programmes for Malaysia Airlines, Star Aviation Group (UAE), GAMCO and Ariana Afghan Airlines. Other Engineering Support has also been provided to Jet Airways, Kingfisher Airlines, Aerostar, Air Deccan, Air Sahara, Blue Dart, United Helicopter and Pawan Hans.
 - It provides Line Maintenance Support for Singapore Airlines, Kuwait Airways, Korean Air, China Airlines, Saudi Arabian Airlines, Biman Bangladesh Airlines, Yemenia and Royal Jordanian.

21.2 Engine Overhaul facility at Mumbai

The CFM engine facility programme was started with the aim to create engine assembly/test cell set up for CFM56-7B engine to support Air India Express and to provide service to third parties. The facility was inaugurated in July 2008. APU test





cell up-gradation project of the Engine Overhaul facility of Air India is in progress. Discussions in advance stage for GE branded repair facility for new generation GE engines.

- FAA approval for JEOC has been renewed from April 2008 to April 2010.
- ISO 9001-2000 certification has also been renewed from February 2008 to February 2011.
- During the Financial year 2008-2009, 38 V2500 and 3 JT8D engines were refurbished.
- Avionics Complex to enhance the automatic testing of various vital equipment of new A320 family of aircraft, ATEC - 6000 has started functioning in the new Avionics Complex. It will soon be housed in a new building. It is capable of testing 26 components on new A320 family aircraft.

21.3 Future Projects

- MRO-JV with Boeing at Nagpur for major checks of B777, B787 of NACIL & B737 aircraft of Air India Express is under way and is expected to be functional in 2012.
- MRO JV with EADS (European Aeronautic Defence and Space Company), a global leader in aerospace, defence and related services signed a Joint Venture Agreement at Hyderabad and New Delhi.
- Facilities developed at Kolkata to service about 170 Airframe, Engine and APU components installed on new A320 family aircraft.
- Construction of new hangar
- A state of art Hangar has been approved to be constructed at Shamshabad Airport, Hyderabad. at an approximate cost of Rs.80 crores. Phase-I of the project is under process and is likely to be completed by middle of the year 2010.
- At Thiruvananthapuram, construction of hangar has already commenced in the land provided by Government of Kerala with estimated cost of approx. Rs.587.5 million.
- At Delhi Hangar project is under process.
- Jet Engine Overhaul Complex is being

established for the inspection and repairs of CFM56-5B engine with approx. cost of Rs. 410 million and is expected to be ready for induction of engine by June, 2010.

22 GROUND SERVICES

22.1 Baggage Delivery

On time baggage delivery for the period April 2008-March 2009 was 91% and 98.08% at Mumbai and Delhi respectively.

22.2 As on 31st March 2009 NACIL provided Ground Handling services at 65 Indian Stations. During the period 2008-09 flights handled were as follows:

	2007-08	2008-09
Air India	26,281	23,727
Flights of Foreign Carriers	62,583	42,281
Air India Express	8,356	11,317
Other flights	1,224	1,134
Haj flights	697	1,335
Total flights handled	99,141	79,794

Ground Handling Revenue for the flights handled during the year 2008-09 for NACIL was Rs.6991 million

22.3 Additional/New Ground Handling contract during April 2008/March 2009

During the year under review new contracts were entered into with M/s Biman Bangladesh for handling AIE flights at Dhaka, Ms National Handling Services for Comprehensive handling at Dammam, M/s Shanghai Airlines for Ground handling and with Taikoo Airfreight Engg.Co. Ltd. for Technical handling at Shanghai, M/s Tiger Airways for DCS Services at Bangalore., M/s Bahrain Air for Comprehensive Services at Cochin and with Ms Cathay Pacific Airlines for Passenger handling at Chennai.

22.4 Joint Venture Agreement between NACIL and Singapore Airport Terminal Services (SATS) on ground handling :

- The Joint Venture consortium commenced its operations effective the airport opening date of



23 March 2008 at Hyderabad Airport and 23 May 2008 at Bangalore. Under this agreement all flights including NACIL flights at these airports are handled by the Consortium pending the formation of a Joint Venture Company. The existing staff at these airports are on deputation to the JV.

- NACIL had selected M/s SATS as JV partner for providing comprehensive ground handling services at Indian airports. This agreement is for all airports.
- On 16 March 2009, the Government gave approval to the formation of Joint Venture Company between NACIL and M/s Singapore Air Terminal Services (SATS) at all metro airports. In the proposed JV company, both AI and SATS shall subscribe 50% of the shares each. A JV agreement for this is under discussion with SATS.

23 INFORMATION TECHNOLOGY

23.1 Passenger Service System Activities :

- Deadline of IATA to implement e-ticket by May 2008 was met for domestic & international booking offices (except Agatti). E-ticket with interline partners was implemented in phases. As an on-going process to comply with IATA mandate to implement e-ticketing, NACIL(A) has successfully implemented Interline e-ticketing with 82 partner airlines during the year 2008-09.

- A new Z.9 IBM Mainframe has been installed and the existing PSS Software has been successfully migrated to the new system in September 2008. In December 2008, the Z/OS version has been updated from 1.4 to 1.9.

23.2 Network Maintenance and Upgradation :

Network integration at Kathmandu

As part of the integration process, Booking Office at Kathmandu was combined which is now using the existing SITA link from Kathmandu to India and its associated network infrastructure to access various applications hosted like RES / DCS, E-mail system, ERP, etc. With this integration, there was a saving of USD 37,740 (Rs.0.19 million) per annum due to surrendering of the NACIL (A) SITA link.

New Contact Center for NACIL in Gurgaon

Contact Centre activities were outsourced to M/s IGT for handling domestic and international customer calls/enquiries. The multimedia Contact Centre at Gurgaon was inaugurated on 1 February 2009 for handling NACIL domestic calls.

24. INTERNAL AUDIT

All the activities of Internal Audit in the merged entity of NACIL are being carried out in house except the Physical Verification of Assets and Stores which has been outsourced. The firms appointed to carry out the Physical Verification of Assets and Stores for the biennial period 2008-10 are :

Sr.No.	Name of the Outsourced Party	Region
1.	M/s Yardee Prabhu & Associates	Western
2.	M/s Vijay Mukesh & Co.	Northern
3.	M/s Sanjeev Shah & Associates	Southern
4.	M/s V.S. Aggarwal & Associates	Eastern
5.	M/s Rathi & Malani	Hyderabad



The Audit Committee met 3 times during the year under review.

There are 8 CAG Audit Paras and 5 Draft Audit Paras pending as of date. We expect that all the pending Draft Audit Paras would be replied to the Ministry shortly on receipt of relevant information from the concerned Departments.

25. MEDICAL

Samples of food and drinking water for consumption on board our flights and in various canteens and hotel premises at Mumbai, New Delhi, Chennai, Kolkata and Trivandrum were subjected to microbiological analysis. The food handlers from the various kitchens also underwent medical examinations. Continuous liaisoning with the Indian Air Force Medical Establishment and close surveillance of the health of the operating crew has helped significantly in maintaining a high standard of their fitness and towards the reduction in the attrition rate from medical disablement.

With the integration of the policy on pre-employment medical examinations, all candidates being appointed in NACIL had to pay for the investigations/diagnostic modalities advised by the referring medical officer. This has resulted in savings of Rs.1.77 million to the company during the year 2008-09. The serving and retired

employees both have continued to receive excellent clinical services at the Air-India in-house medical clinics. 867 invalid passengers were cleared for travel on Air-India as part of our aviation medicine activity.

100% preflight medical examinations at our base stations viz., Mumbai, Delhi and Cochin are being done since 1 October 2008 and Random Checks on crew continue to be carried out as per the DGCA's directives. Medical officers are being sent abroad by rotation to conduct these tests. During the year a total number of 5069 flights having 52,501 crew were subjected to breathalyzer tests. The Medical Services Department has been authorized by DGCA to calibrate breathalyzer equipment for other commercial airlines and thus earn some revenue for the airline. The facility of the telemedicine services installed in our three clinics in Mumbai has been running smoothly.

26 SPORTS

The Company continues to encourage participation in sports in various fields like Cricket, Badminton, Power lifting, Chess, Shooting, Carrom, table tennis, Hockey and Kabbadi as a result of which, many of our employees have excelled in different sports championships. Some





of our employees are also represented at the State and National level in various games.

27 SECURITY

The Security Department of NACIL has a well-defined and structured policy. It is headed by Executive Director Security, who is a senior level IPS (Indian Police Service) Officer. It is a professionally managed set-up comprising of permanent security personnel and contract security personnel from our wholly owned subsidiary company, viz., Air India Air Transport Services Ltd. (AIATSL), who were deployed for providing security coverage to all Air India and Air India Express flights and those of our customer airlines at airports in India and abroad. Officers and staff from the Security Department predominantly have an Armed Forces, National Cadet Corps (NCC) or Law Enforcement background.

His Excellency, Governor of Maharashtra, Shri S.C. Jamir presented the medal to Shri Satish Chand Mathur, IPS, our Director-Security conferring the President's Police Medal on behalf of the Government of India for his distinguished service.

The safety and security of our flight operations is being fulfilled through the Air India Security Program and Manual based on the National Civil Aviation Security Program formulated by the Bureau of Civil Aviation Security (BCAS), Govt. of India. The Security Program provides guidance on all aspects of aviation security and incorporates established security policies and procedures for flights, sets out measures to protect aircraft, passengers, crew, baggage, cargo, vital installations, etc. against acts of unlawful interference in civil aviation operations and other criminal acts perpetrated against Air India's flight operations and property. In addition to its primary responsibility of providing security for our flight operations and property, the security department also contributes by generating additional revenue for the company.

Air India implements the AVSEC programme appropriately to meet the requirements of the "National Civil Aviation Security Programme" and security measures in accordance with the

Circulars and AVSEC Orders issued by the Bureau of Civil Aviation Security (BCAS), under the Aircraft Act, 1934 and Aircraft Rules 1937 (as amended from time to time or any other applicable Act/Rules to be made by Government of India).

Investigation & Fraud Prevention Cell

The Investigation & Fraud Prevention (I&FP) Cell is a vital wing of the Security Department which is entrusted with the task of dealing with all revenue and property crimes/frauds, including policies and procedures to prevent the travel of inadmissible passengers who attempt to travel on our flights to western countries with improper documents/documentation such as Stolen/Counterfeit/forged passports and visas, counterfeit/forged/stolen revenue documents like Tickets, Miscellaneous Charges Order (MCO), Credit Card etc.

28 VIGILANCE

Vigilance Department in NACIL is guided by the agenda set by the Central Vigilance Commission and the key thrust areas for each year are decided accordingly. One of the main thrust areas during the past year has been the implementation of the Integrity Pact Programme in tenders. NACIL management have decided a threshold value of Rs.10 Crores and it will be mandatory for tenders above this value to incorporate the Integrity Pact in their contract agreements. The guidelines for implementation of Integrity Pact require the appointment of Independent External Monitors (IEMs) who will oversee the implementation of the Integrity Pact Program, to prevent corruption, or any other unethical practices in the implementation of the contract. During the year, Shri N.N. Vohra, former Home Secretary, Government of India and Sri C.G. Somaiah, former CAG, were appointed as IEMs in NACIL.

As part of the preventive measures, Vigilance Department had undertaken Station Inspections at Indian and foreign Stations and conducted Field Studies of processes and methods in vogue with a view to suggest ways and means to optimize/rationalize expenditure. Regular surprise checks were also carried out at Indian Stations after identifying corruption prone areas so that





malpractices could be detected and curbed. This also serve as a deterrent to future delinquents.

29 OFFICIAL LANGUAGE

The Company made serious efforts to promote the usage of Rajbhasha. Quarterly meetings of Official Language Implementation Committees were held regularly and decisions of Committees were implemented. Various competitions like Essay writing, Debate, Quiz were organized during Hindi Pakhwara. In order to monitor progressive use of Hindi in the office, 57 Official Language Implementation Committees were constituted and meetings of these committees were held regularly. In order to facilitate officers/employees in doing their official work in Hindi, Seven Hindi workshop training programmes were organised.

NACIL's In-house Hindi Magazine "Vimanika" was awarded Second prize in the In-house Magazine Competition organized by Ministry of Home Affairs, Department of Official Language. NACIL was conferred IInd prize by a well known Literary, Socio-cultural organization 'Aashirwad' for outstanding Hindi implementation in the category

of Public Sector Undertakings (Large) of Government of India in Mumbai. Aslo Mr. Sahastrabudhe, Dy Manager, Properties & Facilities Department was honoured with the 'Rajbhashashree Award' by the said institution for doing excellent work towards the progressive use of Hindi in day-to-day work.

30 ENVIRONMENT PROTECTION

30.1 Pollution Control Measures

An effluent treatment plant is installed in Engine Overhaul Department and Component Overhaul Division of Engineering Department to treat effluents generated due to cleaning activities of engine and aircraft components being repaired/ and to treat effluents generated due to the cleaning activities of aircraft components like wheels and brakes in the respective departments. All the above plants/ equipments meet the pollution standards stipulated by Maharashtra Pollution Control Board (MPCB).

30.2 Air India is going GREEN

Air India is also committed to becoming a green airline. It has projected fuel savings of 45.79



million kgs. per year and CO2 savings of 146.06 million kgs. per year through effective fuel management. Air India had invited the IATA Green Team to undertake a Fuel Efficiency Gap Analysis (FEGA) of the airline's operations relating to fuel efficiency and emissions reduction. In its assessment, the IATA Green Team has predicted a potential saving of US\$ 198 million per year for the airline (at August 2008 prices of fuel), if certain changes were introduced.

Emission Trading Scheme

Air India is committed to becoming a green airline and its efforts in this direction have been two fold to achieve savings in fuel consumption and reduction in carbon emission. The Steering Committee for Green Initiatives set up in Air India monitors all issues of operational efficiency, fuel management and emission reduction. Similar procedures adopted in operational areas have helped the airline reduce carbon emissions. A total carbon dioxide saving of 237.76 million kgs. has been achieved from 1 April 2007 to 31 March 2009. The European Union Trading Scheme (ETS) has mandated for the aviation industry that all flights with origin or destination in the European Union will have to be necessarily covered by the scheme. Air India has already submitted the ETS required plans for the annual emission and tonne kilometer monitoring in August 2009.

31 ENCOURAGEMENT/ASSISTANCE TO SMALL SCALE INDUSTRIAL UNITS

In accordance with the Government guidelines issued from time to time, the Company continued to support the SSI units/Social Welfare/charitable organisations and procurement from SSI units during the year amounted to approximately Rs.132.0 million and the selective sourcing/procurement from other social/charitable organizations amounted to Rs.8.9 million.

32 WELFARE OF SENIOR CITIZENS & DISABLED

32.1 Senior citizens Discount

NACIL offers a concession of 50% on the Normal

published fare in Economy class to Senior Citizen for travel on Domestic sectors. The age criteria for male senior citizen is 65 years and for female is 63 years.

32.2 Facilities to Persons with disabilities

With efforts and recommendation from Medical Services Department to Properties and Facilities Department ramp facilities have been arranged at main gate and respective departmental entrance to enable handicapped staff enter the place of work without difficulty.

32.3 Cancer Patients/Blind Persons/Armed Forces Discount

NACIL offers a concession of 50% on the Normal published fare in Economy class on Domestic Sectors

33 HUMAN RESOURCES MANAGEMENT

33.1 Staff Strength :

NACIL's staff strength as on 31 December 2009 was as under :

Trainees	235
Northern India	7661
Western India	14564
Southern India	4298
Eastern India	3234
Total	29992*
Local staff at foreign stations	337
Grand Total	30329

33.2 Out-of-turn Appointments on Compassionate Grounds (OOT):

Due to the freeze imposed by the Ministry in 1996 on recruitment, the absorption of out of turn appointments for the dependents of the deceased employees were not carried out in NACIL and the same has been released now. Accordingly, the dependents of deceased employees expired prior to August 27, 2007 were registered on our records and a separate Selection Exercises was carried out for Graduates/Under-graduates for absorption in NACIL(A) and suitable candidates were sent for PEME.



33.3 SC/ST/OBC No. of employees as on 31.12.2009

Total No. of employees	Total No. Of SC employees	% of SC employees	Total No. Of ST employees	% of ST employees	Total No. Of OBC employees	% of OBC employees
29992	6146	20.49	2055	6.85	1382	4.61

34. TRAINING FACILITIES :

- **Engineering :**

Engineering Training Division of NACIL(wide body fleet) has conducted 104 Technical courses during April 2008 to March 2009 in which 1856 personnel were trained in various technical subjects.

Similarly, Engineering Department of NACIL (narrow body fleet) conducted 94 Courses for Engineers and 34 Courses for Technicians. A total of 1685 Engineers and 448 Technicians participated in these courses. The 186 participants from outside parties such as IAF, AASL, Blue Dart and DGCA were also trained.

- **Security :**

A very high emphasis is assigned to training in the form of basic/first-time, refresher and security awareness programs to Security personnel and Officers/staff from Operations, In-Flight Services, Commercial Departments, by the Security Training Centre (STC), Mumbai and Central Training Establishment (CTE), Hyderabad. The afore-named training centers have been authorized by the BCAS to conduct security training programs based on the National Civil

Aviation Security Training Program (NCASTP), which in turn has been formulated on the basis of the Standards & Recommended Practices (SARPs) contained in Annex 17 to the ICAO Convention on International Civil Aviation, Chicago.

Security Training Center has conducted various Aviation Security related courses for security personnel as well for the staff of other departments during the year 2008-09. Approximately 1161 employees were trained through various courses as per the requirement of National Civil Aviation Security Training Programme including 600 employees on Security Awareness which is a mandatory requirement for the issuance of Airport Entry Permit/Pass.

The I&FP Cell has also been actively conducting training for the benefit of all the frontline staff at the Booking office (Reservations), Airport Offices and check-in counters at the Domestic Stations. Till date, the I&FP Cell has trained over thousand staff from erstwhile Air India, Indian Airlines, other Customer Airlines, Customs and Immigration Authorities (Government of India), in the field of fraud prevention.

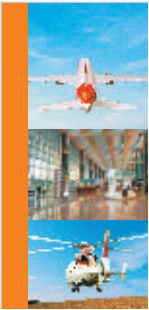




9. PAWAN HANS HELICOPTERS LIMITED



Operating in inaccessible terrain



9.1 ORGANISATION

Pawan Hans Helicopters Limited (PHHL) was incorporated in October, 1985 (under the name of 'Helicopter Corporation of India Limited') as a Government Company under the Companies Act, 1956 with the primary objective of providing helicopter support services to the oil sector in offshore exploration, operate in hilly and inaccessible areas and make available charter flights for promotion of travel and tourism. The Registered Office of the Company is located at New Delhi and its Regional Offices are at Mumbai and New Delhi.

9.2 CAPITAL STRUCTURE

The Company's authorized capital is Rs.120.00 crores and the present paid up capital is Rs.113.76 crores out of which Rs.89.26 crores is held in the name of President of India and Rs.24.50 crores in the name of Oil & Natural Gas Corporation Limited.

9.3 FLEET PROFILE

PHHL has emerged as one of Asia's largest helicopter operators having a well-balanced operational fleet of 35 helicopters. The Company's operational fleet profile as on 31.12.2009 is as follows: -

Helicopter type	No. of helicopters
Dauphin SA365N	18
Dauphin AS365N-3	8
Bell-407	4
Bell 206L4	3
MI-172	2
Total	35

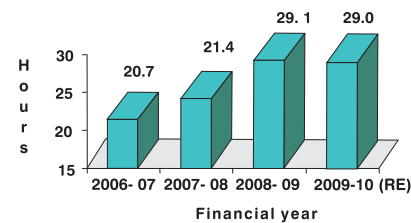
9.4 OPERATIONAL MILESTONES

Pawan Hans is certified for its Quality Management Systems under ISO 9001-2000 Standards for its entire gamut of activities. Initiative for certification under ISO 14001 and 18001 is also in progress. The Company achieved flying of more than 4 lakhs hours and 15 lakhs landings on its fleet since its formation.

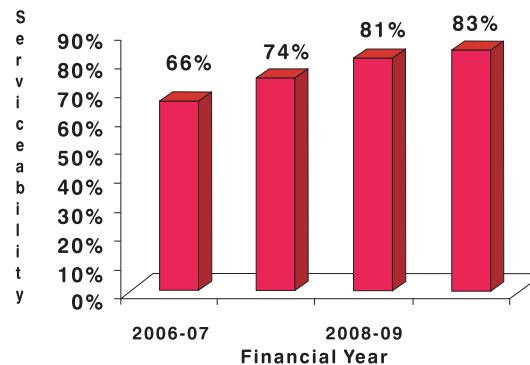
The Fleet Serviceability, average monthly deployment of helicopters and Revenue hours for

2006-07, 2007-08 2008-09 and 2009-10 (R.E.) is as under: -

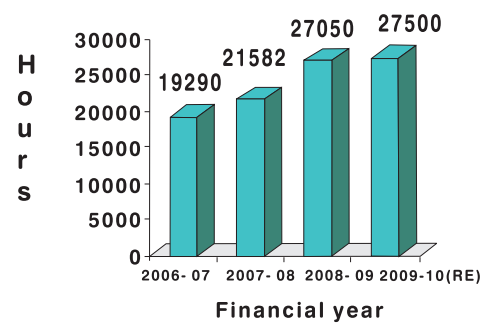
Average Monthly Fleet



Serviceability



Revenue Hours



9.5 DEPLOYMENT OF THE HELICOPTER FLEET

• Operations for ONGC

Since October, 1986 Pawan Hans has been providing helicopter support for offshore operation of ONGC for carrying its men and vital supplies round the clock to drilling rigs situated in



Bombay off-shore platforms. PPHL operates to ONGC's Rigs (mother platforms and drilling rigs) and production platforms (wells) within a radius of 130 nm. from the main land at Mumbai. At present 12 Dauphin N & N3 helicopters are on contract with ONGC. The Company was successful in providing all the 12 Dauphin N & N3 helicopters fully compliant with AS-4 as per the new contract with ONGC by December 2007. 2 Dauphins are stationed overnight at the main platforms in addition to a dedicated Night Ambulance to meet any emergency evacuation.

- **Other Customers**

PPHL provides helicopter support services to several State Governments namely, Arunachal Pradesh, Punjab, Meghalaya, Tripura, Sikkim, Nagaland, Lakshadweep, Andmans & Nicobar Island. It is also providing helicopter services to Ministry of Home Affairs (MHA) at Guwahati and GAIL. PPHL runs the helicopter services from Phata to the Holy Shrine of Kedarnath during the May-June and September-October seasons, after

construction of Helipad at the location. The Company was able to achieve record revenue from operations at Phata during two seasons, namely May-June '08 and September-October, 08 by carrying 12604 passengers. The Company has succeeded in obtaining award of contract for two light single engine helicopters for a period of 3 years for helicopter services at Mata Vaishno Deviji from Katra to Sanjhichat under competitive bidding and the services commenced w.e.f. 3.4.2008. The operations were very successful as it carried over 1,24,000 passengers during the Financial Year 2008-09 and 1,52,405 passengers during the period April'09 to December'09.

The Company has undertaken a pilot project for M/s. Power Grid Corporation of India Ltd. for Hotline Washing of insulators of the power transmission lines for five months w.e.f. 31.10.2008. These operations were successfully carried out for the first time in India for which the Company hired the technical services and washing equipment from abroad.



The Company has also got Operation & Maintenance Contract of Dauphin N helicopter of Government of Bihar and Dauphin N3 helicopter of Government of Gujarat. The Company has signed Operation & Maintenance contract in respect of 2 Dhruv helicopters of ONGC with M/s.HAL and has taken over the same in November 2009 for six months initially. The Company has also signed O&M contract for 4 Dhruv helicopters owned by MHA with M/s. HAL on 14.9.2009.

- **Helicopter Service in the North Eastern Region**

Pawan Hans operates flights from 39 destinations covering 64 sectors by 148 weekly flights under the aegis of the State Governments of Meghalaya, Tripura, Sikkim and Arunachal Pradesh.

- **Heliport/Helipad in Delhi and adjoining areas**

DDA on 1st June,2009 has allotted 25 acres land near Rohini in the name of Ministry of Civil Aviation for construction of the First Integrated Heliport in the Country and PHHL after deposit of Rs.19,07 crores with DDA took possession of the land on 3rd July, 2009. For the purpose of feasibility study on development of heliport and other infrastructural facilities, PHHL has engaged M/s.RITES who have submitted their interim report in November, 2009. Further, DDA has earmarked one hectare land for construction of Helipad at Commonwealth Games Village site. Possession of the land has been taken by PHHL from DDA on 5th June,2009. The work pertaining to boundary wall, earth filling etc. by DDA are nearing completion stage, thereafter PHHL will start work for construction of Helipad and other infrastructure work the cost of which would be reimbursed by DDA to PHHL.

9.6 ENGINEERING / MAINTENANCE ACTIVITIES

The Company has established state-of-the-art maintenance facilities in Mumbai & Delhi approved by DGCA for maintenance of its fleet of helicopters. Meticulous maintenance checks on helicopters are carried out and extensive workshops with in-house facilities provide the

back up. Maintenance capability has been upgraded to carry out major 'G' Inspections on Dauphin helicopters totally in-house without any foreign assistance, which leads to saving of foreign exchange on account of lower cost of repairs/inspections. The scope of approval of maintenance facilities at Mumbai has been extended to include 'G' inspection (Airframe overhaul at 6000 hours) on Dauphin N3 helicopters. A total of 31 inspections consisting of T/2T/5T(600 hrs./1200 hrs./3000 hrs.) inspection and 1 'G' inspection (5400 hrs.) on Dauphin N3 helicopters were carried out by the Company from within its resources.

The enhancement in workshop facilities is a continuous process with every extension in scope of a milestone. During the year in addition to extension in scope to cover 'G' inspections on the Dauphin N3 helicopters, the workshop facilities have extended scope to cover some of the Dauphin N3 instruments for bench check. Further, major maintenance inspections and major component changes of the Bell helicopters at Bases were also continued during the year.

The Company has set up in September,2009, DGCA approved Training Institute for Helicopter Engineers and technicians named as Pawan Hans Helicopters Training Institute at Mumbai.

9.7 MATERIALS MANAGEMENT

Material management directive for better control relating to non-moving inventories was issued. Further by fixing of inventory levels all procurements have been made based on joint review by Engineering and Material Departments





and spares are ordered on forecasted projections. During the year the Material Management functions have gone online through integrated computerization. Processing of demand and supply has become efficient. Data has become transparent and available to users across the network in all regions and bases. Inventory management through timely alerts has enhanced the efficacy of supply chain management.

9.8 INFORMATION SYSTEM & TECHNOLOGY PLAN

In order to implement Information System & Technology Plan in the critical functional areas of Operations, Engineering, Materials & Finance, the integrated software developed by M/s..Tata Consultancy Services Ltd. would enhance efficiency, effectiveness and customer satisfaction. Further integrated LAN/WAN infrastructure for NOIDA, Safdarjung Airport and Mumbai Offices is under process of implementation. An integrated Voice Communication for Corporate Office, Regional Offices and Detachments is also under implementation. The Company is also in the process of commencing e-ticketing in respect of its operations for Vaishno Devi and Kedarnath. The Company's new website <http://pawanhans.co.in> has been launched. The Company has been making efforts to make more and more information available on the Company's web site.

9.9 TRAINING

Training of all employees i.e. Executives, Pilots, Engineers, Technicians and Support staff continued to receive high priority. Lectures on different subjects of Managerial Skills have been conducted regularly. The Company has also been nominating employees to specialized training programmes and in-house training. The resources of Aviation Training School were utilized for conducting various refresher courses for Pilots, Engineers and Technicians on regular basis. The Company has also undertaken Simulator training for 40 pilots in the last one year at M/s. Helisim, France. Due to a large number of retirement / resignation of pilots, action has been taken for recruitment of experienced and young pilots and their training.

9.10 INDUSTRIAL RELATIONS

Industrial relation during the period continued to be cordial and regular meetings with employee's representative bodies were held. The issues concerning employees were resolved through discussion.

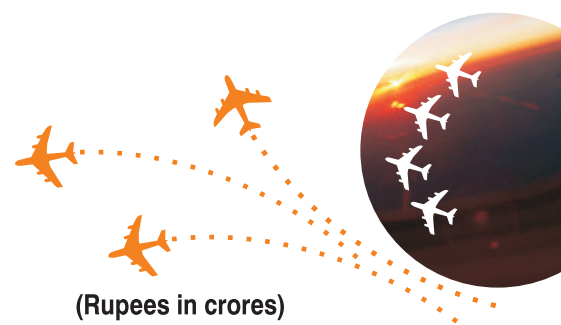
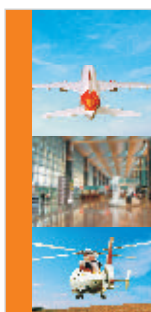
9.11 FINANCIAL PERFORMANCE

Since the financial year 1991-92 Pawan Hans has been continuously making profit and paying dividend to the Government and ONGC. The financial performance during the period from 2006-07 to 2009-10 (R.E.) is as under: -

(Rupees in crores)

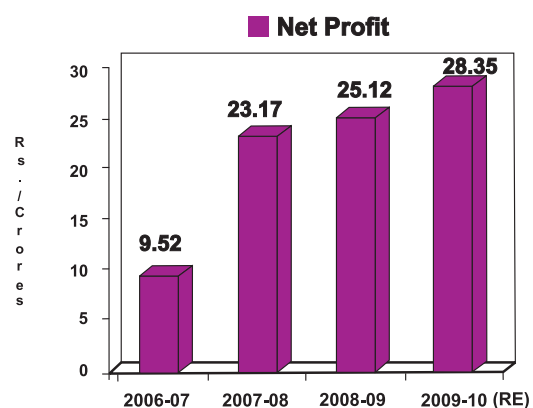
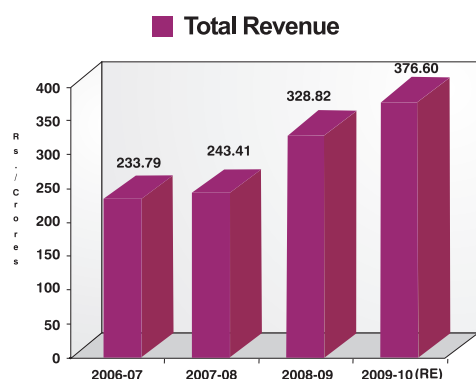
Particulars	2006-07	2007-08	2008-09	2009-10 (R.E.)
A) Total Revenue	233.379	243.41	328.82	376.60
B) Expenditure				
i) Operating & non- Operating expenses	180.38	183.54	254.44	296.52
ii) Depreciation	25.67	30.36	36.20	40.00
Total	206.05	213.90	290.64	336.25





(Rupees in crores)

Particulars	2006-07	2007-08	2008-09	2009-10 (R.E.)
C) Profit before prior period/ extraordinary Adjustments	27.74	29.51	38.18	40.35
D) Prior Period/Extra-ordinary adjustment	(9.13)	0.66	9.77	6.00
E) Profit/(Loss) after Adjustments	18.61	30.17	47.95	46.35
F) Provision for Income Tax/ Deferred tax liability	9.09	7.00	22.83	18.00
G) Net Profit/after tax	9.52	23.17	25.12	28.35
H) Dividend	9.10	11.37	11.37	



FINANCIAL YEAR

9.12 FLEET AUGMENTATION

The Company signed Purchase Agreement for 3 nos. single engine light helicopters on 3.4.2009 with M/s Eurocopter, France. Further, Memorandum of Agreement was signed for purchase of 07 medium helicopters on 3.4.2009. The Cabinet Committee on Infrastructure on 16.12.2009 approved the proposal for purchase of 7 Dauphin AS365N3 helicopters from M/s Eurocopter, France and option clause for future additional purchase of Dauphin N3 helicopters may be included in the procurement contract so that additional Dauphin N3 helicopters can be procured, if necessary, on the same price and terms & conditions. Accordingly, Company signed Purchase Agreement for 7 nos. twin engine

Helicopters with M/s Eurocopter, France on 30.12.2009.

9.13 MID-LIFE UPGRADE PROGRAMME OF DAUPHIN FLEET

With a view to meet the requirements of DGCA and ONGC contract for Aviation Standard-4 (AS-4) Compliant helicopters, Retrofit programme for the Dauphin fleet is being undertaken in a phased manner. This retrofit programme has been undertaken for better safety and improved serviceability of Dauphin fleet in view of on-time monitoring of all dynamic components and engines by the technical personnel of the Company. Presently 17 nos. AS-4 compliant Dauphin helicopters (including two new Dauphin N-3) are available.



9.14 EMERGING SCENARIO

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

9.15 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY

Pawan Hans mainly has long term contracts with selected customers like ONGC, State Governments and PSUs etc. Therefore complaints received are minimal and are being dealt with promptly within the stipulated time. Pawan Hans has a prescribed public grievance

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

9.16 IMPLEMENTATION OF POLICY STATEMENT FOR ABATEMENT OF POLLUTION.

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

9.17 VIGILANCE

The Company has an independent Vigilance department headed by a Chief Vigilance Officer. Regular inspections, greater interface with the staff

Representation of SC/ST as on 30.9.2009.

Name of the Organisation	Total No of Empls	Total-SC Empls.	Percentage(%)	Total ST Empls.	Percentage (%)	OBC Empls.	Percentage(%)
1	2	3	4	5	6	7	8
Pawan Hans Helicopters Ltd.	543	83	15.28	36	6.62	50	9.20

Pawan Hans has also employed persons with disabilities.





and periodic counseling has helped in streamlining procedures and imparting greater transparency and accountability in decision making. A sincere attempt at preventive vigilance has also exerted a healthy influence in promoting ethical work culture, imparting better control and discipline within the system, and in motivating the honest and committed employees. Conscientious functioning of the Vigilance department has added to the efficiency and image of the organization as well as to the code of accountability.

9.18 USE OF OFFICIAL LANGUAGE

More than 80% of our Officers and staff members possess working knowledge of Hindi and as far as possible most of them do their official work in Hindi. Hindi dictionaries and other help literature have been provided to officers and staff to facilitate their working in Hindi. All documents covered under Section 3(3) of the Official Languages Act were issued bilingually i.e. both in Hindi and English. Provisions of Rule 5 of the Official Languages Rules were also complied with.

9.19 CITIZEN CHARTER/WELFARE OF SENIOR CITIZENS

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

9.20 PENDING AUDIT PARAS

Replies to Audit paras have been submitted to Ministry of Civil Aviation.





10. WELFARE OF WOMEN





10.1 INTRODUCTION

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

10.2 GENDER BUDGETING CELL

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

- (i) To identify and ensure implementation of women welfare projects, laws and policies relating to women;
- (ii) To look after various aspects concerning working women in the Civil Aviation sector so as to examine the need for formulation of any specific schemes for welfare of women;
- (iii) Co-ordination with the Department of Women and Child Welfare and other concerned agencies in respect of budgeting exercise and allocating resources for women welfare programmes/schemes;
- (iv) To review Plan schemes and other programmes of the Ministry of Civil Aviation to ensure that the aspects of women's welfare, development and empowerment are

promoted through the programmes/schemes;

- (v) Interaction with various organisations in the Civil Aviation sector on the Gender Budgeting issues; and
- (vi) Dealing with all matters relating to Gender Budgeting and inclusion of Gender issues in the Annual Report/Programme Budget.

10.3 DIRECTORATE GENERAL OF CIVIL AVIATION

The Directorate General of Civil Aviation looks after the welfare of women in a number of ways. The guidelines issued for the welfare of the women by the Government of India, from time to time, are vigorously followed. The Women Cell in DGCA addresses the issues relating to women wherein the problems of women are heard and resolved promptly. The department has a Complaints Committee for examining complaints relating to sexual harassment of women at work place including their redressal and prevention.

10.4 BUREAU OF CIVIL AVIATION SECURITY

Problems of women employees as and when reported are promptly attended to and resolved amicably, keeping in view the specific requirements of Government Policy on the subject. As a part of modernization of work procedures, women employees of the Bureau are being imparted computer training and also the use of other modern office automation equipment.

10.5 COMMISSION OF RAILWAY SAFETY

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

10.6 AIRPORTS AUTHORITY OF INDIA

Kalyanmayee, the Women Welfare Organization of AAI has been actively involved in carrying out social work like Free Medical Camp on Eye Screening, Blood Donation Camp. Classes on



stress management, yoga and meditation are being organized. Further, an NGO with AAI has set up a project 'Navkalyan' where with the help of poor women and the inmates of Tihar Jail, note books and jute bags are being made.

10.7 NATIONAL AVIATION COMPANY OF INDIA LIMITED (AIR INDIA)

The interests of women employees are safeguarded by the Management in various ways. There is a Women Cell in Welfare Section of HRD and in each of the regions where women can represent if they have any grievance. These Cells are functioning effectively.

A Committee on prevention of sexual harassment headed by a senior women executive of the company has been constituted. Further Committees have also been formed at the Departmental level to look into the grievances regarding sexual harassment of women employees. Also, suitable amendments have been carried out to the Air India Employees' Service Regulations as well as to Certified Standing Orders by including sexual harassment as one of the misconducts. The company is nominating its women employees to various

training programmes/ seminars and conventions both in India as well as abroad. Air India also nominates its women employees to various conferences and seminars organized by WIPS (Women in Public Sector).

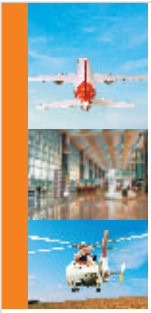
10.8 PAWAN HANS HELICOPTERS LIMITED

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

10.9 INDIRA GANDHI RASHTRIYA URAN AKADEMI (IGRUA)

IGRUA has twelve women employees (Regular + Contractual) and their welfare is being looked after through normal administrative channels. A committee comprising three members is also looking after the welfare towards sexual harassment.





11. FACILITIES TO PERSONS WITH DISABILITIES



A physically disabled person being helped to get out of the aircraft



11.1 IMPLEMENTATION OF GUIDELINES

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

11.2 SCHEMES/BUDGET ALLOCATION

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

11.3 FACILITY TO DISABLED PASSENGERS / PERSONS

- For smooth functioning of the disabled persons/passengers, barrier free access in the office buildings have been provided and lift facilities have also been provided in all the buildings.

- Ramp facilities have been arranged at the main gates and at the respective departmental entrances to enable handicapped staff to enter the place of work without difficulty.
- Ramps have also been provided at terminal buildings for easy movement of the disabled persons.
- All assistance is extended to blind passengers on arrival and departure as well as on-board the flight.
- Aisle Wheel Chairs are positioned at all the domestic stations of the Air India Network.
- Ambulift is provided at some of the Airports and provision of ambulift at other major airports is in the process.
- Boarding of such passengers ahead of other passengers.
- Blocking of particular seats on the flight. Reserved parking space is provided in Major Airports.
- Special adapted toilets for disabled persons are provided at all the Airports/International Airports Terminal buildings and also action is in hand for providing such toilets at the other locations/Airports.
- Special lifts at some of the International Airports and wheel chairs at all airports have been provided for use of persons with disabilities.





11.4 CONCESSION IN AIR JOURNEY

- **Locomotor Disability**

Indian air carrier offers a concession of 50% on the Normal published fare in Economy class to passengers suffering from Locomotor Disability for travel on Domestic Sectors.

[Locomotor disability means physical disability of permanent nature affecting any of the limbs (upper limbs / lower limbs) or the trunk affecting the mobility of the body / or the part caused by any reason thereby affecting the muscular skeletal system of the body including the nervous system.

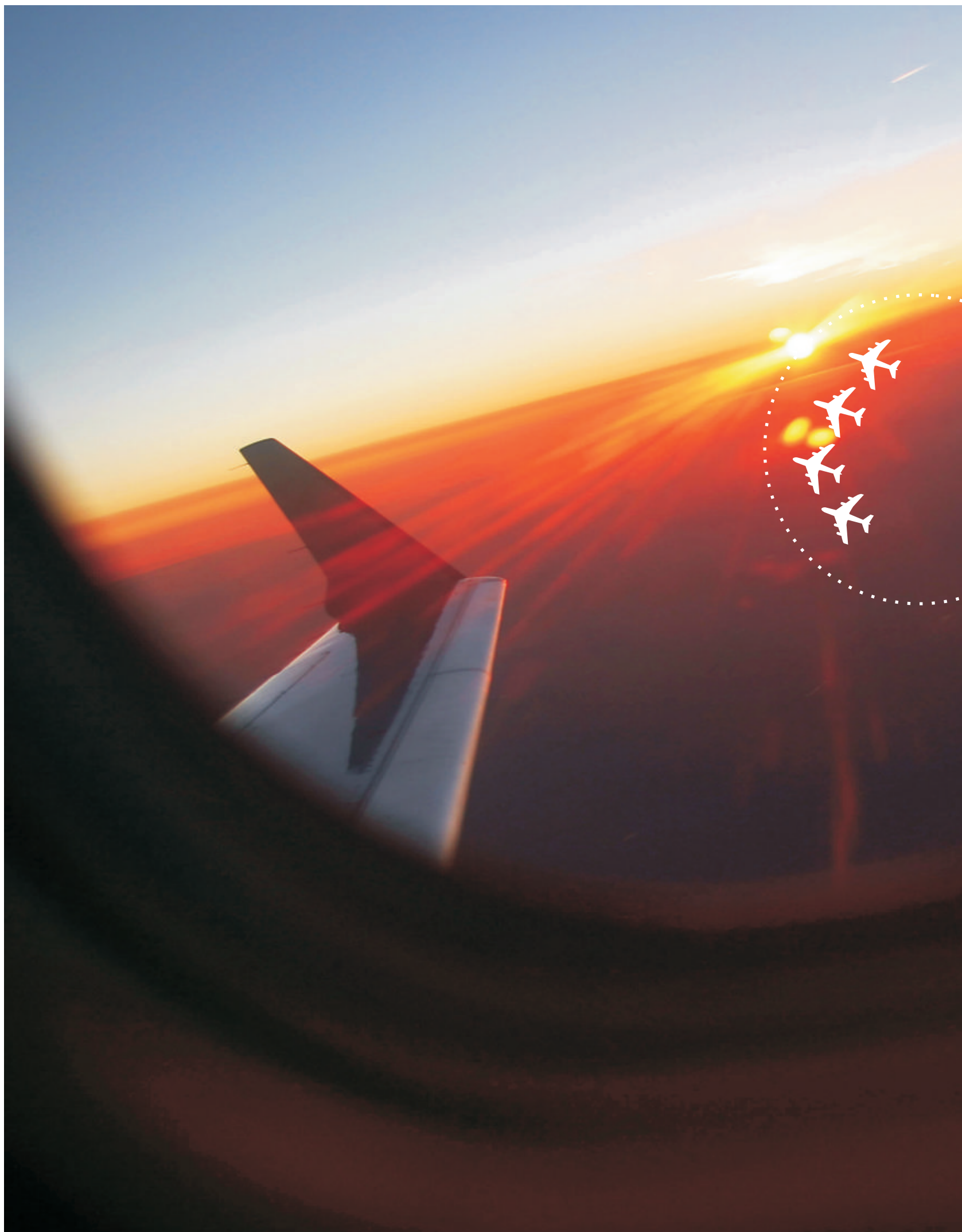
Conditions falling under this category include cases like paraplegia (paralysis of both lower limbs), Hemiplegia (Paralysis of one side of body), cerebral palsy (spastic person) severe cases of poliomyelitis, severe kyphosis (Hunch back) Muscular dystrophies, Amputees].

- **Blind Persons Discount**

Indian air carriers offer a concession of 50% on the Normal published fare in Economy class on Domestic Sectors and on India - Nepal Sectors to Blind passengers.









नगर विमान मंत्रालय
Ministry of Civil Aviation



एअर इंडिया
AIR INDIA



भारतीय विमानचरन प्राधिकरण
Airports Authority of India



पवन हंस हेलीकॉप्टर्स लिमिटेड
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