



Ministry of Civil Aviation
Govt. of India



Annual Report 2019-20





VISION

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



MISSION

To create World-Class Civil Aviation Infrastructure facilities.

To establish effective regulatory framework, including for safety, in harmony with international standards.

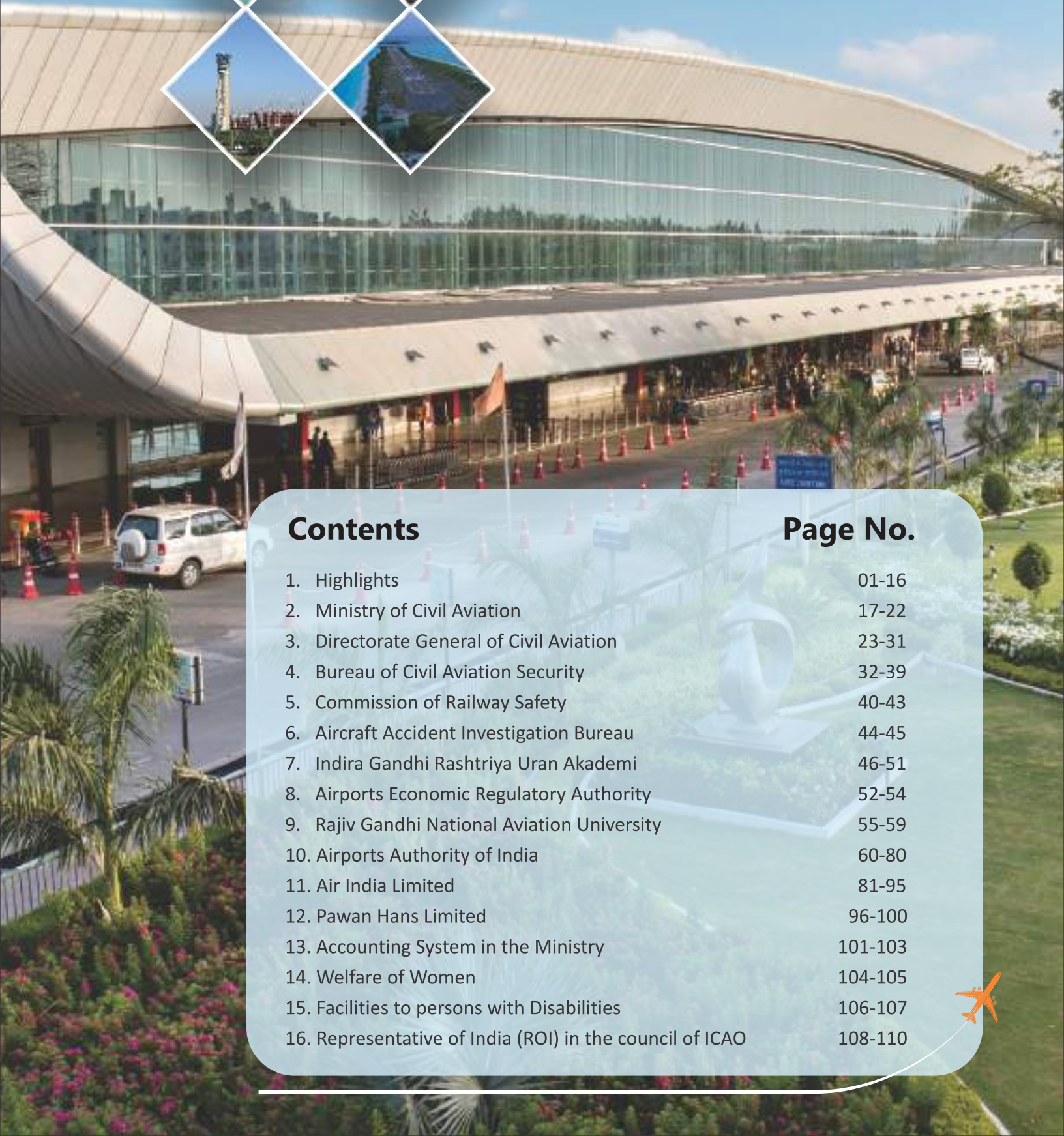
To connect presently un-served areas.

To develop skilled human resource according to the needs of the sector.

To deploy advanced technologies for the optimal growth of the sector.

To ensure maximum satisfaction of users / optimize consumer satisfaction.





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1. HIGHLIGHTS

1.1 REGIONAL CONNECTIVITY SCHEME (RCS) – UDE DESH KA AAM NAGRIK (UDAN)

Ministry of Civil Aviation has launched RCS-UDAN scheme on 21.10.2016 to facilitate/stimulate regional air connectivity and making air travel affordable to the masses. Promoting affordability of regional air connectivity is envisioned under RCS by supporting airline operators through various concessions by Central Government, State Governments and airport operators and financial support (Viability Gap Funding) to meet the gap, if any, between the cost of airline operations and expected revenues on regional routes. The interested airlines based on their assessment of demand on particular routes submit proposals at the time of bidding under RCS.

Under three rounds of bidding of RCS-UDAN version 1.0, 2.0 and 3.0, 106 airports / waterdromes (76 Unserved, 20 Underserved and 10 waterdromes) and 31 heliports have been awarded. Out of these, 44 RCS Airports have been operationalized for operation of RCS flights as on 24.01.2020 and total 248 RCS routes have commenced so far.

Achievements of UDAN during the year 2019 is as follows:-

- 10 Airports operationalized, out of which 4 airports are underserved and 6 airports are unserved.
- Underserved – Lilabari, Belgaum, Pantnagar & Durgapur.
- Unserved –Kullu, Kalaburgi, Kannar, Dimapur, Hindon & Pithoragarh.
- 335 routes awarded covering 33 airports (20 unserved, 3 underserved, 10 waterdromes).
- More than 25 lakhs passengers were flown under RCS-UDAN Scheme during 2019. It has a direct bearing on major Airports since the smaller airports have been connected to various big cities. The travelling time has reduced drastically and public has been benefitted for the purpose of tourism, medical emergencies and religious shrines, etc.
- Belgaum, Prayagraj, Kishangarh, Hubli & Jharsuguda are the busiest airports commenced under UDAN.
- During the year 2019, 136 RCS routes have commenced under UDAN. The details are as follows:

RCS-UDAN 1.0

S. No.	Departure Airport (State)	Arrival Airport (State)	OPERATOR	Commencement Date
1.	PANTNAGAR (Uttarakhand)	PANTNAGAR (Uttarakhand)	Alliance Air	04-01-2019
2.	DEHRADUN (Uttarakhand)	DEHRADUN (Uttarakhand)	Alliance Air	04-01-2019

RCS-UDAN 2.0

S. No.	Departure Airport	Arrival Airport	OPERATOR	Commencement Date
1.	KOLKATA (WB)	LILABARI (Assam)	Spicejet	15-01-2019
2.	LILABARI (Assam)	KOLKATA (WB)	Spicejet	15-01-2019
3.	DEHRADUN (Uttarakhand)	PITHORAGARH (Uttarakhand)	Heritage	17-01-2019
4.	PITHORAGARH (Uttarakhand)	DEHRADUN (Uttarakhand)	Heritage	17-01-2019
5.	PANTNAGAR (Uttarakhand)	PITHORAGARH (Uttarakhand)	Heritage	17-01-2019
6.	PITHORAGARH (Uttarakhand)	PANTNAGAR (Uttarakhand)	Heritage	17-01-2019
7.	KANNUR (Kerala)	BANGALORE (Karnataka)	IndiGo	25-01-2019
8.	BANGALORE (Karnataka)	KANNUR (Kerala)	IndiGo	25-01-2019
9.	KANNUR (Kerala)	CHENNAI (Tamilnadu)	IndiGo	25-01-2019
10.	CHENNAI (Tamilnadu)	KANNUR (Kerala)	IndiGo	25-01-2019
11.	KANNUR (Kerala)	GOA	IndiGo	25-01-2019
12.	GOA	KANNUR (Kerala)	IndiGo	25-01-2019
13.	KANNUR (Kerala)	HUBLI (Karnataka)	IndiGo	25-01-2019
14.	HUBLI (Karnataka)	KANNUR (Kerala)	IndiGo	25-01-2019
15.	TIRUPATI (Andhra Pradesh)	HUBLI (Karnataka)	Ghodawat	25-01-2019
16.	HUBLI (Karnataka)	TIRUPATI (Andhra Pradesh)	Ghodawat	25-01-2019
17.	HYDERABAD (Telangana)	NASIK (Maharashtra)	Alliance Air	01-02-2019
18.	NASIK (Maharashtra)	HYDERABAD (Telangana)	Alliance Air	01-02-2019
19.	AHMEDABAD (Gujarat)	NASIK (Maharashtra)	Alliance Air	01-02-2019

S. No.	Departure Airport	Arrival Airport	OPERATOR	Commencement Date
20.	NASIK (Maharashtra)	AHMEDABAD (Gujarat)	Alliance Air	01-02-2019
21.	AHMEDABAD (Gujarat)	NASIK (Maharashtra)	Trujet	13-02-2019
22.	NASIK (Maharashtra)	AHMEDABAD (Gujarat)	Trujet	13-02-2019
23.	CHANDIGARH (UT)	SHIMLA (Himachal Pradesh)	Pawan Hans	11-03-2019
24.	SHIMLA (Himachal Pradesh)	CHANDIGARH (UT)	Pawan Hans	11-03-2019
25.	KANNUR (Kerala)	THIRUVANANTHAPURAM (Kerala)	IndiGo	31-03-2019
26.	THIRUVANANTHAPURAM (Kerala)	KANNUR (Kerala)	IndiGo	31-03-2019
27.	COCHIN (Kerala)	KANNUR (Kerala)	IndiGo	31-03-2019
28.	KANNUR (Kerala)	COCHIN (Kerala)	IndiGo	31-03-2019
29.	MUMBAI (Maharashtra)	ALLAHABAD (UP)	IndiGo	20-04-2019
30.	ALLAHABAD (UP)	MUMBAI (Maharashtra)	IndiGo	20-04-2019
31.	KOLHAPUR (Maharashtra)	HYDERABAD (Telangana)	IndiGo	12-05-2019
32.	HYDERABAD (Telangana)	KOLHAPUR (Maharashtra)	IndiGo	12-05-2019
33.	KOLHAPUR (Maharashtra)	TIRUPATI (Andhra Pradesh)	IndiGo	12-05-2019
34.	TIRUPATI (Andhra Pradesh)	KOLHAPUR (Maharashtra)	IndiGo	12-05-2019
35.	SHIMLA (Himachal Pradesh)	KULLU (Himachal Pradesh)	Pawan Hans	13-05-2019
36.	KULLU (Himachal Pradesh)	SHIMLA (Himachal Pradesh)	Pawan Hans	13-05-2019
37.	SHIMLA (Himachal Pradesh)	DHARAMSHALA (Himachal Pradesh)	Pawan Hans	14-05-2019

S. No.	Departure Airport	Arrival Airport	OPERATOR	Commencement Date
38.	DHARAMSHALA (Himachal Pradesh)	SHIMLA (Himachal Pradesh)	Pawan Hans	14-05-2019
39.	AHMEDABAD (Gujarat)	KANDLA (Gujarat)	Trujet	15-05-2019
40.	KANDLA (Gujarat)	AHMEDABAD (Gujarat)	Trujet	15-05-2019
41.	KOLKATA (WB)	ALLAHABAD (UP)	IndiGo	28-06-2019
42.	ALLAHABAD (UP)	KOLKATA (WB)	IndiGo	28-06-2019
43.	ALLAHABAD (UP)	RAIPUR (CG)	IndiGo	28-06-2019
44.	RAIPUR (CG)	ALLAHABAD (UP)	IndiGo	28-06-2019
45.	AHMEDABAD (Gujarat)	JALGAON (Maharashtra)	Trujet	01-09-2019
46.	JALGAON (Maharashtra)	AHMEDABAD (Gujarat)	Trujet	01-09-2019
47.	HINDAN (UP)	PITHORAGARH (Uttarakhand)	Heritage	11-10-2019
48.	PITHORAGARH (Uttarakhand)	HINDON (UP)	Heritage	11-10-2019
49.	HINDON (UP)	HUBLI (Karnataka)	Ghodawat	06-11-2019
50.	HUBLI (Karnataka)	HINDON (UP)	Ghodawat	06-11-2019
51.	KANDLA (Gujarat)	AHMEDABAD (Gujarat)	Alliance Air	18-11-2019
52.	AHMEDABAD (Gujarat)	KANDLA (Gujarat)	Alliance Air	18-11-2019
53.	HYDERABAD (Telangana)	HUBLI (Karnataka)	Alliance Air	26-11-2019
54.	HUBLI (Karnataka)	HYDERABAD (Telangana)	Alliance Air	26-11-2019

RCS-UDAN 3.0

S. No.	Departure Airport	Arrival Airport	OPERATOR	Commencement Date
1.	AHMEDABAD (Gujarat)	UDAIPUR (Rajasthan)	Spicejet	25-03-2019
2.	UDAIPUR (Rajasthan)	AHMEDABAD (Gujarat)	Spicejet	25-03-2019
3.	AHMEDABAD (Gujarat)	KISHANGARH (Rajasthan)	Spicejet	31-03-2019
4.	KISHANGARH (Rajasthan)	AHMEDABAD (Gujarat)	Spicejet	31-03-2019
5.	AMRITSAR (Punjab)	JAIPUR (Rajasthan)	Spicejet	31-03-2019
6.	JAIPUR (Rajasthan)	AMRITSAR (Punjab)	Spicejet	31-03-2019
7.	BHOPAL (MP)	UDAIPUR (Rajasthan)	Spicejet	31-03-2019
8.	UDAIPUR (Rajasthan)	BHOPAL (MP)	Spicejet	31-03-2019
9.	DELHI	JHARSUGUDA (Odisha)	Spicejet	31-03-2019
10.	JHARSUGUDA (Odisha)	DELHI	Spicejet	31-03-2019
11.	GUWAHATI (Assam)	LILABARI (Assam)	Spicejet	31-03-2019
12.	LILABARI (Assam)	GUWAHATI (Assam)	Spicejet	31-03-2019
13.	HYDERABAD (Telangana)	JHARSUGUDA (Odisha)	Spicejet	31-03-2019
14.	JHARSUGUDA (Odisha)	HYDERABAD (Telangana)	Spicejet	31-03-2019
15.	JHARSUGUDA (Odisha)	KOLKATA (WB)	Spicejet	31-03-2019
16.	KOLKATA (WB)	JHARSUGUDA (Odisha)	Spicejet	31-03-2019
17.	KISHANGARH (Rajasthan)	HYDERABAD (Telangana)	Spicejet	25-04-2019
18.	HYDERABAD (Telangana)	KISHANGARH (Rajasthan)	Spicejet	25-04-2019
19.	HYDERABAD (Telangana)	BELGAUM (Karnataka)	Spicejet	01-05-2019

S. No.	Departure Airport	Arrival Airport	OPERATOR	Commencement Date
20.	BELGAUM (Karnataka)	HYDERABAD (Telangana)	Spicejet	01-05-2019
21.	HYDERABAD (Telangana)	GWALIOR (MP)	Spicejet	01-05-2019
22.	GWALIOR (MP)	HYDERABAD (Telangana)	Spicejet	01-05-2019
23.	JAMMU (J&K)	GWALIOR (MP)	Spicejet	01-05-2019
24.	GWALIOR (MP)	JAMMU (J&K)	Spicejet	01-05-2019
25.	AHMEDABAD (Gujarat)	BELGAUM (Karnataka)	Ghodawat	15-05-2019
26.	BELGAUM (Karnataka)	AHMEDABAD (Gujarat)	Ghodawat	15-05-2019
27.	PUNE (Maharashtra)	BELGAUM (Karnataka)	Alliance Air	15-05-2019
28.	BELGAUM (Karnataka)	PUNE (Maharashtra)	Alliance Air	15-05-2019
29.	JHARSUGUDA (Odisha)	RAIPUR (CG)	Alliance Air	05-06-2019
30.	RAIPUR (CG)	JHARSUGUDA (Odisha)	Alliance Air	05-06-2019
31.	JHARSUGUDA (Odisha)	BHUBANESHWAR (Odisha)	Alliance Air	05-06-2019
32.	BHUBANESHWAR (Odisha)	JHARSUGUDA (Odisha)	Alliance Air	05-06-2019
33.	JHARSUGUDA (Odisha)	KOLKATA (WB)	Alliance Air	06-06-2019
34.	KOLKATA (WB)	JHARSUGUDA (Odisha)	Alliance Air	06-06-2019
35.	BANGALORE (Karnataka)	MYSORE (Karnataka)	Alliance Air	07-06-2019
36.	MYSORE (Karnataka)	BANGALORE (Karnataka)	Alliance Air	07-06-2019
37.	GWALIOR (MP)	BANGALORE (Karnataka)	Spicejet	20-06-2019

S. No.	Departure Airport	Arrival Airport	OPERATOR	Commencement Date
38.	BANGALORE (Karnataka)	GWALIOR (MP)	Spicejet	20-06-2019
39.	KOLKATA (WB)	GWALIOR (MP)	Spicejet	20-06-2019
40.	GWALIOR (MP)	KOLKATA (WB)	Spicejet	20-06-2019
41.	MUMBAI (Maharashtra)	BELGAUM (Karnataka)	Spicejet	20-06-2019
42.	BELGAUM (Karnataka)	MUMBAI (Maharashtra)	Spicejet	20-06-2019
43.	MUMBAI (Maharashtra)	DURGAPUR (WB)	Spicejet	25-06-2019
44.	DURGAPUR (WB)	MUMBAI (Maharashtra)	Spicejet	25-06-2019
45.	MYSORE (Karnataka)	HYDERABAD (Telangana)	Alliance Air	19-07-2019
46.	HYDERABAD (Telangana)	MYSORE (Karnataka)	Alliance Air	19-07-2019
47.	MYSORE (Karnataka)	GOA	Alliance Air	19-07-2019
48.	GOA	MYSORE (Karnataka)	Alliance Air	19-07-2019
49.	MYSORE (Karnataka)	COCHIN (Kerala)	Alliance Air	19-07-2019
50.	COCHIN (Kerala)	MYSORE (Karnataka)	Alliance Air	19-07-2019
51.	KOLKATA (WB)	SHILLONG (Meghalaya)	IndiGo	20-07-2019
52.	SHILLONG (Meghalaya)	KOLKATA (WB)	IndiGo	20-07-2019
53.	MUMBAI (Maharashtra)	KOLHAPUR (Maharashtra)	Trujet	01-09-2019
54.	KOLHAPUR (Maharashtra)	MUMBAI (Maharashtra)	Trujet	01-09-2019
55.	MUMBAI (Maharashtra)	JALGAON (Maharashtra)	Trujet	01-09-2019

S. No.	Departure Airport	Arrival Airport	OPERATOR	Commencement Date
56.	JALGAON (Maharashtra)	MUMBAI (Maharashtra)	Trujet	01-09-2019
57.	MUMBAI (Maharashtra)	BELGAUM (Karnataka)	Ghodawat	06-09-2019
58.	BELGAUM (Karnataka)	MUMBAI (Maharashtra)	Ghodawat	06-09-2019
59.	RAJAMUNDRY (Andhra Pradesh)	VISHAKHAPATNAM (Andhra Pradesh)	Indigo	15-09-2019
60.	VISHAKHAPATNAM (Andhra Pradesh)	RAJAMUNDRY (Andhra Pradesh)	Indigo	15-09-2019
61.	NASIK (Maharashtra)	PUNE (Maharashtra)	Alliance Air	27-10-2019
62.	PUNE (Maharashtra)	NASIK (Maharashtra)	Alliance Air	27-10-2019
63.	HYDERABAD (Telangana)	BELGAUM (Karnataka)	Indigo	27-10-2019
64.	BELGAUM (Karnataka)	HYDERABAD (Telangana)	Indigo	27-10-2019
65.	HYDERABAD (Telangana)	MYSORE (Karnataka)	Indigo	27-10-2019
66.	MYSORE (Karnataka)	HYDERABAD (Telangana)	Indigo	27-10-2019
67.	CHENNAI (Tamil Nadu)	DURGAPUR (WB)	Spicejet	27-10-2019
68.	DURGAPUR (WB)	Chennai (Tamil Nadu)	Spicejet	27-10-2019
69.	DELHI	AGRA (UP)	Zoom Air	29-10-2019
70.	AGRA (UP)	DELHI	Zoom Air	29-10-2019
71.	CHANDIGARH (UT)	DHARAMSHALA (HP)	Alliance Air	16-11-2019
72.	DHARAMSHALA (HP)	CHANDIGARH (UT)	Alliance Air	16-11-2019
73.	BANGALORE (Karnataka)	KALABURGI (GULBARGA) (Karnataka)	Ghodawat	22-11-2019

S. No.	Departure Airport	Arrival Airport	OPERATOR	Commencement Date
74.	KALABURGI (GULBARGA) (Karnataka)	BANGALORE (Karnataka)	Ghodawat	22-11-2019
75.	GUWAHATI (Assam)	DIMAPUR (Nagaland)	Alliance Air	07-12-2019
76.	DIMAPUR (Nagaland)	GUWAHATI (Assam)	Alliance Air	07-12-2019
77.	DIMAPUR (Nagaland)	IMPHAL (Manipur)	Alliance Air	07-12-2019
78.	IMPHAL(Manipur)	DIMAPUR (Nagaland)	Alliance Air	07-12-2019
79.	BANGALORE (Karnataka)	KALABURGI (Gulbarga) Karnataka	Alliance Air	27-12-2019
80.	KALABURGI (Gulbarga) Karnataka	BANGALORE (Karnataka)	Alliance Air	27-12-2019

- During the year 2019, more than 25,00,000 (twenty five lakhs) passengers travelled on RCS routes.

RCS – UDAN 4.0

The bidding for 4th round of RCS has recently been launched. During the month of February, 2020, the Selected Airline Operators (SAOs) would be declared and Letter of Award (LoA) be issued to them. The Government aims to operationalize 100 airports and 1000 routes during the currency of UDAN scheme.

1.2 DIGI YATRA

Digi Yatra policy has been launched by Ministry of Civil Aviation in August, 2018 which intends to provide seamless and hassle-free passenger experience at Indian airports, without the need for verification of ticket and ID at multiple touch points. Digi Yatra aims to simplify the passenger processes at various check points in the airport right from the terminal entry gate, check-in/bag drop, security check and boarding gates. As regards Digi Yatra initiative, Airports Authority of India has awarded work for implementation of Biometric Boarding System (BBS) at 04 airports viz. Kolkata, Pune, Vijayawada and Varanasi.

1.3 BIOMETRIC ACCESS CONTROL SYSTEM PROVIDING MULTI-LAYERED SECURITY AT AIRPORTS

Ministry of Civil Aviation launched the Centralized Access Control system based on Biometric AEP on 30th December, 2019 for secured and regulated access by employees/staff to restricted areas at all aerodromes across the country. The New AEP guidelines linked with biometric access control system will reduce the chances of impersonation/ forgery and will reduce the security manpower being replaced with technology.

This is an enterprise level solution for issuance of Airport Entry Permits for Personnel as well as vehicles for airlines employees and office service staff.

This e-governance initiative of Bureau of Civil Aviation Security (BCAS) will facilitate ICT adoption and provide comprehensive security. Its key objectives include:

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

1.4 PASSENGER GROWTH

Domestic Routes:

During the period Jan-Nov 2019, scheduled domestic airlines operated a total number of 9.6 lakhs scheduled flights carrying a total of 130.8 million scheduled passengers as against 9.5 lakhs scheduled flights carrying a total of 126.0 million scheduled passengers during the previous year 2018 (Jan-Nov). The number of domestic passengers carried by scheduled domestic Indian carriers has witnessed a growth of 3.8 percent in the year 2019 as compared to the previous year 2018 (up to 30th Nov).

International Routes:

During the period Jan-Sep 2019, a total of 47.4 million passengers were carried on international routes by scheduled Indian/foreign carriers as against 46.9 million in the corresponding period in 2018, thereby witnessing a growth of 1.07%. Out of the 47.4 million passengers, 17.7 million passengers were carried by scheduled Indian carriers while 29.7 million passengers were carried by scheduled foreign carriers.

1.5 SCHEDULED OPERATORS

As on 31st December 2019, in addition to Air India Ltd., Alliance Air and Air India Charters Ltd., there are twelve (12) private scheduled/scheduled commuter operators operating in the domestic sector. In addition one cargo airlines is operating scheduled cargo services in the country.

1.6 NON-SCHEDULED OPERATORS

During the period January to December 2019, seven (7) new Non-Scheduled Operator's Permit (NSOP) were granted and as on 31st December 2019, a total number of 100 companies are holding Non-Scheduled Operator's Permit.

1.7 TOURIST CHARTERS

Operations of Inclusive Tour Package Charter flights to and from India continued under the liberalized guidelines issued vide Aeronautical Information Circular No. 05 of 2015 and a total number of 696 flights operated during the period from January to December 2019 bringing 1,48,048 tourists in India.

1.8 GLOBAL AVIATION SUMMIT

Global Aviation Summit with a theme "Flying for all – especially the next 6 Billion" was organized on 15-16 January, 2019 in Mumbai with huge success. The Summit was attended by 15 Civil Aviation Ministers, 37 DGs/Civil Aviation Authorities, and Representatives from 85 countries. Alongside the Summit, many G2G meetings were held; bilateral air services meetings with 19 countries, round-table conferences, Drone Ecosystem manufacturers meeting and 20 Ministerial-level meetings were taken by HMCA, HMoS and Secretary, Civil Aviation.

1.9 ICAO COUNCIL ELECTIONS

India has been re-elected in 2019 to the new Council of ICAO, with second highest votes among victorious nations at the 40th session of ICAO assembly.

1.10 BILATERAL AGREEMENTS

The following bilateral agreements have been signed in 2019:-

Country	Instrument signed	Date/Place
Nigeria	Air Service Agreement	14 Jan 2019 at Mumbai
Lao PDR	Air Service Agreement	16 Jan 2019 at Mumbai
Russia	MoU	18 Jan 2019 at Delhi
Bangladesh	Record of Discussions	14-15 March 2019 at Delhi
Poland	MoU	14 Aug 2019 at Delhi
Saudi Arabia	MoU	29 Oct 2019 at Delhi

1.11 RAJIV GANDHI NATIONAL AVIATION UNIVERSITY (RGNAU)

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

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

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

1.12 INDIA AIR CARGO

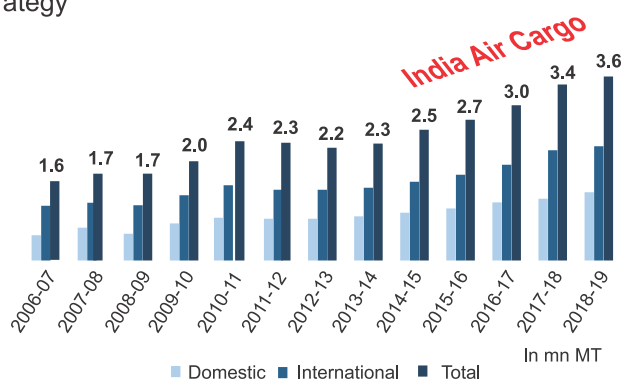
Impressive double-digit domestic air cargo growth of 12.1% in 2018-19 over 2017-18 was achieved and air cargo handled in India reached 3.56 MMT. General cargo tonnage handled increased by over 10% per year in last four years. Express and courier driven by e-commerce and B2B among MSMEs has been growing at CAGR 17% since 2014. Industry size estimated at ₹ 22,000 crore in FY 2016-17 has been projected by industry to grow to ₹ 48,000 crore in FY 2021-22.

Growth of air cargo is critical for industries such as e-commerce, pharmaceuticals, electronics, agriculture, horticulture, floriculture, animal husbandry and marine exports, and high-value goods, including gems and jewelry and fashion garments, where shipments are highly time-sensitive.

In conformance with the objectives of the holistic National Civil Aviation Policy, 2016, a number of initiatives and measures were taken up. The policy reform rooted in the National Air Cargo Policy outline released on 15 January 2019 aims to achieve fundamental re-engineering in the air cargo ecosystem. The vision is to provide cargo transportation by air to the masses at an affordable cost (covering in particular, MSME and consumers) and connect every village to the national and global value chains. A whole-of-the-value-chain concept has been adopted for domestic and export-import air freight for reaching the target of handling 10 million tonnes by 2026-27. It also aims to make air cargo and logistics in India among the most efficient, seamless, and cost and time effective in the world over a period of 10 years.

Snapshot of India Air Cargo

- ▶ Regulatory Policies in Support of Air Cargo Growth
- ▶ Air Cargo Market Strategy + Development Strategy
- ▶ Security Strategy
- ▶ Safety Strategy
- ▶ Cargo Community Infrastructure
- ▶ Technology and Innovation
- ▶ Sustainability
- ▶ Human Capital Development
- ▶ Performance Benchmarking



In accordance with the policy direction and various assessments, including inter alia the recommendations of the study on setting up of international air cargo hubs in India, development and growth of all three categories of air cargo transport have been covered, namely:

- (i) Domestic cargo for efficient flow of goods across India and facilitative measures for development of Regional and State cargo hubs which would act as gateways for the region and states connected by domestic trade corridors to production hubs and logistics hubs across the country,
- (ii) International cargo for facilitation of all indigenous export and import of goods, and

(iii) Transit and Trans-shipment international cargo for making India the transit and trans-shipment cargo hub of choice to and from other parts of the globe. Advancing this matter, during 2019-20, a Trans-shipment Excellence Centre with world-class infrastructure has been created at the air-side of IGI Airport at Delhi. Standing Operating Procedures for Trans-shipment of Cargo (Foreign to Foreign) have been issued on 27 May 2019 by Customs authorities, besides certifying the airport as the first Authorized Economic Operator (AEO) in the country. The airport has also been declared to be e-Airway Bill 360-compliant by the International Air Transport Association (IATA).

1.12.1 INFRASTRUCTURE CREATION/ UPGRADATION

- 23 Common User Domestic Cargo Terminals (CUDCTs) and 20 International Cargo Terminals (CUTs) have been made operational and are being run by Airport Authority of India (AAI) through its wholly-owned subsidiary, the AAI Cargo Logistics and Allied Services Ltd. (AAICLAS), besides those developed in the private sector at JV airports. AAICLAS has taken up a time-bound programme for developing air cargo facilities at unserved airports and upgrading existing facilities at underserved airports across the country as per commercial and other considerations, such as required under RCS-UDAN.
- First Air Freight Station (off-airport common user facility) at New Delhi is in readiness to be launched after obtaining security clearance. The same is being expedited.
- For promoting multimodal synergies between air and road transportation in particular, multimodal logistics parks are being encouraged to help decongest airports and reduce logistics costs and air cargo processing time.

1.13 AIRCRAFT LEASING AND FINANCING FROM INDIA

- About 653 aircraft are currently operated by Indian scheduled airlines, which have placed firm orders to induct another 600 aircraft over the next 5-6 years at an estimated cost of US\$ 30 billion.
- Direct procurement financing and aircraft lease financing has hitherto been led by financing and leasing entities abroad, with Indian entities playing a marginal or secondary role despite the fact that this is the most lucrative leg of aircraft operations, from its manufacture to its deployment by the airlines.
- Recognizing the criticality and untapped business potential, one of the most visionary projects undertaken by the Government is the “Project Rupee Raftaar”. The Working Group set up by MoCA has submitted its Report recommending measures for developing this new business in India. The report was released at the Global Aviation Summit at Mumbai on 15.01.2019.
- The Group carried out a 360-degree review of the current regulatory framework and procedural aspects. It assessed that the current legal framework is not conducive to aircraft financing. Direct and Indirect Taxes also make it cost-inefficient as compared to other jurisdictions (e.g. Ireland and Singapore).
- Among the key benefits identified for bringing in regulatory and tax changes were (a) development of a new line of business in India for international financial services, (b) creation of additional high-end job opportunities, (c) generation of additional business for banks, insurance companies, NBFCs, and other ancillary business (such as law firms, accounting firms, etc.), (d) addition of India on the map of global financial centres for international financial services and (e) development of Maintenance, Repair and Overhaul (MRO) opportunities in India.

- It found that the International Financial Services Centre (IFSC) in India would provide a valuable platform to host these activities efficiently, since it has a tax and regulatory regime which is already more in line with other global financial centres. It also found that it would be both efficient and effective to focus on blueprints of the global market leader (Ireland) to introduce the regulatory framework in India.
- A series of stakeholder consultations were held by the Ministry on the roadmap and recommendations of the Working Group during February 2019 to June 2019. During these consultations, the need to develop the system holistically has been emphasized by airlines, financiers, insurers, lessors, and other stakeholders alike.
- Subsequently, vide Para. 14 (Part-A) of Union Budget 2019-20 Speech of Hon'ble Finance Minister, bringing this new business to India has been announced. Simultaneously, announcements were made on IFSC in Paras. 96 in Part-A and 119 in Part-B. A set of tax incentives to IFSCs (contained in Para 3.1 of Annex to Part-B) were also announced.
- Towards implementing the above mandate, it has, inter alia, been decided that the implementation of the essential elements of the regulatory roadmap for making India a hub for aviation financing and leasing activities shall be taken up in a time-bound manner by all concerned. The essential regulatory elements are to be provided holistically and expeditiously at IFSC GIFT-City,

India's only offshore financial SEZ, to enable the enactment of the first few transactions by stakeholders at the earliest possible by airline sector.

1.14 MAKING INDIA A HUB OF AIRCRAFT MAINTENANCE, REPAIR AND OVERHAUL (MRO)

With the sound commercial foundation laid over the last four years guided by the National Civil Aviation Policy (NCAP) 2016 and the further impetus provided through the Union Budget 2019-20, India's Aviation MRO industry is now shifting gears and pushing up its productivity to the next level in order to achieve self-reliance and serve global carriers. Last year saw the domestic MRO hangar capacity utilization improve in a sustainable manner leading to a record number of aircraft being serviced in India.

Besides Air India's engineering subsidiary, which had the requisite capability, expertise and experience and added ATR-72 C-Checks within its repertoire, private sector MROs in India achieved the milestone of performing heavy maintenance on airframes, with about 100 C-Checks and D-Checks conducted on airframes, including of foreign carriers. A significant and very delicate MRO activity called "Skin Replacement" was carried at an Indian MRO instead of sending the aircraft to the overseas original equipment manufacturer. The Indian MRO sector also took its first step towards becoming a regional player, when a global airline chose an Indian MRO as its partner for their comprehensive fleet rebranding programme.

India MRO takes new strides with "Skin Replacement" and repair of critical parts



The country attracted aircrafts for MRO services from neighboring countries, such as Bhutan, China, Malaysia, Myanmar, Nepal, Oman, Qatar, Russia, Saudi Arabia, UAE and Vietnam. Foreign exchange was saved, fillip was given to economic output, gainful employment was created, turnaround time was significantly reduced, and cost-to-airline operators was slashed.

The capabilities developed in civil aviation MRO also ensured some of the heavy technical maintenance services on New Generation Defense Aircrafts were performed in India, giving a big fillip to the Government's Make in India initiative.

The Government has been considering further improvements in policy, taxation and regulatory regime.

The roadmap has been developed in consultation with MRO industry for realizing self-sufficiency in this vital and strategic aviation segment, which includes setting up of Engine Shops and Spares Distribution Centres in India. Its implementation would further act as a catalyst for future growth. R&D and skill development, besides reciprocal acceptance of air safety certificates by Indian and overseas regulators would help churn out many more jobs for the youth of India in the years to come both in aircraft manufacturing and in MRO activities.

Currently annual import of MRO services by airlines in India is about ₹ 9,700 crore sourced mainly from countries like France, Germany, Jordan, Malaysia, Singapore, Turkey, United Arab Emirates and United States of America.

With airlines' fleet growing annually by well over 100, the size of India aviation MRO is projected to grow annually to ₹ 21,600 crore in the next five years, with domestic MRO contributing a higher proportion of about ₹ 5,000 crore. The roadmap has been developed in consultation with Indian industry for moving towards self-sufficiency in this vital and strategic aviation segment. The centrality of focused attention going forward would be two-fold: (a) Upgrading demonstrated airframe capacity, which is about 35% of domestic MRO spend presently. Global airframe accounts for 17% share of MRO; and (b) Bringing vital new business of Component and Engine MRO to India, which together account for about 70% of MRO spend globally.

The major policy and tax-related interventions already made are following:

- o There has been a renewed focus on broad-based development of Maintenance, Repair & Overhaul (MRO) Sector
- o Exempted Customs Duty on tools and tool kits
- o Reduced GST rate to 18% from 28% on paints and varnishes (including enamels and lacquers)
- o Simplified clearance processing of parts
- o Relaxed restriction on utilization of duty free parts from one year to three years
- o Extended stay in India of foreign aircraft to entire duration of MRO work/6 months, whichever is lesser
- o Revised Notification to enable export of serviceable parts
- o 100% FDI permitted via automatic route for MRO
- o Liberalized policy for accessing External Commercial Borrowings (ECB), Trade Credit, Borrowing and Lending in Foreign Currency and Rupees on competitive terms.
- o Prescribing modalities for allowing concessions on spare parts imported temporarily by foreign airlines for repair of their aircraft, while in India in transit in terms of the Chicago Convention on Civil Aviation

1.15 REGIONAL TRANSPORT AIRCRAFT

India is one of the largest markets in the world for a Regional Transport Aircraft (RTA). The Government of India initiative, UDAN has further accelerated the demand. Under the ambit of "Make in India", this need is being addressed through development and manufacturing of the RTA in India. This not only would be a very profitable business for India but will create huge employment potential, industrial growth and nucleus for taking bigger aircraft design, development production in the country and thus making the country self-reliant in future. A Special Purpose Vehicle (SPV) is proposed to be created which may be a government-funded entity with special powers to execute the Project Definition Phase (PDP) of the project and special administrative and financial powers to facilitate the execution of the project within the stipulated timeframe.

2. MINISTRY OF CIVIL AVIATION

2.1 ORGANIZATION

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

Attached Offices / Organizations

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

Autonomous Body

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

Public Sector Undertakings

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

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

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

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



ORGANIZATIONAL STRUCTURE OF MINISTRY OF CIVIL AVIATION



Shri Hardeep Singh Puri
Minister of State (I/c)
for Civil Aviation



Shri Pradeep Singh Kharola
Secretary, Civil Aviation



Ms. Vandana Aggarwal
Economic Advisor



Shri Satyendra Kumar Mishra
Joint Secretary



Ms. Usha Padhee
Joint Secretary



Shri Angshumali Rastogi
Joint Secretary



Shri Vimalendra Anand Patwardhan
Joint Secretary & Financial Advisor



Ms. Rubina Ali
Joint Secretary



Shri Amber Dubey
Joint Secretary



Ms. Bhawna Singh
Deputy Director General



Ms. Bandhula Sagar
Chief Financial Controller

Heads of Attached Offices:

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

Heads of Autonomous Bodies:

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

Heads of Public Sector Undertakings:

- Airports Authority of India:
Shri Arvind Singh, Chairman
- Air India Limited:
Shri Ashwani Lohani, CMD
- Pawan Hans Limited:
Smt. Usha Padhee, CMD

2.2 RECORD MANAGEMENT

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

2.3 BAN ON SINGLE USE PLASTIC

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

2.4 SWACHH BHARAT MISSION

The Government has announced "Swachh Bharat Mission" to achieve a clean India by 150th Birth Anniversary of Mahatma Gandhi in 2019. Ministry of Civil Aviation had organized Swachhta Pakhwada during 1-15 November, 2019. Various activities such as Poster/Essay competition, spreading awareness through banners, video clippings, etc. were undertaken during the drive. As a part of the programme, a Pledge was also administered by Secretary (CA) during the period.

2.5 PUBLIC GRIEVANCES REDRESSAL MACHINERY

The Centralized Public Grievances Redressal and Monitoring Systems (CPGRAMS), which is a web-based on-line public grievance handling system, was introduced and developed by the Department of Administrative Reforms & Public Grievances (DARPG). The system has been implemented in the Ministry for prompt and effective disposal of the grievances from 01.01.2008. In the year 2019, a total of 6130 public grievance cases were received on-line, out of which, 5920 cases, i.e. 96.5% approximately, have been disposed of through the CPGRAMS. A Joint Secretary level officer has been designated as the "Public Grievances Officer" in the Ministry. All organizations working under the administrative control of the Ministry too have full-fledged public grievance redressal machinery headed by respective designated "Nodal Officers".

2.6 RIGHT TO INFORMATION ACT, 2005

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

To implement the Act, 11 CPIOs and 10 Appellate Authorities have been designated in this Ministry. With the increased awareness among the people about RTI Act, 2005, a large number of applications / appeals were received in this year through online/mail. A total of 1540 applications and 91 appeals were received during the year 2019. All efforts were made to dispose of these applications and appeals within the prescribed time.

2.7 VIGILANCE ACTIVITIES

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

Preventive vigilance continues to receive priority attention with primary emphasis on identification of sensitive areas. The guidelines/instructions issued by the Department of Personnel & Training and Central Vigilance Commission from time to time in this regard are followed.

In pursuance of Central Vigilance Commission's directions, "Vigilance Awareness Week" – 2019 was observed in this Ministry, its attached offices as well as in the PSUs under the administrative control of this Ministry from 28th October (Monday) to 2nd November (Saturday), 2019. The Secretary, Civil Aviation, also administered a 'PLEDGE' to all the employees. Many employees of this Ministry took the pledge and got online certificate from CVC.

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

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

2.9 WELFARE OF SENIOR CITIZENS

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

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

2.10 PROTECTION OF ENVIRONMENT

Keeping in view the guidelines of the Ministry of Environment and Forests, all the Organizations under this Ministry have been given instructions to make all possible efforts to protect the environment.



3. DIRECTORATE GENERAL OF CIVIL AVIATION

3.1 INTRODUCTION

The Directorate General of Civil Aviation is the principle 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 Organization (ICAO).

3.2 ORGANIZATION

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

3.3 FUNCTIONS

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

- Regulation of air transport services to/from/ within India in accordance with the provisions of the Aircraft Rules, 1937, including bilateral and multilateral agreements with foreign countries and the policy pronouncements of the government;
- Registration of civil aircraft;
- Laying down airworthiness requirements for civil aircraft registered in India and grant of Certificate of Airworthiness to such aircraft;
- Licensing of pilots, aircraft maintenance engineers and monitoring of flight crew standards;
- Licensing of aerodromes and air carriers;
- Rendering advice to the Government on matters pertaining to civil aviation;
- Processing amendments to Aircraft Act, 1934 and the Aircraft Rules 1937, and other Acts relating to aviation, with a view to implementing in India, the provisions of the Chicago Convention and Annexes thereto, and other International Conventions relating to aviation;
- Co-ordination of the work relating to International Civil Aviation Organization and sending replies to state letters after consulting other agencies;
- Investigation of air accidents and incidents and rendering technical assistance to the Courts/ Committees of Inquiry;
- Supervision of training activities of Flying/ Gliding Clubs;
- Type certification of aircraft.

3.4 LEGISLATION

To keep the statutory provisions abreast with the international standards and the latest developments in the sphere of civil aviation, amendments were made in the Aircraft Rules, 1937 viz. provisions pertaining to requisite recency period requirement for flying experience for issue of Commercial Pilot Licence (CPL) as referred to in the Schedule II to the Aircraft Rules, 1937; Rule 67A regarding Log Book entry certification by CFI and DCFI in case of FTO; and amendment to Rule 93, Rule 112 and Section A of Schedule III to the Aircraft Rules, 1937 governing Air traffic Control Officers (ATCO's).

3.5 AIR TRANSPORT

3.5.1 Scheduled Operators

As on 31st December 2019, in addition to Air India Ltd., Alliance Air and Air India Charters Ltd., there were twelve (12) private scheduled/scheduled commuter operators viz. Spice Jet Ltd., Go Airlines (India) Pvt. Ltd., InterGlobe Aviation Ltd. (Indigo), Air Asia Pvt. Ltd., Tata SIA Airlines Ltd. (Vistara), Turbo Megha Airways Pvt. Ltd (True Jet), Deccan Charters Private Ltd. (Air Deccan), Air Odisha Pvt. Ltd, Ghodawat Enterprises Pvt. Ltd. (Star Air), Heritage Aviation Pvt. Ltd., Pawan Hans Ltd., Zexus Air Pvt. Ltd. (Zoom Air) operating on the domestic sector providing a wide choice of flights and connectivity to various parts of India. In addition there is one cargo airlines viz. Blue Dart Aviation Ltd. operating scheduled cargo services in the country. Further, Spice Jet was also operating Cargo Operations with three (03) B737 Freighter aircraft.

Note: Jet Airways and Jet Lite stopped their operations w.e.f. 17.04.2019.

3.5.2 Passengers Carried by Scheduled Operators

Domestic Routes:

During the year 2019 (Jan-Nov), scheduled domestic airlines operated a total number of 9.6 lakhs scheduled flights carrying a total of 130.8 million scheduled passengers as against 9.5 lakhs scheduled flights carrying a total of 126.0 million scheduled passengers during the previous year 2018 (Jan-Nov). The number of domestic passengers carried by scheduled domestic Indian carriers has witnessed a growth of 3.8 percent in the year 2019 as compared to the previous year 2018 (up to 30th Nov).

International Routes:

During the period Jan to Sep 2019, a total of 47.4 million passengers were carried on international routes by scheduled Indian/foreign carriers as against 46.9 million in the corresponding period in 2018, thereby witnessing a growth of 1.07% (YoY). Out of the 47.4 million passengers, 17.7 million passengers were carried by scheduled Indian carriers while 29.7 million passengers were carried by scheduled foreign carriers during the period Jan to Sep 2018.

3.5.3 Non-Scheduled Operator's Permit

During the period January to December 2019, seven (7) new NSOP was granted and as on 31st December 2019, a total number of 100 companies are holding Non-Scheduled Operator's Permit, as against 106 companies as on 31.12.2018.

3.6 AIRWORTHINESS

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

S.No.	Activity	Number
1	Registration of Aircraft Total No. of aircraft registered in year 2019	177
2	AME Licence issued / converted Total no. of AME Licence issued in year 2019 AME Licence converted in accordance with CAR 66 in year 2019	506 03
3	Organisation Approval in year 2019 a) Maintenance Organisation i. Domestic ii. Foreign b) Type Training Organisation i. Domestic ii. Foreign c) Aircraft Maintenance Institutes (Basic) -147 d) Maintenance Organizations under CAR-M Sub-Part-F e) Continuing Airworthiness management Organizations (Sub-part-G) f) Fuel lubricants and Special Petroleum products Organisation g) CAR-21 Production Organization h) Public Grievances redressed in year 2019	15 10 03 NIL 08 NIL 06 17 01 116

3.6.2 EXAMINATION

The Central Examination Organization is vested with the responsibility of conducting knowledge based examination for Aircraft Maintenance Engineers (AMEs), Pilots, Flight Engineers, Flight Dispatchers, Foreign Aircrew Temporary Authorization (FATA), Flight Instructor Ratings (FIR) and Assistant Flight Instructor Ratings (AFIR) in accordance with the laid down Rules and relevant Civil Aviation Requirements for the purpose of issue of licences. Central Examination Organization of DGCA conducts the examination throughout the year with Centers across India. The Statistical data for various activities undertaken during the period for year 2019 is as enumerated in the following table:

S. No.	Examination	Number of Candidates/ applications
1	Aircraft Maintenance Engineers	57434
2	Pilot	40589
3	FATA	396
4	FIR/AFIR	159
5	Flight Dispatchers	NIL
6	Flight Engineers	NIL
7	Unique computer number for application (Unique Identification number) for Pilot	7129
8	Unique computer number for application (Unique Identification number) for AME	3807

3.7 TRAINING AND LICENSING OF AIRCREW

Licensing Directorate has been concerned with initial issue/ conversions of CPL/ATPL/ CHPL/PPL/ FATA

Licences and work related to renewal/ endorsement of licences. The requisite information for the period from 01.01.2019 to 31.12.2019 is as under:-

S. No.	Name of Licence	Total no. of Licences issued
1.	Commercial Pilot Licence (Aeroplane)/ (Helicopter)	795
2.	Air Transport Pilot Licence (Aeroplane)/ (Helicopter)	704
3.	Private Pilot Licence (Aeroplane)/ (Helicopter)	98
4.	Instrument Rating (Aeroplane)/ (Helicopter)	770
5.	Flight Radio Telephony Operator Licence [FRTOL & FRTOL-I]	2103
6.	Flight Aircrew Temporary Authorization (FATA) (initial)	319
7.	Flight Instructor Rating	23
8.	Asstt. Flight Instructor Rating (AFIR)	57
9.	Private Licence Glider (PLG)/ Private Licence Micro Light (PLM)/ Private Licence Balloon (PLB)	10

Total number of Endorsements / Renewal for the period from 01.01.2019 to 31.12.2019:
Boeing/ Airbus/ Other Aircrafts Endorsements/ Renewal of Licences 5061

3.8 FLIGHT STANDARDS

Followings are major reforms undertaken /achieved during 2019 by Flight Standards Directorate :

- The Flight Standards Directorate of DGCA has formulated and adopted a new policy wherein the airline operator, airport operator and air traffic management have consented to facilitate the inbound air traffic of four airlines operators namely Air India, Air Asia, Indigo and Spice jet to land at Hyderabad without uplifting destination alternate fuel which is a new policy. The pilot project had commenced from 29.04.2019 for a period of 03 months.
- The objective was to reduce cost of the fuel and viz-a-viz cost of operation of airlines, but more so, it has reduced to CO2 emission environmentally.
- Approval has been granted to a Foreign Approved Training Organization (ATO) Boeing training facility in Singapore for B787-9 type of aircraft, as per DGCA India Certification Process CAP 7100. This will help in timely induction of aircraft as more options will be available to Indian operators for training infrastructure. This is the first instance of an Indian regulator certifying a Foreign Training Facility. Process for granting approval for Boeing 777 type of aircraft of same foreign ATO has also been initiated.

- DGCA India is in the process of Approving M/s CAE's ATO, which is presently under Danish Authority. This approval will be done as per the provision of International Civil Aviation Organization (ICAO)'s Doc 9841. This new process has been introduced by Alternative Means of Compliance Process method. This new process will streamline the foreign ATO approval process.

3.9 AERODROME STANDARDS

The Directorate of Aerodrome Standards deals with inspection and licensing/ authorization of aerodrome/heliport and monitoring of the aircraft operations at aerodromes vis-à-vis the facilities provided at the aerodrome and heliports approved/licenced by this Directorate.

3.10 AIR SAFETY

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

- DGCA has instituted inquires under Rule 13(1) of Aircraft Rules 2017 in case of 12 incidents.
 - Regional Air Safety Office associated and guided the investigation of incidents by the Permanent Investigation Board of Airlines for Investigation of incident occurring to aircrafts operated by them.
 - 37 Airprox incidents have been investigated.
 - 1189 Wildlife Strike have been reported which have been entered in the database.
- Safety recommendations emanating from investigations of various aircraft accident and incidents have been followed up for implementation with the concerned agencies so as to prevent recurrence of similar accidents/ incidents.

3.10.1 Surveillances/ Regulatory Safety Audits Conducted

DGCA makes Annual Surveillance Program which is available on DGCA website. For the year 2019, 40 Audits (Regulatory Audits/Safety Audits) and 446 Surveillance Inspections of Schedule Airlines & Various Non-Schedule & Private Operators were carried out. These inspections have pointed out various discrepancies which have been taken up with the operators for taking remedial measures. In addition, 20 special audits were also carried out based upon recommendations of Accident/ Serious Incident/Incident.

3.10.2 Civil Aviation Requirements/Circulars Issued

- CAR Section 5 Series F Part IV, Issue I on "Procedure for breath-analyzer examination of the personnel engaged in Aircraft maintenance, Air traffic control services, Aerodrome operations, Ground handling services for detecting consumption of Alcohol" issued on date 16.09.2019.
- Air Safety Circular 02 of 2019 on "Monsoon Operations" was issued.
- Air Safety Circular 03 of 2019 on "Fuel Planning for the Flights" was issued.
- Air Safety Circular 04 of 2019 on "Clarification regarding Implementation of CAR Section-5, Series- F, Part IV." Was issued.

- AIC 05/2019 on “Voluntary Reporting System” was issued.
- AIC 17/2019 on “Entry in the Cockpit and occupy the jump seat in Aircraft Registration in India” was issued.

3.10.3 State Safety Programme/Safety Management System Implementation in India

Air Safety Directorate conducted training on “State Safety Programme and Safety Management System” and “Techniques of Aircraft Accident & Incident Investigation”.

3.11 AIRCRAFT ENGINEERING DIRECTORATE

3.11.1 Acceptance of TC & STC

- Type design of aeronautical products including aircraft, engines and propellers certified by foreign Civil Aviation Authorities have been evaluated and 27 (Twenty Seven) Type Acceptance have been granted from design view point for its operation in India.
- Type design of modifications/STC certified by foreign Civil Aviation Authorities have been evaluated and total 21 (Twenty One) Type Acceptance have been granted from design view point for incorporation of modifications on the aircraft operational in India

3.11.2 ITSO-C150a on aircraft seals has been approved and uploaded on DGCA Website which would enable any organization to develop components/articles.

3.11.3 Design Organization Approval has been granted to Aerospace Systems & Equipment Research & Design Centre, HAL, Korwa for design and development of parts for Dornier DO 228-201 aircraft manufactured by HAL, Kanpur.

3.11.4 Following Type validations in respect of helicopter have been completed and letter of Type validation has also been issued:-

- JSC Mil Moscow Helicopter model Mi-171 A2.
- JSC Kilmov engine model VK 2500 PS-03.

3.11.5 Remotely Piloted aircraft system (RPAS) commonly known as drones

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

Guidance manual on RPAS has been revised on 3rd June, 2019 to introduce additional information on procedure for acceptance of RPAS model for Digital Sky and Authorization procedures for operations of RPAS on case-by-case basis. Beta version of Digital Sky portal was launched by this Ministry in April, 2019 for registration and permissions for flight operations of drones. Total 7 (seven) models of Drone (RPAS) have been provisionally accepted to fly in the country. Public notice dated 13.01.2020 for voluntary disclosure of non-compliant drones flying in India was issued by this Ministry.

3.11.6 HAL, Kanpur manufactured civil Dornier-228 aircraft will have an Indian Type Certificate (TC). After an extensive interaction between DGCA and European Union Aviation Safety Agency (EASA) at Cologne, Germany on 26/08/2019, EASA supported DGCA for issuance of TC which is indeed a step forward towards “Make in India” initiative.

3.11.7 Special Flight Permit has been issued by DGCA for the first time in history for the indigenously developed amateur built aircraft which is a 6 seater aircraft (VT-NMD).

3.11.8 Achievements in Aviation Environmental Unit, AED- After adoption of Carbon Offsetting & Reduction Scheme for International Aviation (CORSIA) by International Civil Aviation Organization (ICAO) in June, 2018, DGCA drafted its national regulation towards implementation of CORSIA in the form of Civil Aviation Requirements (CAR). As per the requirements contained in the said CAR, template for Emissions Monitoring Plan (EMP) was issued. In order to ensure cost reduction in verification process of emissions reports by verifiers accredited by foreign nations, DGCA took up the matter with National Accreditation Board for Certification Bodies (NABCB) and finally achieve to establish two Indian Verification Bodies accredited by NABCB to undertake the verification of the Annual Emissions Report.

3.12 AIR SPACE & AIR NAVIGATION SERVICES

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

- Surveillance Inspection of ATM facilities at Bhavnagar, Bhopal, Durgapur, Bhuvaneshwar, Cochin, Shamsabad, Gaggal, Khajuraho, Chandigarh, Ranchi, Imphal, Surat, Vadodara, Gaya, Gondia, Safdarjung, Ahmedabad, Calicut Airports.
- Surveillance Inspection of CNS facilities at Gaya, Mangalore, Jaipur, Guwahati, Goa, Coimbatore, Nagpur, Tiruchirappalli, Chandigarh, Bhubaneshwar, Hyderabad, Calicut, Madurai, Kolkata, Trivendrum, Vishakhapatnam, Chennai, Delhi Airports.
- Surveillance Inspection of MET facilities at Chennai, Patna, Trivandrum, Guwahati, Hyderabad, Amritsar, Varanasi, Ahmedabad, Lucknow, Mangalore, Mumbai, Bengaluru and Jaipur Airports.
- Surveillance Inspection of SAR facilities at SAR Section, AAI CHQ, RCC Mumbai SCI Airport, Kolkata.
- Surveillance Programme of Aeronautical Information Services (AIS) at NSCBI Airport, Kolkata, Chennai, AAI CHQ.
- Inspection of ADS-B System at Jaipur Airport, Calicut Airport.
- Inspection of ATSTO at HTC- Hyderabad, NIATAM-Gondia.
- Approval of AAI's ASOTC at CATC, Prayagraj.
- Revision to CAR Section 9 Series L Part-II – Issues & Renewal of ATC Licence & Endorsement of ratings.
- Revision to CAR Section 9 Series L Part-VIII – Aeronautical Station Operator- Requirement for issuing certificate & authorization.
- Revision to CAR Section 9 Series L Part-IV - Proficiency Check for personnel of Air Traffic Services.

3.13 FLYING TRAINING

To meet the requirement of Commercial Pilot Licence (CPL) holder in the country, there are 32 Flying Training Organizations in the country at present. The Directorate of Flying Training has conducted Surveillance/Inspection of 25 Flying Training Organizations while Special Audit of 27 Flying Training Organizations have been carried out during the period upto 31.12.2019 and Oral Examination of 123 candidates was also conducted for Issue/Renewal of FIR/AFIR during the said period.

3.14 ADMINISTRATION

Recruitment Rules for Directorate of Flying Training have been finalized and published in official Gazette in February, 2019. 58 officers got promoted from January, 2019 to December, 2019.

3.14.1 Public Grievance Redressal Machinery

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

- Monitoring new grievances on daily basis.
- Disposing off the grievances timely.
- Redressal of grievances with quality reply.

3.15 VIGILANCE

Vigilance Awareness Week was observed during 28th Oct. 2019 to 02nd Nov. 2019 in the Office of DGCA and its regional offices. During the week, apart from discussions on various relevant issues like transparency, fair competition and integrity of purpose and ethical values in Government etc., the Vigilance Division at DGCA HQ organized various competitions like Essay writing, Poster Making, Debate and Questionnaire Quiz of DGCA officials on how best to implement Preventive Vigilance in DGCA etc. There was an overwhelming response and participation by DGCA officials.

3.16 INFORMATION TECHNOLOGY

3.16.1 EGCA PROJECT

The current business processes and services provided by DGCA to aviation stakeholders are undertaken manually which puts significant constraints on DGCA officials to maintain efficiency in its delivery system. In view of the same and a strong desire to provide efficient, effective and transparent services to the stakeholders, DGCA has embarked on the EGCA project.

The objective of the project is to enable digital interactions between DGCA and Stakeholders for all Services, thereby enhancing efficiency and transparency in delivery of services to stakeholders. The project, therefore, aims at digital transformation of DGCA, wherein all the service delivery undertaken by DGCA shall be offered digitally through eGCA platform to its stakeholders that include pilots, operators, FTOs, ATOs etc. Automation of the functions shall also ensure transparency. The project will be implemented in a period of 18 months with the mentioned timelines for services to Go Live.

Phase I.

First service automated on the eGCA platform relates to issue of Commercial Pilot Licence. Under e-governance initiative of the Government, Phase-1 of E-Governance (eGCA) project of DGCA has been launched by Sh. P S Kharola, Secretary, MoCA on 30.12.2019. With this launch the issue of Commercial Pilot Licence (CPL-A) with Flight Radio Telephony Operators (FRTOL) and Instrument Rating has been automated.

This automated form would help in issue of these licences and renewal of medical fitness of aspirant pilots and do away manual handling of the applications. It would further enhance the efficiency of the services provided by the DGCA and also would ensure transparency and accountability in all DGCA functions.

Phase II.

Other pilot related services viz. medical, flying training and integration with CEO will be automated by February, 2020.

Phase III.

Service related to Directorate of Flight's Standards, Airworthiness, Air Transport-1 & Aircraft Engineering will be automated by July, 2020.

Phase IV.

Service related to Directorate of Aerodrome Standards, Regulation & Information, Air Navigation, Air Transport-2 Surveillance & Enforcement Division and Training Division will be automated by November, 2020.

The eGCA project will be completed by the end of the year 2020. Once completed,

apart from enhancing the efficiency of the various services provided by the DGCA, the project would ensure transparency and accountability in all DGCA functions.

3.17 DIRECTORATE OF MEDICAL SERVICES (CIVIL AVIATION)

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

The Directorate is being manned by Medical Assessors representing DGMS (Air) who are either Aerospace Medicine Specialists or are trained in Aviation Medicine aspects and are on active service of Indian Air Force.

The medical assessment for the medical examination conducted by Medical Examiner is issued by the Director/ Joint Director Medical Services (Civil Aviation).

The Directorate has been instrumental for ensuring medical assessment to the flight crew in accordance with the provisions contained in Rule 39B and Rule 39C of the Aircraft Rules, 1937.



4. BUREAU OF CIVIL AVIATION SECURITY

4.1 INTRODUCTION:

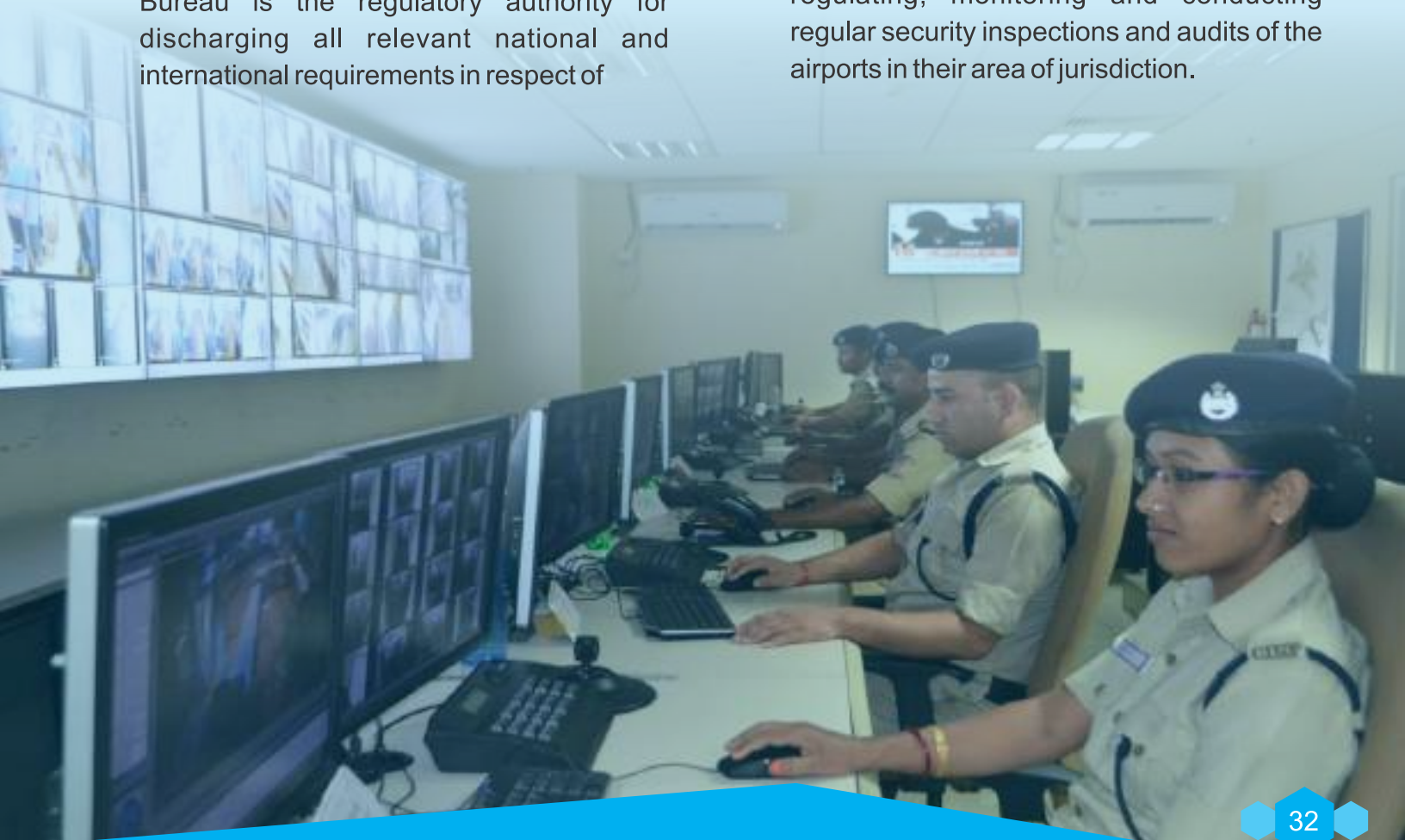
The Bureau of Civil Aviation Security (BCAS) is an attached office of the Ministry of Civil Aviation. The aim of BCAS is to safeguard civil aviation operations against acts of unlawful interference. The Bureau is responsible for laying down the standards for security in respect of civil flights operating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

BCAS has its headquarters in New Delhi. It is headed by Director General, who is the “Appropriate Authority” to ensure development, maintenance, updating and implementation of National Civil Aviation Security Programme for India and fulfill all international obligations in this context. The Bureau is the regulatory authority for discharging all relevant national and international requirements in respect of

coordinating, monitoring, inspecting and training the personnel in Aviation Security (AVSEC) matters, implementation of AVSEC quality control programme and up-gradation of technology for securing civil aviation.

Prior to 2016, the Bureau had eight number of Regional Offices at Ahmedabad, Amritsar, Chennai, Delhi, Guwahati, Hyderabad, Kolkata and Mumbai which were increased to nine after establishment of Regional Office at Imphal.

In the year 2018 & 2019, eleven new Regional Offices have been established at Bengaluru, Bhopal, Bhubaneswar, Dehradun, Ranchi, Jaipur, Lucknow, Patna, Raipur, Srinagar and Thiruvanthapuram. Each of the Regional Offices is under a Regional Director, BCAS responsible for regulating, monitoring and conducting regular security inspections and audits of the airports in their area of jurisdiction.



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

4.2 INITIATIVES TAKEN TO IMPROVE SECURITY AT AIRPORT

4.2.1 Security vetting & clearance:

The Security Vetting proposals of various Airports pertaining to many development works were received in BCAS Hqr which were examined and proceeded as per BCAS Norms and Guidelines.

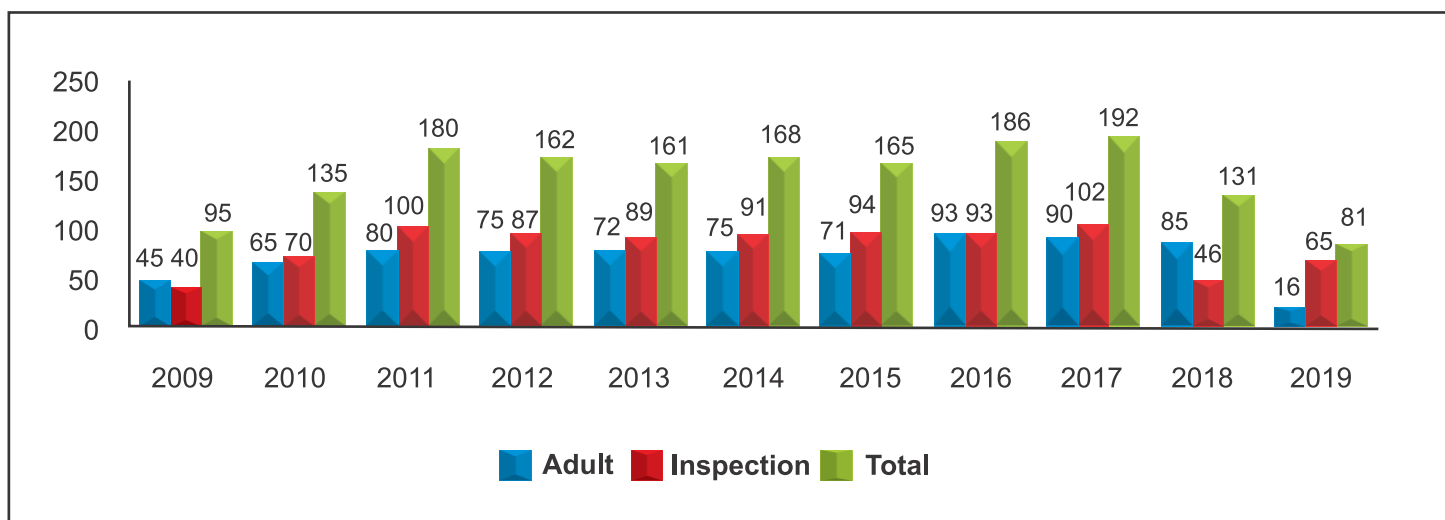
A total of 161 numbers of vetting proposals were finalized which resulted into many new developments related to infrastructure that further led to growth in passenger facilities as well as commercial activities. These include the cases of RCS airport also.

4.2.2 Manpower:

The proposal for augmentation of security manpower as per re-survey of 15 Airports were received in this Hqr which were examined and finalized after due deliberations in the re-survey meeting with stakeholders and subsequently submitted to concerned departments. This also led to enhanced level of Security and also aviation operations at those very airports. This includes the cases of RCS airports also.

4.2.3 Security Audit/ Inspection:

Security Audits and Inspections of the airports were conducted across the country to examine the effectiveness of the security system at various airports. A total of 16 audits and 65 inspections were conducted in the year 2019.

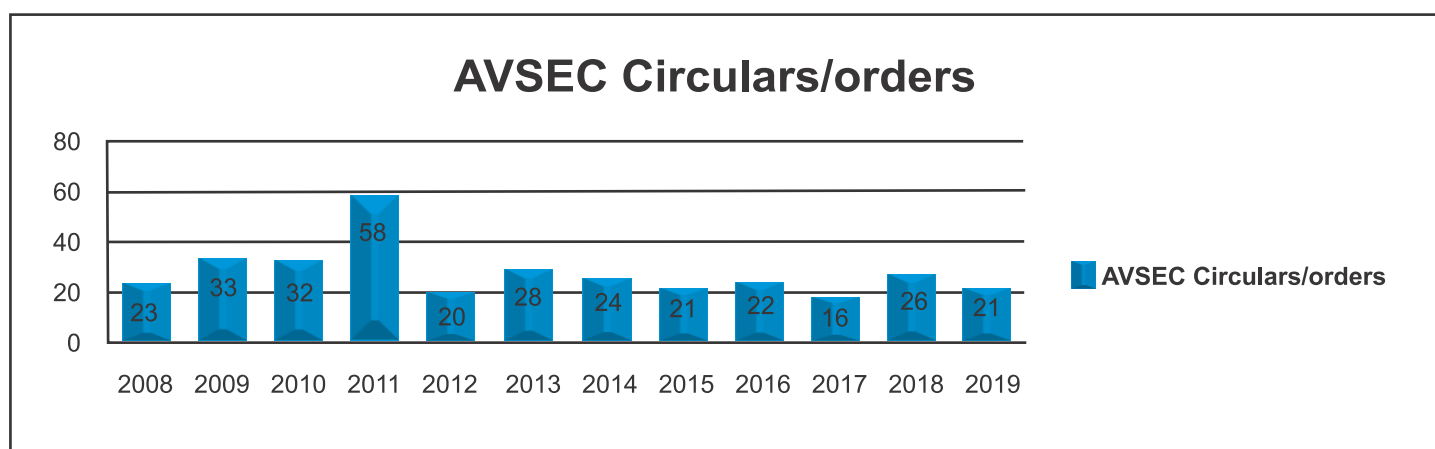


4.2.4 Aerodrome Security Programmes:

A total of 38 Aerodrome Security Programme proposals we received from various Airport operators Which were examined as per BCAS Norms and Approved accordingly.

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

A total of 21 numbers of AVSEC Order/ Circulars and their addendum/Corrigendum have been issued in the year 2019 in this regard. The regulations of BCAS are fully compliant with all the Standard and Recommended Practices of International Civil Aviation Organization including its latest amendments.



4.2.6 Security Programmes:

Details of approved Security programmes in the year 2019 are as under:-

S.No.	Particulars	Approved
01	Aircraft operators Security Programme (Domestic) {Scheduled}	06
02	Aircraft operators Security Programme (Foreign) {Scheduled}	30
03	Security Programme of Regulatory Agent (RA)	01
04	Security Programme of Ground Handling Agency (GHA)	03
05	Security Programme of Auxiliary Service Providers	09
06	Security Programme of Non Scheduled Operators	21
07	Security Programme of Private Operators	07
08	Security Programme of Catering	06
09	Security Programme of Concessionaire	72

- 4.2.7** During the Year 2019, Anti Hijack Mock exercises were conducted at 104 Airports and Bomb Threat Review Committee meetings were held at 86 Airports. In addition to these, 5 draft Anti Hijacking Contingency Plans and 06 Bomb Threat Contingency plans were approved during the year 2019.
- 4.2.8** New Airport Entry Pass (AEP), 2019 Guidelines circulated with broadens aspects which superseded the AEP guideline issued in 1996 & 2014. The New AEP guidelines linked with biometric access control system will reduce the chances of impersonation/ forgery and will reduce the security manpower being replaced with technology.
- 4.2.9** An Standard Operating Procedure of Body Scanner for screening of persons including passengers at Indian airports to detect both metallic and non-metallic items concealed on the body under clothing is introduced vide AVSEC Circular No. 05/2019 dated 08.04.2019.
- 4.2.10** BCAS circulated AOSP of Civil Commercial/ General Aviation/Helicopter operation introduced with new chapter vide AVSEC Order No. 02/2019 dated 08/05/2019. Security Programme for Authorized Agent/ Custom house Agent/ Freight Forwarders, General Sales Agents (GSA), General Sales and Services Agent (GSSA) and all airlines representational services providers circulated vide AVSEC Order No 03/2019 dated 08.11.2019. Security procedure for General Aviation Operations, Chartered Aircraft Operations and Helicopter Operations during Election process was also introduced vide BCAS Circular No 04/2019 dated 15.03.2019.
- 4.2.11** In 2019, BCAS has released the Technical AvSec Circular 05/2019 Dated 08.04.2019 for installation of body Scanner at airports by replacing the DFMD on the basis of categorization of Airports (hyper, sensitive and normal). These body scanners will be installed within one year at hyper and sensitive and within two years at normal category airports.
- 4.2.12** In 2019, BCAS has ensured for installation and commissioning of Radiological Detection Equipment for securing the airports from radiological and nuclear threats/emergencies. These equipment were installed at 11 out of 14 Airports.
- 4.2.13** The Centralize Access Control system based on Biometric AEP has also been launched on 30.12.2019. This system will be implemented across India under jurisdiction of 20 BCAS Regional office.
- 4.2.14** BCAS has taken up a step forward to draw the basic technical specification for counter the rogue Drone. Two pilot project has been conducted at IGRUA and Lucknow, Prayagraj, and IGRUA w.e.f. 11-12 March 2019 and 26-29 June 2019 respectively. BCAS will in position to release the Technical QRs very soon after consultation with MoCA.
- 4.3 FACILITIES TO PASSENGERS WITH SPECIAL NEEDS AND MEDICAL CONDITIONS AT AIRPORTS**
- BCAS has revised its Standard Operating Procedure for Screening of Passengers with Special Needs and Medical Conditions vide an addendum dated 03.10.2017 of AVSEC Circular No. 04/2014. It was issued so as to ensure that there is no inconvenience to the passenger with prosthetic limbs while frisking during departure from different airports in the country without diluting the standards of security.

4.4 PASSENGER FACILITATION

- **Dispensing with stamping of hand baggage tags:** As of now, the stamping of hand baggage tags has been dispensed with at 58 airports. This has enabled faster clearance of passengers. Removal of baggage stamping has been the result of constant review of passenger convenience and security requirements across major airports, Checking of boarding card of passenger and tag of his hand baggage for the presence of stamp were in practice to ensure that the passenger has been frisked and his baggage screened by the security personnel.
- **e-Boarding facility:** E-boarding facility has been approved at Hyderabad Airport to reduce the delays and inconvenience to the passengers. Other airports have also conducted similar trials for implementation of e-boarding. Hyderabad airport has also started express security screening for passengers with only hand baggage.

4.5 EASE OF DOING BUSINESS

- **Online security clearance:** Security clearance of entities operating at airports has been migrated from physical form to online mode after development of online security clearance portal i.e. e-sahaj in order to bring greater transparency, accountability and reduce processing time. A total of 2991 applications of different categories like Concessionaire, Catering,

Regulated Agents (RA), Ground Handling Agency (GHA), and Auxiliary Service Provider have been processed through e-sahaj portal in the year 2019.

- **Promoting business:** On case to case basis, while considering grant of security clearance to various entities operating at airports, the government's focus on "ease of doing business" is kept in mind without compromising on security and deviating from the ICAO requirements. Provision for "In-principle/Provisional approval" has been made so that their business interests were not hampered.
- **Better Coordination:** In order to ensure better coordination with stakeholders operating in the aviation ecosystem and find solution to their day-to-day problems in their smooth functioning, national level meetings were organized at BCAS HQ and all necessary steps were taken for redressal.
- **Training module of e-BCAS** project has been launched on 30th December 2019 with a purpose to switch over the manual training application process into online. This project is an initiative for online work of Quality Control Division, Operation Division, Training and Policy Divisions of BCAS. After completion of all modules of this project, applicants working in aviation sector will be able to know the status of their application requested to BCAS.

4.6 MODERNISATION

- BCAS has engaged NIC to develop an e-governance plan for modernization and automation. All the staff members have been trained for basic operation.

All documentation both in Hindi and English is being done on computer; leading to the development and administration of Database and Electronic Data Processing.

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

- Implementation of “e-Sahaj” in all Regional Offices and its integration with BCAS Hqrs implemented and it would ensure efficiency, speed and time bound processing of the security clearance of entities.

4.7 RESTRUCTURING/ STRENGTHENING OF BCAS

- All the 20 regional offices of BCAS established across India for strengthening Civil Aviation are operations. 34 out of 61 CASLO offices are already operational.
- As part of restructuring, 449 additional posts in various grades have been created. As on 31st December, 2019, a total of 309 posts have been filled against sanctioned strength of 593 in BCAS.

4.8 R&D DATABASE FOR AVSEC

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

4.9. POLLUTION CONTROL

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

4.10 WOMEN'S WELFARE

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

4.11 TRAINING

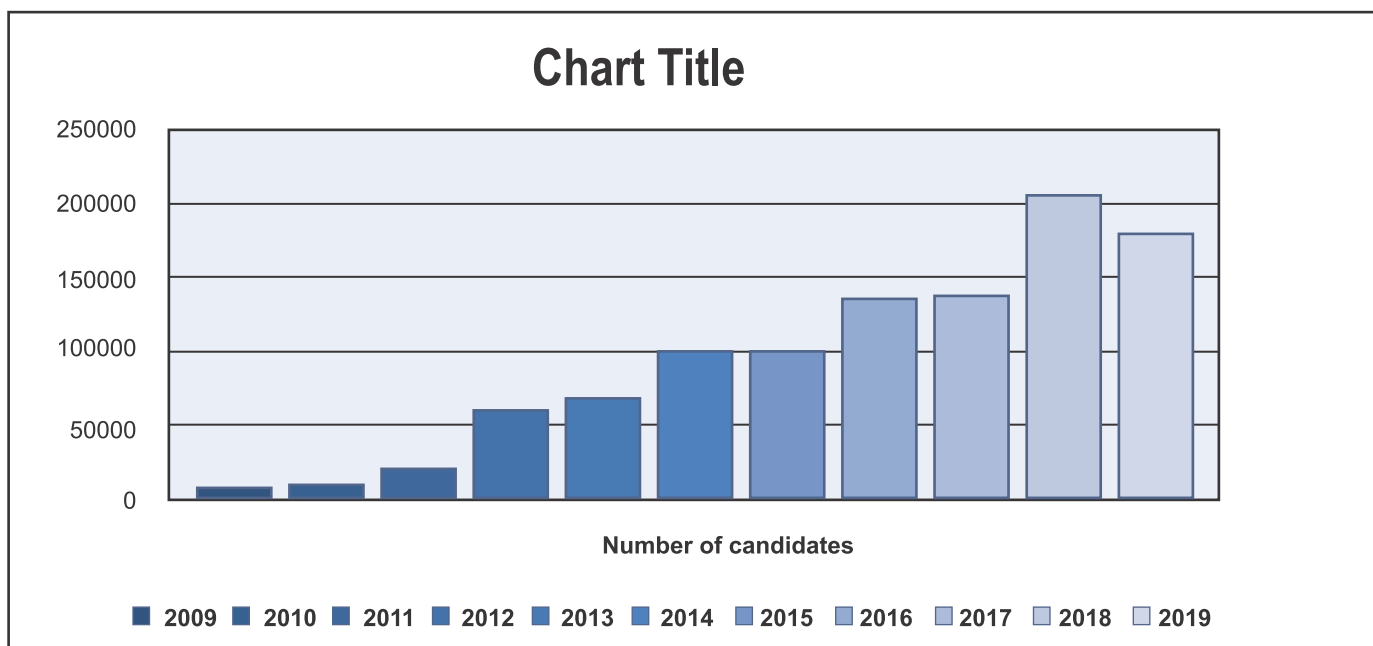
- BCAS has approved the two new Aviation Security Training Institutes at Delhi (AAI) & Bengaluru (Indigo). As of now total 29 ASTIs are conducting the AvSec training to the Security and Non Security staff.
- Facility of online exam for AvSec Basic has been made up at 7 place viz. Delhi, Mumbai, Kolkata, Hyderabad, Chennai, Bengaluru and Cochin through NIELIT.

- The DG, BCAS has approved to open five new Certification of Screeners (Stand-alone) and ILHBS Testing Centres at Regional Offices at Amritsar, Guwahati, Bengaluru, Ahmadabad and Cochin. As of now, a total of 10 Testing centres exists for Aviation training.
- DG, BCAS has approved bilingual Question paper for screener certification test in view of increase the official language Hindi by Aviation personnel from 1st August 2019 onwards.
- e-BCAS (Training Module) also launched to boost up the initiative of on line process of course registration/ Nomination, approval, training examination, and certification of AvSec training of all stakeholders.
- Details of Training Program organized by BCAS for Security personnel in Aviation Sector during the year 2019 as mentioned below:-

Sr. No.	Name of Course/Training	Duration of Course/ No of days	No of candidates appeared	No of candidates passed
1.	AvSec Basic Course	12	6929	4224
2.	AvSec Induction Course	05	3023	3023
3.	AvSec Awareness Program for Non-Security Staff	01	142181	142181
4.	AvSec Air Crew Course	06	4467	4230
5.	Testing and Certification of Screeners (Stand Alone)	03	8211	4754
6.	Testing and Certification on In-Line Hold Baggage Screeners	03	983	587
7.	AvSec Basic Refresher Course	03	12913	12797
8.	AvSec Air Crew Refresher Course	02	8221	7693

• **Participants in AVSEC Courses organized in the year 2019**

- AVSEC Awareness Training- 01 day: 1,42,181
- AVSEC Training (Different Courses) 02-12 Days: 37,308
- Grand Total: 1,79,489



4.12 IMPLEMENTATION OF OFFICIAL LANGUAGE

To ensure the effective implementation of Official Language Policy, BCAS has decided to conduct the examination of AvSec Screener in bilingual so the uses of Hindi language increase in the aviation sector as well as its Regional Offices located in India. The BCAS also to ensure the progressive use of Hindi, inspections were carried out at the Regional Offices and in addition to Workshops on Hindi also organized for the Officers and Staff were organized in Headquarters and regional offices.

4.13 REPRESENTATION OF SC/ST and OBC

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

4.14 STAFF GRIEVANCES CELL

In pursuance of Government instructions, a Staff Grievances Cell operates in this Bureau with the Joint Director (Admn.) as Staff Grievances Officer, to deal with the grievances of officers/staff working in this Bureau. The grievances of BCAS staff, if any, are promptly attended to.

4.15 PUBLIC GRIEVANCE REDRESSAL

A total of 98 and 80 grievances were disposed of during the year 2019 through CPGRAM, a web-enabled online system and AirSewa respectively.

5. COMMISSION OF RAILWAY SAFETY

5.1 BRIEF HISTORY

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

On 01.11.1961, CGIR was re-designated as Commissioner of Railway Safety (**CRS**) and GIR as Additional Commissioners of Railway Safety (**ACRS**). From June, 1979 designation of CRS was changed to Chief Commissioner of Railway Safety (CCRS) and Additional Commissioner of Railway Safety to Commissioner of Railway Safety (CRS).

5.2 ABOUT THE ORGANISATION

The office of CCRS is a part of MoCA. CCRS acts as Principal Technical Advisor to Central Government in all matters with which Railway Commissioners are concerned.

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

One circle office of Commissioner of Metro Railway Safety (CMRS) in the CRS under the Ministry Of Civil Aviation at New Delhi has been created by competent authority vide notification No.S.O.138(E) dated 10.01.2018. The institution is actively involved in monitoring the safety aspects of the Metro Railways.

There are two wings in the office of CCRS i.e. Railway Safety Wing and Technical Wings. The Railway Safety wing maintains the interface with the Ministry of Railway (MoR) and MoCA. The technical wing works as think tank and maintains the institutional memory/strength of the Commission of Railway Safety.

5.3 DUTIES & RESPONSIBILITIES

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

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

5.4 FUNCTIONS OF THE CHIEF COMMISSIONER OF RAILWAY SAFETY

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

- Reports of inspections of new lines, doubling of existing line, gauge conversion works and electrification of railway line done by the Commissioners of Railway Safety are forwarded to Railway Board through CCRS office for obtaining the sanction of the Central Government.
- The first three reports of statutory inquiries (both preliminary and final) into accidents, conducted by newly appointed Commissioners are to be sent to CCRS for scrutiny before forwarding it to Railway Board.

- Scrutiny of Railway's proposals regarding condonation of infringements in order then the same is forwarded to Railway Board with suitable stipulations.
- Examination of Railway Board's proposals for amendments to General Rules, Railway Rules for Opening, Schedule of Dimensions etc. in consultation with the Commissioners and convey the views of the Commission to Railway Board, whenever so referred; and
- Preparation of the Annual Report on the activities of Commission of Railway safety.
- Any other work/duty assigned by Central Government with respect to Railway safety.
- The provision of Railway Act'1989 clearly specifies in the definition portion under Section 2(6) that "Commissioner means the Chief Commissioner of Railway Safety or the Commissioner of Railway Safety appointed under Section 5".

5.5 FUNCTIONS OF THE COMMISSIONER OF RAILWAY SAFETY

5.5.1 Authorization for opening of new railway lines

In terms of Railway Act, 1989, under Section 6, Metro Railway Act, 2002 and the Rules for Opening, 2000, Indian Railways / Metro Railways approach to the respective Commissioner along with their application/proposal seeking sanction of respective CRS for opening of new railway lines, doubling of existing lines, gauge conversion works, electrification of Railway lines etc. Rules for Opening stipulate that while making a reference to the Commissioner for inspection, the concerned

Railway shall furnish all the relevant documents to the Commissioner one month before the date on which a railway line or a section of a railway line is proposed for opening by the railway.

5.5.2 Sanctions for execution of minor works

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

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

CRS after examining such proposals sends the report, with his recommendations to the CCRS. CCRS after examining the proposal, if found in order, forwards the same with or without stipulations, to the Ministry of Railways for sanction of running of new rolling stock or increasing the speed of existing rolling stock.

5.5.4 Inspection of running lines to keep familiar with railway working, investigation into serious railway accidents and review of reports of other train accidents.

5.6 ACTIVITIES

A gist of main activities performed during the years 2017-18 and 2018-19 is as under:-

MAIN ACTIVITIES	2017-18	2018-19	% change
(i) Statutory inquiries held into serious railway accidents.	06	09	+50.00%
(ii) Lines inspected and authorized (in km.)			
(a) New Lines	409	435.342	+6.44%
(b) Double Lines	999	1512.972	+51.45%
(c) Sections Electrified	4087	5276.00	+29.09%
(d) Conversion of Gauge	454	489.607	+7.84%
(e) Metro Line	107.19	205.82	+92.18%
(iii) No. of applications New Minor works sanctioned	4970	8303	+67.06%

5.7 PROGRESS IN USE OF HINDI

The Commission is actively pursuing the task of maximizing the correspondence among the circle offices in Hindi. As a result of the sustained efforts of the CCRS office, the circle offices situated in the 'A', 'B' & 'C' region has achieved fantastic figures of 98.24%, 100% & 92.30% respectively in

Hindi correspondence during the year 2018-19. The Commission has published its Hindi Home Magazine 'Suruchi' on 16th September, 2019 which was widely appreciated among the staff & officers of MoCA. In 2019, Southern Circle was adjudged the best circle office and accordingly awarded the outstanding Rajbhasha shield.

5.8 CLEANLINESS & POLLUTION CONTROL

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

5.9 PUBLIC REDRESSAL GRIEVANCES MACHINERY

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

5.10 REPRESENTATION OF SCHEDULED CASTES, SCHEDULED TRIBES AND OTHER BACKWARD CLASS EMPLOYEES IN THE COMMISSION OF RAILWAY SAFETY AS ON 31.03.2019:

Name of the Organization	Total No. of employees	SC employees		ST employees		OBC employees	
		Total No.	% age	Total No.	% age	Total No.	% age
Commission of Railway Safety	80	19	23.75	4	5.00	09	11.25



6. AIRCRAFT ACCIDENT INVESTIGATION BUREAU

6.1 INTRODUCTION

Aircraft Accident Investigation Bureau (AAIB) is an attached office of Ministry of Civil Aviation which is charged with the responsibility to investigate aircraft accidents and serious incidents and make safety recommendations for taking corrective measures to avoid such incidents/ accidents in future. AAIB was set up in July, 2012 to ensure independence of investigation function from the regulatory function.

6.2 ORGANISATION

Aircraft Accident Investigation Bureau is headed by the Director General of Aircraft Accident Investigation Bureau who is assisted by the Directors and Deputy Directors with a sanctioned strength of 21 officers/ staff. AAIB is empowered to exercise various functions for the purpose of carrying out investigation into accidents and serious incidents under the Aircraft (Investigation of Accidents and Incidents) Rules, 2017 notified through a gazette notification dated 11.08.2017.

6.3 FUNCTIONS

AAIB is required to carry out India's obligation towards ICAO as per Annex 13 and shall discharge following functions as stipulated in the Aircraft Rules, 2017:

- Obtain Preliminary report either through his own officer or any person authorized by it;
- Assist in setting up of Committee of Inquiry and Formal investigation under these rules;
- Facilitate the investigation and administrative work of the Committees and Courts, wherever necessary.
- Receive and process the reports of Courts and Committees of Inquiry, which includes acceptance of report by DG, AAIB and making it public by DG, AAIB in a manner it deems fit, forwarding of the final report, made public by the Central Government or by AAIB, to the States and to ICAO if the mass of the aircraft involved in accident or incident is more than 5700 kg.

- Follow-up the recommendations made by Courts and Committees of inquiry and to ensure that the same are implemented by the concerned agencies
- Process cases for resolution by the Central Government of disputes between the Bureau and any agency regarding implementation of a recommendation
- Formulate safety recommendation on the basis of safety studies, including induction of new technology to enhance safety conducted from time to time.
- Establish and maintain an accident and incident database to facilitate an effective analysis of information on actual or potential safety deficiencies obtained, including that from its incident reporting systems, and to determine the preventive actions required;
- Process obligations of the Central Government under Annex 13 to the Convention relating to International Civil Aviation signed at Chicago on the 7th day of December, 1944 as amended from time to time; and
- Any other functions, which the Central Government may ask the Bureau to perform from time to time under these rules.

6.4 MISCELLANEOUS

- Safety Recommendations made by Committee of Inquiry / IIC were forwarded to DGCA.
- Swachhta Pakhwada was organized by the office of AAIB.
- Hindi Pakhwada was also organized by the office of AAIB



7. INDIRA GANDHI RASHTRIYA URAN AKADEMI

7.1 INTRODUCTION

Indira Gandhi Rashtriya Uran Akademi (IGRUA) is the only National Flying Training institution in the country under the administrative control of the Ministry of Civil Aviation, Government of India. IGRUA was set up in September 1986 at Fursatganj in the District of Amethi near Raebareli, Uttar Pradesh to bring about a quantum improvement in the standards of flying and ground training of Commercial Pilots in the country.

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

7.2 OBJECTIVES

The broad objective of IGRUA is to promote and develop the science of aeronautics and civil aviation in national interest and also to extend the same to foreign nationals. In the process, the Akademi conducts airline oriented flying training courses to the level of contemporary international standards. Various courses and training programs offered are:

- Ab-Initio to CPL Course on fixed wing aircraft. Instrument rating and multi-engine endorsement is part of this course.
- Three years Graduation programme leading to award of B.Sc. (Aviation) degree through Chhatrapati Shahuji Maharaj University, Kanpur.
- CRM & Multi Crew Conversion Course on DA42 aircraft.
- Conversion training for cadets undergoing training abroad for issue of Indian CPL.
- Impart flying training to Navy and Coast Guard.
- Refresher Course for Certified Flying Instructors and Pilot Instructors of Flying Training Institutes.
- Courses for Assistant Flight Instructor Rating (A) and Flight Instructor Rating (A).
- Skill Tests for renewal of Licence for Ex-students of IGRUA on requirement basis.
- To provide Simulator training & checks and other facilities to outside aviation agencies for their Pilots Selection & Interview.
- Practical Training on aircraft to Diploma Holders in Aeronautical and Aircraft Maintenance Engineering.

7.3 INFRASTRUCTURE

The Akademi is equipped with contemporary trainer aircraft, modern simulators in the form of FNPTs & CPTs with visual system, up-to-date audio visual 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 impart flying training to make a pilot but also to mould make him as an effective systems manager in aeronautics. The flying trainees of the Akademi acquire the standards required for their transit with ease into the cockpits of the airlines.

The Akademi has incredible infrastructure that facilitates transition of a school pass level individual to a confident commercial pilot, fit to be absorbed by the airlines. It has three hostels (including a separate Girls hostel) which can house 248 boys and 40 girls on a twin sharing basis. IGRUA campus also has residential accommodation for its staff. The operational area has a 6080 feet runway with a parallel taxi track, dispersal area and three hangars. The complete area is equipped with night flying facilities including a PAPI. IGRUA airfield has its own Nav and landing aids in terms of VOR/DME and ILS. It has its own Fire Safety Services, Aviation Fuel Station and Air Traffic Control. IGRUA also has dedicated air space earmarked for it to enable uninterrupted training. This unique model wherein IGRUA owns the airfield and its operating services allows it the liberty to provide quality training.

7.4 ORGANIZATION

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

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

7.5 GROUND TRAINING

• Basic Training

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

The Ground Training in Aviation subject comprises 505 hours of Class Room Lectures. (380 hours for CPL and 125 hours for ATPL Course)

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

• Audio Visual Aids

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

7.6 FLYING TRAINING

• Pre-flying Ground Training (PFGT):

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

• Simulator Training:

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

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

7.7 AIRCRAFT

The Akademi has the following types of aircraft for flying training:

- Thirteen DA40 aircraft equipped with glass cockpit.
- Five Trinidad TB-20 aircraft. TB-20 aircraft is a piston single engine aircraft with variable pitch propeller, retractable undercarriage and is equipped with modern Nav Aids.
- Four Zlin Z242L aircraft. It is a piston single engine aircraft with fixed under carriage and is equipped with modern Navigational Aids.
- Two DA 42 aircraft. The final stage of training is carried out on this aircraft. This is a twin-engine aircraft. The aircraft is equipped with modern and sophisticated radio & navigational aids.

Particular attention is paid to Line Oriented Flying Training. The students graduate with multi-engine endorsement and instrument rating on their Commercial Pilot Licence.

7.8 FLYING TRAINING SYLLABUS For Ab-initio to CPL trainees Single Engine

- 20.00 hrs. Simulator training on FNTTP.
- 185.00 hrs flying on TB-20/DA-40/Zlin aircraft

Multi-Engine:

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

7.9 CREW RESOURCES MANAGEMENT (CRM) AND MULTI CREW CONVERSION COURSE (MCC)

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

7.10 MAIN ACHIEVEMENTS

• Public Awareness:

The perception about the job of a pilot is undergoing an evolutionary change, especially in rural India. Earlier, only a trifling minority from urban India had the aspiration to become pilot. The ever increasing number of applications for induction in IGRUA is an indicator of changing aspirations of Indian youth. This year 1152 aspirants applied for enrolment in IGRUA. A total number of 100 cadets have been inducted in the year 2019.

- **Higher flying output:**

IGRUA has consistently been improving the quantum of flying vis-à-vis number of graduates to cater for the ever-increasing requirements of aviation industry. During the period i.e. from 01.01.2019 to 31.12.2019, IGRUA has done 15137:05 Hrs. as against a target of 15000 Hrs. A total number of 66 cadets have passed out during the concurrent period.

- **Improved Flight Safety:**

Quantitative improvement in flying has more significance when it is done without jeopardizing the flight safety. The accident/incident rate has reduced by 81% in the last 10 years.

- **Effective Manpower Management:**

Manpower at IGRUA has reduced from 300 to 232 over the last 10 years, i.e. a reduction of 6.8% per annum, whereas during the corresponding period there has been significant increase in overall activities in the organization and flying hours has almost doubled. No regular employment has been made against replacement of retired/dead employees as an austerity measure to reduce the revenue expenditure. Alternatively, manpower management has been made effectively either by deploying personnel on contract or through redeployment, automation, sharing of jobs, etc.

- **Lower Burden on Subsidy:**

The Akademi has been making all efforts to reduce its expenditure by curbing the non-essential expenses, effective and optimum utilization of its resources in various sections like Mess & Hostel, Motor Transport, General Stores, Electrical, Civil Maintenance etc.,

reducing the essential statutory expenses by better negotiations. Generation of additional revenue by training outside trainees, viz. Indian Coast Guards, Flying Training Adelaide, Vistara etc. Akademi has increased the training fee to Rs. 42.00 lakhs, which will also help in reducing the subsidy burden.

7.11 SWACHH BHARAT & ENVIRONMENT PROTECTION:

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

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

- **Waste Water Disposal:**

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

- **Solar Water Heaters:**

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

7.12 CITIZEN CHARTER

Citizen Charter of IGRUA has been prepared and uploaded on our web site. A Citizen can visit the website of IGRUA at www.igrua.gov.in. Citizens can make request to our Chief Public Information Officer (CPIO) Mr. Sundeep Puri and First Appellate Authority (Director IGRUA) for any information under RTI Act, 2005.

7.13 WOMEN'S WELFARE

IGRUA has **fourteen** women employees (2 Regular + 12 Contractual) and their welfare is being looked after through normal administrative channels. An Internal Complaints Committee (ICC) comprising three members is in place to deal with complaints regarding sexual harassment at work place.

7.14 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY

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

7.15 VIGILANCE:

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

7.16 IMPLEMENTATION OF OFFICIAL LANGUAGE

The Akademi continues to take necessary steps for ensuring the implementation of all provisions of the Official Language Act & Rules.

Employees are being trained in Hindi, Devnagri Typing etc. Incentives are given to employees for promoting and effectively using Hindi in official work. Provision is made in office Computers to have a system of using Hindi in all official communication with convenience. A Hindi magazine “**Kshitij**” is published regularly by IGRUA. The 2019 Edition of “**Kshitij**” has been adjudged first by the Civil Aviation Ministry for the year 2019.

7.17 SPORTS FACILITIES

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

7.18 CULTURAL ACTIVITIES

IGRUA has been actively utilizing its Air-conditioned Auditorium for various cultural programmes and functions to encourage the flying cadets to excel in extra-curricular activities.

7.19 REPRESENTATION OF SCs/STs/OBCs

There has been no recruitment of regular staff since 1996. The details of representation of SC/ST/OBC as on 31.12.2019 is given in the chart below:

Total No. of Emp.	Total No. of SC Emp.	%	Total No. of ST Emp.	%	Total No. of OBC Emp.	%
127	24	18.89	1	0.78	57	44.88

7.20 WELFARE OF SENIOR CITIZENS

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

7.21 FEE STRUCTURE

Training Fee for Ab-initio to CPL Course with Multi Engine endorsement is Rs. 42.00 lakhs and Boarding & Lodging charges (approximately Rs.10,000/- P.M.).

7.22 FUTURE PLANS

- Increase of student intake to 150 from the present 70 – 75 per year
- Replace the old aircraft fleet with new aircraft fitted with diesel engine using ATF.
- Commencement of AME School from July, 2020.
- Runway/Taxi-way Re-surfacing and repairs of Apron and allied Electrical Works at an estimated cost of approximately Rs. 19.00 Crores, to be completed by June, 2020.
- Establish training center for English Language Proficiency Course for Pilots.
- Establish Drone training center in association with Drone Federation of India and the Ministry.

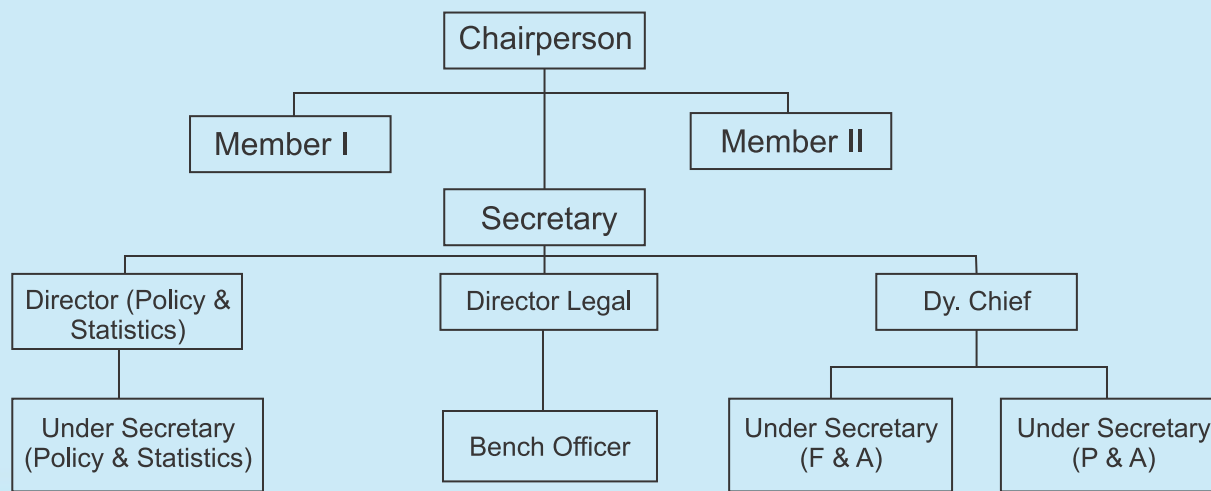


8. AIRPORTS ECONOMIC REGULATORY AUTHORITY

8.1 INTRODUCTION

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

8.2 ORGANISATIONAL STRUCTURE



8.3 SCOPE OF THE REGULATION

The main functions of the Authority as defined in the Act are as under:-

- To determine the tariff for the aeronautical services
- To determine the amount of Development Fees in respect of Major Airports
- To determine the amount of PSF levied under rule 88 of the Aircraft Rules, 1937 made under the Aircraft Act, 1934 (22 of 1934)
- To monitor the set performance standards relating to quality, continuity and reliability of service as may be specified by Central Government or any authority authorized by it on this behalf.

The Airports Economic Regulatory Authority of India (AERA) was established in 2009 under the Airports Economic Regulatory Authority of India Act, 2008 to regulate tariff and other charges for the aeronautical services rendered and to monitor performance standards at major airports. The Authority finalised its regulatory philosophy and guidelines in 2010-11 for determining the Aeronautical tariff of Airport Operators and Independent Service Providers of Cargo Facility, Ground Handling and supplying Fuel to Aircraft.

Parliament has passed Airports Economic Regulatory Authority of India (Amendment) Bill, 2019 amending the provisions of Airports Economic Regulatory of India Act, 2008. As per the amended Act, the threshold capacity for major airports has been enhanced from existing 1.5 million passenger per annum to 3.5 million passenger per annum. In addition, a provision has also been made at Section 13A of the Act prescribing that AERA

shall adopt the tariff in respect of an airport if such tariff has been notified by the Central Government as a part of the bidding document or has been determined through transparent process of bidding in accordance with the guidelines issued by the Central Government. The Amended Act has come into force w.e.f 26.09.2019.

8.4 OFFICIAL LANGUAGE POLICY

All out efforts have been made by AERA to implement the Official Language Policy of the Government. In order to create conducive environment to work in Hindi in AERA, a Hindi Fortnight was organized from 14 to 30 September 2019. Various Hindi competitions were organized during the Hindi fortnight and 16 officers participated in the competitions. Cash awards and merit certificates were given to winning performers. Four Hindi workshops were organized during 01-01-2019 to 31-12-2019 the benefit of Officers/employees. Total 51 officers/employees had attended the workshops collectively. Quarterly meetings of the Official Language Implementation Committee of AERA have been held on regular basis during the year chaired by the Chairperson and attended by Members of the Authority. Hindi Incentive Scheme of Govt. of India has been implemented in the Authority to motivate the officers/employees to do maximum work in Hindi. Overall, Correspondences in Hindi reached the level of 76.11%, 63.16% and 61.90% in "A", "B" and "C" regions respectively upto 30.09.2019.

8.5 FINANCIAL PERFORMANCE

In terms of Section 34 of the AERA Act, funds are received as Grants-in-Aid from the Central Government. In BE 2019-20, Rs. 4.50 Crore under Salary head and Rs. 9.50 Crore under Non-Salary head was allocated.

The details of funds released and spent upto 31.12.2019 are as under:-

(Rs. in Lakh)

Head	Un-utilized amount of 2018-19	BE 2019-20	Fund released	Total Fund	Amount spent	Balance
	(A)	(B)	(C)	(D=A+C)	(E)	(F)
Salary	33.38	450	275.00	308.38	256.98	51.40
Non-Salary	20.99	950	506.00	526.99	407.97	119.02

8.6 WOMEN WELFARE INCLUDING GENDER BUDGETARY DATA

There are 15 nos. women employees, which includes officers/officials on deputation, on loan from AAI and outsourced staff. Adequate women welfare amenities have been made available.

8.7 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY:

AERA is registered in the PG portal of DoP&T. Whenever a Public Grievance is received the same is dealt with, within the stipulated time frame. Further, Deputy Chief is assigned the duties of Public Grievance Officer in the absence of an officer at the level of Deputy Secretary, in AERA.

8.8 SC/ST AND OBC REPRESENTATION AS ON 31.12.2019

AERA recruits officials/officers on deputation basis only and hence reservation policy is not applicable. However, officials belonging to SC and OBC categories are working in AERA.

Deputy Chief is appointed as Nodal Officer for the welfare of SC/ST & OBC employees.

8.9 MISCELLANEOUS

- Workshop on Fire Safety awareness for the Officials of AERA, including the security personnel was observed in the Authority in the month of January, 2019.
- Vigilance Awareness Week was observed in the Authority from 28.10.2019 to 02.11.2019. A debate on “Integrity -A way of life /ईमानदारी-एकजीवनशैली” was organised on 31.10.2019.
- Various activities to run an awareness campaign focused on Citizen's Duties including Fundamental Duties as enshrined in Indian Constitution on 26.11.2019.
- AERA has organized monthly activities for effective implementation to run an awareness campaign on Fundamental Duties in the month of November & December, 2019.

9. RAJIV GANDHI NATIONAL AVIATION UNIVERSITY

(INDIA'S FIRST AVIATION UNIVERSITY)



9.1 INTRODUCTION

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

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

9.2 OBJECTIVE

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

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

9.3 STATE-OF-THE ART INFRASTRUCTURE

The infrastructure of the University includes:

- High-tech IT infrastructure and smart class technology enabled 1.2 lakh sq. ft. of Academic Block,
- Libraries with dedicated provision for digital library,
- Seminar halls each of 200 seating capacity with video conferencing facility,
- Open air theatre with space frame structure;

Open Air Theatre



Seminar Hall



- Canteen, Medical Room and Common Room for students,
- Facilities like designated approach road and car parking,
- UG water tank, 33KVA dedicated power supply from UPPCL and 100% power backup,
- Wi-Fi enabled hostel accommodation facility for 576 students with recreation and Gym facilities,

Hostel Block



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

9.4 IMPORTANT ACTIVITIES

The University so far has successfully concluded three short term programmes (MDP/EDP) on Implementation of Safety Management Systems (SMS), Aviation Management and Human Factors in Aviation. These programmes were aimed to provide specialized knowledge for mid-level and senior aviation professionals already engaged in their professions.

The bouquet of courses offered as part of the EDP/ MDP framework were tailored to suit the requirements of the Indian Aviation industry while providing them with a certification that is globally accepted as a benchmark for their respective sectors/ sub-sectors.

The University has launched its first Academic Programme i.e. Post Graduate Diploma in Airport Operations in collaboration with GMR Airports and the classes have been commenced w.e.f. 05.08.2019. The objective of the program is to provide the graduates with an opportunity to learn and understand the airport environment and be gainfully employed. It include a mix of theory at Fursatganj and practical on-the-job training at the state-of-the-art GMR led airports at Hyderabad/Delhi.



The total duration of course is 18 months out of which 12 months shall be at University Campus and 06 months' internship at GMR Airports. The University has successfully completed its first semester examination in the month of December, 2019.

9.5 FUTURE PLANS

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

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

9.6 POLLUTION CONTROL

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

The guidelines given by GRIHA Council regarding pollution control and environment protection is being adhered to, for eco-friendly development of RGNAU campus.

9.7 WOMEN WELFARE INCLUDING GENDER BUDGETARY DATA

Rooftop solar plants have already been installed on top of the academic and residential buildings of RGNAU. As a step towards limiting the impact on air pollution, the University campus has been kept as smoking free zone. Further, single use plastic has been banned in the University campus. For the safety of girl students and women employees at the University campus (both academic as well as residential campus), an Internal Complaints Committee (ICC) has been constituted in accordance with the provisions of the “The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013”. The broad functions of the ICC is to take note of any violation of the basic principles of gender sensitivity and gender justice in the University campus and act against the same as deemed appropriate. Keeping in view the safety and security of girl students, the hostel accommodation have been divided into two parts by creating partition in between the girls and boys hostel area.

9.8 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY

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

9.9 SC/ST AND OBC REPRESENTATION AS ON 31.12.2019

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

9.10 SOCIAL RESPONSIBILITIES

As a step towards building a better ecosystem and to creating awareness amongst a larger mass about the importance of cleanliness, a team of RGNAU staff went on a cleanliness drive to the nearby village. The drive include visit to primary schools, households and other public areas of the village.



The team sensitized the people about the importance of cleanliness in and around their houses, public grounds, pathways, streets and roads of the village, which in turn will help in developing a healthy environment. In addition, a wholehearted contribution towards cleaning of common areas of the village have also been undertaken jointly by staff and villagers.

Further, visit of students from the primary school have been organized in the University campus, which will be a motivational factor for them to witness various functionalities of the University and to aspire them toward aviation field.



10. AIRPORTS AUTHORITY OF INDIA

10.1 INTRODUCTION

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

137 Airports	23 International Airports	81 Domestic Airports
10 Customs Airports	23 Civil Enclaves at Defense Airfields	

The main functions of the Authority are as under:-

- Control and management of the Indian air space (excluding special user air space) extending beyond the territorial limits of the country as accepted by ICAO.
- Provision of Communication, Navigational and Surveillance Aids.

- Expansion and strengthening of operational areas viz. Runways, Aprons, Taxiways, etc. and provision of ground-based landing and movement control aids for aircrafts & vehicular traffic in operational area.
- Design, development, operation and maintenance of passenger terminals.
- Development and management of cargo terminals at international and domestic airports.
- Provision of passenger facilities and information systems in the passenger terminals.

10.2 IMPORTANT ACTIVITIES, PHYSICAL AND FINANCIAL PERFORMANCE

10.2.1 Financial Highlights for the F. Y. 2019-20 (Provisional)

(₹ in crores)	
Particulars	Amount
Revenue	13547.02
Expenditure	10035.93
Profit Before Tax	3511.09
Profit After Tax	2627.35
Dividend	850.69
Tax on Dividend	174.86

Revenue Highlights for the F.Y. 2019-20
(Provisional)

(₹ in crores)

Particulars	Amount
Air Navigational Services	3749.51
Aeronautical Airport Services	3835.42
Non- Aeronautical Airport Services	1969.34
Airport Lease Revenue	3210.37
Other Income	782.39
Total Revenue	13547.02

Expenditure Highlights for the F.Y. 2019-20
(Provisional)

(₹ in crores)

Particulars	Amount
Employee Benefit Expenses	4791.75
Operating Expenses	2180.78
Administrative & Other Exp.	1002.99
Financing Charges	50.00
Depreciation	1619.85
Security Expenses	390.56
Total Expenditure	10035.93

Contribution to Exchequer (Provisional)

(₹ in crores)

Dividend	Dividend Tax	Guarantee Fee	Income Tax	GST	Total
720.46	148.10	2.16	1500	2000	4370.72

10.2.2 The details of aircraft movements, passengers and cargo handled at all Indian airports:

Category	(Jan – Dec) 2018	(Jan – Dec) 2017	(Jan – Nov) 2019	(Jan – Nov) 2018	(Jan – Nov) 2019*
Aircraft Movements (In 000')					
International	450.56	428.35	406.53	410.10	444.26
Domestic	2125.88	1806.72	1967.27	1937.15	2149.86
Total	2576.44	2235.07	2373.80	2347.25	2594.12
Passenger (In Lakhs)					
International	687.95	637.12	634.67	623.60	693.58
Domestic	2726.56	2310.36	2539.94	2478.29	2775.68
Total	3414.51	2947.48	3174.61	3101.89	3469.26
Freight (In 000' tonnes)					
International	2205.19	2100.47	1902.45	2025.82	2079.02
Domestic	1329.38	1198.71	1247.22	1214.09	1362.98
Total	3534.57	3299.18	3149.67	3239.91	3442.00

* Traffic for the month of December 2019 is estimated.

10.2.3 ANNUAL ASQ AWARDS 2018 FOR AAI AIRPORTS

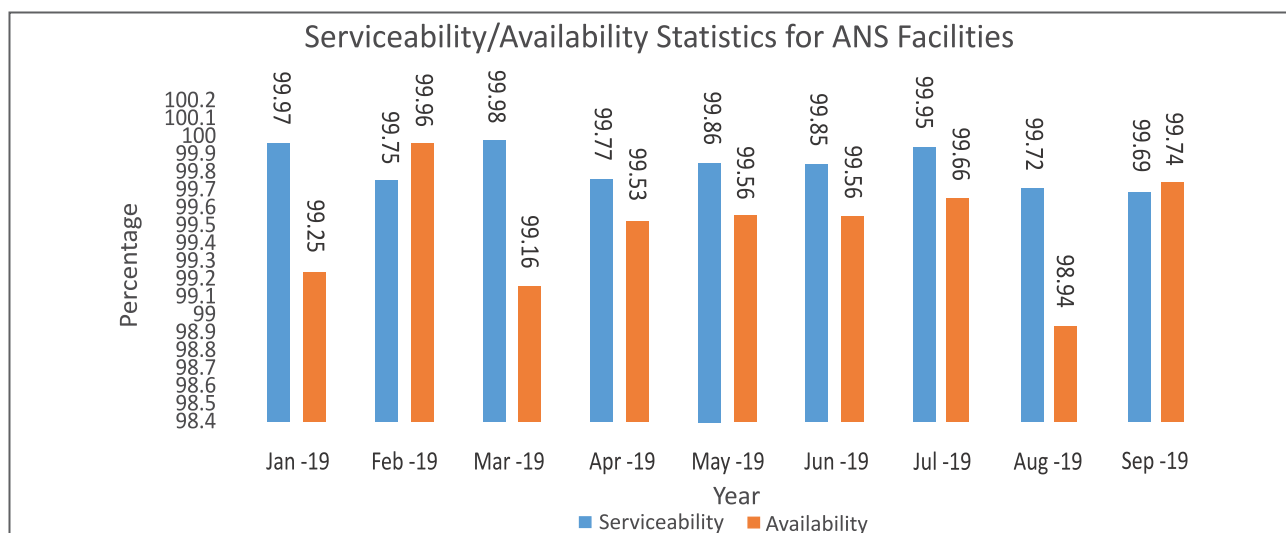
Airport Name	Award Category
BHUBANESWAR	Best Airport by Size and Region (2–5 million passengers per year)
INDORE	Best Airport by Size and Region (2–5 million passengers per year)
	Best Airport by Customer Service by size (2–5 million passengers per year)
	Best Airport by Infrastructure and Facilitation by size (2–5 million passengers per year)
AHMEDABAD	Best Airport by Environment and Ambience by Size (5–15 million passengers per year)
	Best Airport by Customer Service by size (5–15 million passengers per year)
	Best Airport by Infrastructure and Facilitation by size (5–15 million passengers per year)
CHANDIGARH	Best Airport by Size and Region (2–5 million passengers per year)
	Best Airport by Environment and Ambience by Size (2–5 million passengers per year)

10.2.4 CNS-OM DIRECTORATE

Within Airports Authority of India, CNS Department is responsible for Maintenance Management of Communication, Navigation, Surveillance, ATM Automation Systems and Ancillary Systems for providing Air Navigation services over continental and oceanic airspace. The objective is to have high availability of CNS/ATM facilities for operational use for safe, secure and cost-effective air navigation services.

10.2.4.1 Performance evaluation in respect of CNS-OM Directorate

- Serviceability & Availability Statistics of Air Navigation Facilities from Jan 2019 to Sep 2019:



- Performance Evaluation, Serviceability & Availability of ANS facilities operational at various stations:

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

10.2.4.2 Performance of Navigation & Surveillance Section

- **Commissioning of Navigation and Surveillance Facilities:**

In year 2019, various new and replacement navigation and surveillance facilities were commissioned such as 2 ILS (replacements), 10 VORs (6 replacements & 4 new installations), 21 DMEs (16 replacements, 4 new installations and 1 trans-installation), 2 Radars (replacements) and one NDB (Trans-installation).

Details are as follows:-

NEW CNS/ATM FACILITIES				
S. No	Station	Facility	Date of Commissioning / Inauguration	Total / Remarks
1	IGIA	Air Traffic Services Complex	02.09.2019	Inaugurated
2	IGIA	Central Air Traffic Flow Management Complex	22.06.2019	Inaugurated
3	RCDU	In Country Repair Facility	25.06.2019	Inaugurated
New DVOR/DME facilities				
S. No	Station	Eqpt	Date of Commissioning	Total
1	Kishangarh	VOR/DME	23.05.2019	4
2	Jharsuguda	VOR/DME	05.05.2019	
3	Shirdi	VOR/DME	02.09.2019	
4	Tezu	VOR/DME	03.07.2019	

New ILS facilities				
S. No	Station	Eqpt	Date of Commissioning	Total
1	Bangalore	(BIAL)ILS RWY-27L	05.12.2019	2
2	Bangalore	(BIAL)ILS RWY-09R		
NEW FACILITIES AS REPLACEMENT OF EXISTING FACILITIES				
New DVOR/DME facilities as replacement				
S. No	Station	Eqpt	Date of Commissioning	Total
1	Agartala	VOR/DME	12.09.2019	6
2	Jabalpur	VOR/DME	14.10.2019	
3	Bhubneshwar	VOR/DME	07.11.2019	
4	Calicut	VOR/DME	02.01.2020	
5	Chillerki (Delhi)	VOR/DME	Under process of	
6	Sikandarabad	VOR/DME		
New High Power (HP)-DME facilities as replacement				
S. No	Station	Eqpt	Date of Commissioning	Total
1	Cochin	DME-II	31.08.2019	10
2	Aligarh	DME	28.06.2019	
3	Coimbatore	DME	07.08.2019	
4	Jalalabad	DME	01.07.2019	
5	Khajuraho	DME	02.08.2019	
6	Raipur	DME	18.09.2019	
7	Rajkot	DME	26.08.2019	
8	Udaipur	DME	11.06.2019	
9	Vadodara	DME	26.07.2019	
10	Bhopal	DME	29.11.2019	
New ILS facilities as replacement				
S. No	Station	Eqpt	Date of Commissioning	Total
1	Ahmedabad	ILS RWY-23	24.06.2019	2
2	Mangalore	ILS RWY-24	28.06.2019	
New RADAR facilities as replacement				
S. No	Station	Eqpt	Date of Commissioning	Total
1	Mumbai	RADAR (PSR/MSSR)	12.10.2019	2
2	Behrampur	RADAR (MSSR)	Under process of Commissioning	
TRANSINSTALLED FACILITIES				
1	Lilabari	VOR/DME	28.03.2019	2
2	Rajamundhry	NDB	25.04.2019	

10.2.4.3 Performance of Human Resource Management (HRM) Section

- **Human resource training:** Total number of 2266 CNS personnel have undergone developmental and continuance training on various CNS/ATM Systems at CATC and RTC'S in 2019 on various operational CNS/ATM systems to meet DGCA/CAR requirement for trained CNS manpower.
- **Preparation of Standard Courses:** As per ICAO Program under DOC 9868 & DOC 10057 a total number of 30 CNS Competency Based Training Course Modules have been developed.
- **OJTI Empanelment:** 250 CNS OJTI (On Job Training Instructors) have been empaneled to comply DGCA's Civil Aviation Requirements for on job checks of CNS executives at field stations.
- **Review of Policies:** In order to keep pace with the technological advancement and comply with the ICAO methodology in accordance with Doc 9868 and Doc 10057, the Rating, Training and Transfer Policies for Air Traffic Safety Electronics Personnel (ATSEP) have been reviewed in the year 2019. The revised Transfer Policy for ATSEP has been published vide Corporate HRM Circular 68/2019 on 27.12.2019.

10.2.4.4 Performance of Automation Section

- **Augmentation of Tower Automation System:**
AAI has awarded the work for upgradation of Tower Automation System at 09 Airports for creation of:

- Lower area control centres (LACC) at Lucknow, Jaipur, Amritsar, Agartala, Patna, Bhubaneswar and Cochin.
- Approach control centres at Trichy and Imphal.
- **Augmentation of Tower Automation System:** AAI has awarded the work for upgradation of Voice Recorder and play back Systems (Part of Automation system) at 17 Airports. Works at Lucknow, Jaipur, Amritsar, Agartala, Cochin, Trichy, Ahmedabad, Nagpur, Guwahati, Coimbatore, Mangalore, Varanasi, Calicut and Trivandrum have been completed.
- **Remote Situational Monitoring at Goa:** AAI in active collaboration with INS, Hansa a unit of Indian Navy at Goa has taken up the work for enhancing the Air situational awareness at Goa by providing ATC Automation display feed from its Mumbai Center to Goa ATC. AAI has integrated the ADS-B and Indian Navy Radar to enhance the coverage. The remote situational monitoring at Goa has been installed and is under final testing.
- **Enhancement of Chennai Automation System Software:** In order to include various operationally critical system features has been enhanced for various features such as GRIB-2 Met data, AIDC, Mode-S DAP parameter etc. for effective information management and efficiency of Air Traffic Operations.

10.2.4.5 Performance of Communication Section

- **Online Flight Plan Management (OFPL)**

System: OFPL Management system has been successfully installed and put on trial operation w.e.f 20.12.2019. OFPL system is a web-based platform for filing Flight Plans, including Mobile platform to facilitate all Airlines, Helicopter & Seaplane operations upon obtaining required Air Defence Clearance (ADC) in airspace below 5000 feet and areas other than controlled airspace by intimating the strategic information (point of origin, Destination, Level, Expected Time of departure (ETD), Expected Time of Arrival (ETA) and duration of the flight) to the nearest ATC.

- **IP based Automatic Message Switching System (AMSS):**

In-house developed IP based Automatic Message Switching System (IP-AMSS) has successfully been installed at Varanasi, Guwahati, Ahmedabad, Nagpur, Lucknow, Mangalore, Trivandrum, Cochin commissioned. Varanasi system is commissioned and operational since last year, whereas others will be commissioned by March 2020.

- **Satellite Phone:**

NMARSAT Satellite terminals have been provided at strategic locations covering OCC/ACCs, Remote and Coastal Airports to facilitate communication during contingency.

These Mini-Satellite Phones operate within the Inmarsat spot beams, which cover all coastal waters and most maritime routes. Srinagar, Bhavnagar, Diu, Goa, Jamnagar, Kandla, Porbandar, Surat, Agatti, Cochin, Puducherry, Barapani, Dimapur, Imphal, Lengpui, & Lilabari, RHQ-SR, RHQ-NER & RHW-WR.

- **Mobile ATC Tower:** Mobile ATC Towers (Integrated with VCS, VHF, DVR, WT Sets MET facilities etc) have been commissioned for ATS use at Jagdalpur and Bilaspur Airports.

- **Frequency Management:**

Through extensive coordination with Wireless Planning Commission, following WPC import licences, new and revision Decision letters could be obtained during the year 2019:

Facilities	WPC Import Licences	Regulatory Frequency Clearance (WPC-DLs)	Revalidation of DLS
VHF	200	17	95
DVO Rs	20	22	--
ILS	22	18	--
DME	17	24	--
ADS-B	06	06	--
ASMGCS	05	05	--
Walkie-Talkie	22	--	--

10.2.4.6 FTI (FUTURISTIC TELECOM INFRASTRUCTURE)

The NOCC/SOCC (Network Operation Control Centre as well as Security Operation Control Centre) build out is completed and made operational. The system is ready for monitoring of the forthcoming services covered under FTI project.

10.2.4.7 Development activities taken in the North-East

- **Commissioning of Navigation and Surveillance Facilities:** In year 2019, various navigation and surveillance facilities were commissioned in North-East region such as VOR & DME (replacement) at Agartala, VOR (replacement) & DME (Trans-installation) at Lilabari & new VOR & DME at Tezu.
- **Augmentation of Tower Automation System:** AAI has awarded the work for up-gradation of Tower Automation System for creation of Lower Area Control Centre (LACC) at Agartala and Approach Control Center at Imphal.

10.2.5 ASM DIRECTORATE

- As mandated by ICAO to implement Performance Based Navigation (Satellite based approach procedures), RNP APCH procedures have been implemented at Patna, Varanasi, Lucknow, Vadodara, Surat, Bhopal, Jaipur, Tirupathi and Calicut Airports. These procedures will facilitate landing at these airports using GNSS (GPS) without depending on ground-based landing aids.

- A PBN workshop was organized by AAI through ICAO at Indian Aviation Academy in Oct 2019 for ATCOs from India and Nepal. This would help in the implementation of PBN (Satellite based approach procedures) all over Indian Airports and Region.
- Basic PANS-OPS course was conducted in CATC in Nov-Dec'2019 for AAI and DGCA official. The objective is to ensure availability of PANS-OPS trained official to participate in Regional NOC cells as trained manpower and in future can be utilized as Flight Procedure Designers.
- A training on GBAS Landing System (GLS) procedure design conducted by Air Navigation Institute, Switzerland for Flight Procedure Designers of AAI to facilitate design and Implementation of GLS procedures of all runways at Chennai Airport. These procedures will be precision approaches like ILS Category 1 approaches to be catered by a single equipment for all the four runway ends. This will be first of its kind procedure in this region and once successfully implemented; this could replace requirements of ILS at Airports in future.
- In order to cater to two runway independent operations at Bengaluru International Airport, new standard departure and arrival routes (SIDS & STAR) and ILS procedures for all the four runway ends have been developed and implemented.
- In order to provide better and safe access to North East India, ILS procedure has been developed and implemented at Barapani (Shillong).

10.2.6 AERODROME LICENSING

- Like the prevailing trend worldwide, all the aerodromes in India had been developed over a period of time and there was no strict regulatory control over the aerodromes as they were maintained by governments directly and such bodies were performing dual functions of the regulator and service provider. Most of the airports in the country have been in existence since the pre-independence era and have been developed subsequently to meet the requirement of the traffic as well as aircraft operations. These airports have been upgraded in terms of the runway and associated facilities on the need basis.
- In view of the large number of aerodromes to be licenced, a phased approach was taken wherein priority was given to licensing the international aerodromes in the first phase. This was also aimed at fulfilling India's obligation to the Chicago Convention. In the subsequent phase, licensing of aerodromes other than international aerodromes has been taken. In order to deal with the challenge of licensing of AAI aerodromes, a separate Aerodrome Licensing Directorate has been established in AAI.
- Aerodrome Licensing Directorate ensured licensing of all International airports, Customs airport and other domestic airports where schedule aircraft operations take place. Most challenging task for the Directorate was to licence RCS airports operated and managed by AAI. AAI also provides hand holding to State Government and some private airports to obtain Licence for their airports.

- AAI licenced airports: 64 AAI airports have been licenced in public use category

Category	List
17 International airports	Ahmedabad, Amritsar, Bhubaneswar, Calicut, Chennai, Coimbatore, Guwahati, Imphal, Jaipur, Kolkata, Lucknow, Mangalore, Thiruvananthapuram, Tirupati, Trichy, Varanasi and Vijayawada.
6 Custom airports	Aurangabad, Gaya, Indore, Madurai, Patna, and Surat
41 Domestic airports (This include 24 RCS airports)	Agartala, Agatti, Barapani, Belgaum, Bhavnagar, Bhopal, Cooch Behar, Cuddapah, Dehradun, Dibrugarh, Dimapur, Hubli, Hyderabad (Begumpet), Jabalpur, Jalgaon, Jharsuguda, Juhu, Kalaburagi, Kandla, Kangra, Khajuraho, Kishangarh, Kolhapur, Kullu, Lilabari, Ludhiana, Mysore, Pakyong, Pantnagar, Pondicherry, Porbandar, Raipur, Rajahmundry, Rajkot, Ranchi, Salem, Shimla, Tirupati, Tuticorin, Udaipur and Vadodara.

- List of RCS Airports Owned/Operated by AAI which are licenced

24 RCS Airports Owned/Operated by AAI which are licenced

(Out of 41 Licenced Domestic AAI airports)

Barapani, Belgaum, Bhavnagar, Cooch Behar, Cuddapah, Dimapur, Hubli, Jalgaon, Jharsuguda, Juhu, Kalaburagi (Gulbarga), Kandla, Kishangarh, Kolhapur, Kullu, Lilabari, Ludhiana, Mysore, Pakyong, Pantnagar, Pondicherry, Porbandar, Salem, and Shimla.

10.2.7 DoAS [DIRECTORATE OF AERODROME SAFEGUARDING]

10.2.7.1 Aerodrome Safeguarding (NOC for Height Clearance)

- **Innovation Technology:** More than 80% airports in India participate in the online NOC issuance process to expedite the issuance of NOC.
- **Online Appeal:** AAI has made Online Appeal module and payment gateway operational for public from 15.02.2019.

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

AAI has integrated NOCAS (No Objection Certificate Application System) with the web service of a number of ULBs and is in the process of integrating with all other ULBs as and when they develop their web service. This has resulted in single window clearance of construction permits.

10.2.8 Standards, Quality Management and Safety (SQMS)

- Manual of Air Traffic Services, Part-1, has been updated and approval obtained for publication of 5th Edition.
- Workshops conducted for sensitization of ANS personnel on dissemination of sensitive information at five regional headquarters of AAI.
- Workshop conducted on sensitive information, fuel emergency and reporting of incidents through AIMS at Kolkata region.
- Analysis of frequent un-stabilized approaches at Shamshabad and Bengaluru Airport and suitable remedial actions implemented.
- Reduction of safety occurrences on pan India basis by continuous monitoring, sensitization and implementation of corrective measures.

- Selection of SQMS in-charges at various area control centres.
- Submission of data to CANSO:
 - Compilation and submission of data in respect of Loss of separation and Runway incursion to CANSO for safety bench marking.
 - Compilation and submission of data to CANSO for ANSP bench marking.

10.2.9 Air Traffic Flow Management [ATFM]

- Conduct of ICAO workshop on Airport Collaborative Decision-Making integration with Air Traffic Flow Management (A-CDM integration with ATFM Workshop) at Delhi in Dec, 2019.
- Inauguration of new ATFM Building at Vasant Kunj on 22.06.2019.

10.2.10 Integrated Planning Group [IPG]/ Civil Aviation Research Organization [CARO]

- In house developed Airport Collaborative Decision Making (ACDM) system has been commissioned at Jaipur, Guwahati and Ahmedabad Airports.
- AAI signed a MOU with M/s NIT, Trichy to promote a joint venture (JV) for the development of technologies for air traffic flow management and control on 18.01.2019.
- AAI signed a MOU with M/s SAAB to research a Pan-Indian Air Traffic Management Automation System for airports under the UDAN Regional Connectivity Scheme on 24.01.2019.
- Airports Authority of India also signed a MOU with M/s Boeing for a 10 year modernization Roadmap of CNS/ ATM in India under United States Trade and Development Agency (USTDA) on 04.06.2019.

- Engaged M/s TERI on MoCA Directive to undertake a sustained study to analyze the issues involved in implementation of CORSIA from India's perspective and assist the MoCA in managing the schemes as well a design and appropriate response to the challenges emerging in the international civil aviation sector.
- Conducted TAAM Study to analyse the impact on Delhi Airport capacity due to proposed IAF hangar north of Runway 27.

10.2.11 CNS – PLANNING

10.2.11.1 Operationalization of Delhi Tower and ATS Block

For expansion of IGI Airport including construction of Terminal 4, the existing ATS Complex cum Control Tower is relocated to a more centric location, southwest of the existing Tower and are now fully operational from August 2019. This new tower of 102 meters high has clear line of sight of all movement area of airfield for safety of operations and after expansion of airport the new ATS complex will cater to the additional requirement for multiple runway/APRON operations.

10.2.11.2 Replacement of Standalone MSSR at Berhampur, Odissa

AAI has replaced outlived en-route Radar with new state of art en-route Radar in the Month of November 2019. This facility provides Surveillance based en-route services for Air Traffic Control. With Mode S level-II MSSR, it is possible to directly communicate with the Aircraft to get specific information like Mode-S address, Speed, heading etc.

10.2.11.3 Airports Authority of India has established a state of art Specialized Maintenance Unit (SMU) at Delhi with the co-ordination with M/s Eldis, Pardubice.

10.2.11.4 Instrument Landing facility (ILS)

ILS is a ground based electronic equipment that provide precision guidance to an aircraft approaching & landing. Total 06 number of ILS along with Low Power –Distance Measuring Equipment (LP-DME) replaced/new installed at Jammu, Goa, Bengaluru (Qty-02), Ahmedabad and Mangalore. ILS ensures timely operations in reduced visibility conditions due to fog, rain and snow. It allows uninterrupted landing and take-off at the airports thereby reducing the delays and fuel burn by the aircraft both due to delay or diversion to the other airports. Therefore, diversion of aircraft due to low visibility would be reduced.

10.2.11.5 Total 10 Nos of Doppler Very High Frequency Omni Range (DVOR) along with High Power- Distance Measuring Equipment (HP-DME) facilities replaced/new installed at Shirdi, tezu, Jharsuguda, Bhubaneswar, Agratola, Kishangarh, Calicut, Jabalpur, Sikandarabad & Vijayawada.

10.2.11.6 DVOR is a standard International Civil Aviation Organisation (ICAO) ground based radio navigational aid that provides bearing information to aircraft to define air traffic control routes for en-route, terminal and instrument approach/departure procedures.

10.2.11.7 GAGAN Programme

- **Development of LPV Instrument Approach Procedures (GAGAN enabled LPV Procedures):**

In order to meet timeline and smooth commence of DGCA GAGAN mandate i.e. “all the aircraft being imported for registration on or after 30.06.2020 shall be required to be suitably equipped with GAGAN equipment”, a RFP was floated to EoI qualified vendors for Implementation of LPV Instrument Approach Procedures –Simulator Evaluation & Development of Nav Database. M/s Jeppesen has qualified as L1 bidder and discussion is in the progress to sign the contract. Vide the proposed contract, M/s Jeppesen will performed the simulator evaluation of LPV Instrument Approach Procedures developed by AAI. Presently, ATM-FPD has developed more than 68 LPV Instrument Approach Procedures for the qualified Airports/Runways.

- Trans-installation of Ahmedabad GAGAN INRES Facility (GASU Contract): As per the safety assessment of “Runway strip at Ahmedabad airport” during 2016, GAGAN INRES Ahmedabad building and antenna support structure made of RCC fall within 150 meter of runway basic strip. Hence competent authority approved to shift/ trans-install the INRES facility i.e. more than 10 year old installed during 2005-06 as a part of GAGAN

– Technology Demonstration Phase of the GAGAN implementation programme at a new proposed location. Major LRUs like processors, Receivers & Routers of INLUS facility are obsolete for which spares are also not available and to address this issue, GAGAN Ahmedabad Site Update (GASU) contract has been signed with M/s Raytheon (GAGAN System Integrator) on 18th September 2019. After successful completion of the GAGAN Ahmedabad System Upgrade (GASU) project, AAI can upgrade the rest of GAGAN INRES sites (14 Nos.) independently as per the operational requirement

- AAI organized a workshop on GAGAN on 04.12.2019 at HICC, Hyderabad to encourage & popularize GAGAN utilization in non-aviation sector applications. The workshop was attended by various stakeholders from different non-aviation sectors.
- AAI in coordination with Indian National Centre for Ocean Information Services (INCOIS) implemented the GAGAN Messages Service (GMS). Various meetings were conducted with other stakeholders e.g. Snow and Avalanche Study Establishment (SASE) and Indian Metrological Department (IMD) for utilization of GMS to provide specific, reliable alert messages to various users.

- INCOIS & AAI conducted GMS field trials in deep sea with the help of fishermen in the coastal regions of south India. INCOIS has launch GIMINI App. Subsequently, INCOIS launched GIMINI (GAGAN Enabled Mariner's Instrument for Navigation and Information) App. AAI and INCOIS have jointly developed technical requirements to uplink the information generated by INCOIS through GAGAN satellites and disseminate the same on the mobiles of fishermen using GEMINI device. The application can support display of broadcast messages in various Indian regional languages.

10.2.11.8 Space based ADS-B Data services

Airports Authority of India (AAI) signed a contract with M/s Aireon LLC on 25.07.2019 for implementation of Space Based ADS-B Data Service (Space-Based Air Traffic Surveillance Service) for the Oceanic regions of Indian FIRs (Mumbai, Chennai and Kolkata's oceanic airspaces). These regions are located in the Arabian Sea, Bay of Bengal and Indian Ocean and represent over 6.0 million square kilometres. The objective is to deploy Space-Based Automatic Dependent Surveillance-Broadcast (ADS-B) in year 2020. This agreement will immediately provide coverage of all ADS-B OUT 1090 MHz equipped oceanic air traffic to AAI, ensuring one of the densest oceanic airspaces in the world an access to the

best tools to enhance safety and efficiency and accommodate unprecedented double-digit growth, year over year. Beyond those benefits, real-time air traffic surveillance over the busy routes between South East Asia, India, the Middle East and Europe and beyond will significantly increase efficiency and improve transitions between oceanic and domestic airspace.

10.2.12 OPERATIONS DIRECTORATE

10.2.12.1 GREEN ENVIRONMENT

In order to comply with the directions issued by Ministry of Environment, Forests and Climate Change to beat plastic pollution, Instructions were issued by AAI CHQ to all AAI Airports for strict compliance on Ban on Single-use of plastic materials. In this regard, a list of plastic items has been identified which are to be removed to ensure that the Airport Terminals and City side are Single-Use Plastic free zones. Further, Airports have been directed to install Plastic Bottle crushing machines at the Airports. The compliance on ban of single-use plastic at airport terminals/ City side is being assessed by an internal committee along with the Stakeholders and Third- Party audit by Quality Council of India (QCI), an autonomous body under Government of India, as part of Third-Party Assessment. As per the directions issued by Ministry of Environment, Forest and Climate Change to beat plastic pollution, 85 AAI Airports have been declared "Single-Use Plastic Free Terminals" in the 2019.

10.2.12.2 CLEANING STANDARDS

The assessment & ranking of Airports for “Clean & Safe Airport” Award-2019 has been carried out by Quality Council of India (QCI) at 34 AAI Airports having annual passenger traffic 1 million or more. Following airports have been selected for “Clean and Safe Airport award” under following categories:

Rank	Airport
Category A: Annual Passenger Traffic 5 Million and above	
I	KOLKATA
II	CHENNAI
III	JAIPUR
Category B: Annual Passenger traffic between 1.5 million and 5 Million	
I	MADURAI
II	CHANDIGARH
III	TRIVANDRUM
Category C: Annual Passenger traffic between 1 million and 1.5 Million	
I	UDAIPUR
II	VADODARA
III	VIJAYAWADA

10.2.12.3 UPGRADING AIRPORTS

- Shillong airport up-graded to IFR operation w.e.f. 03.01.2019.
- The 24-hour operations at Surat and Varanasi airport commenced w.e.f. 16.02.2019 and 01.02.2019 respectively.
- International Schedule flight operations commenced from Indore Airport w.e.f 15.07.2019 after it has been declared as Custom airport.

10.2.12.4 SAFETY

- To enhance airside safety and implement best practices at airports, Standard Operating Procedures for Airside Management were formulated and implemented at the airports.
- Breath Analyzer Test – As per directives of DGCA, Breath Analyzer Examination of personnel engaged in aircraft maintenance, Air Traffic control services, aerodrome operations and ground handling services for detecting consumption of alcohol has been implemented at 71 AAI airports (including 7 Civil Enclaves).

10.2.12.5 An incremental change of 10.37% in weekly departure slots provided to Airlines in Summer schedule 2019 over Summer schedule 2018.

10.3 TECHNICAL DIRECTORATE

Various Sophisticated equipment like ACFTs of WT Capacity 10,000 liters and 6000 liters, Mechanized Grass cum collect machines, Runway Rubber Removal Machines, Airport Surface friction tester and various disaster management related equipment etc. has been already provided in North East and various other Advance Technological equipment like Runway Mechanical Sweeper cum Bay/ Stand Cleaning Machine, World class passenger baggage trolley and chairs etc. will be provided in future.

10.4 FIRE DIRECTORATE

- Development of STP (Standard Training Package) and ICAO TRAINAIR plus Full Membership for Fire Service Training Center, Kolkata.

- Driving cum firefighting VR simulator for CFT was inaugurated on 09.05.2019 at Chennai Airport. Salient features of VR simulator
 - Familiarization of Airport topography including routes to PDPs & other critical locations.
 - Familiarization of CFT/RIV cabin & side control and Technical details of both ARFFV.
 - Familiarization of rescue charts of different aircrafts, various types of aircraft fires & firefighting tactics, firefighting operation using roof monitors etc.
 - Driving CFT in different terrain & climatic conditions.
 - Training on RT communication.
- On the request of Government of Maldives, Ministry of External Affairs has collaborated with Airports Authority of India to plan courses in ARFF (Airport Rescue & Firefighting) for Maldives officials. Accordingly, as per their suitability following dates have already been confirmed for training at FTC, New Delhi.
 - Basic Training Course (20 personnel) 06.01.2020 to 30.04.2020.
 - Firemanship Course (10 personnel) 03.02.2020 to 06.03.2020.
- Airfield Crash Fire Tenders (ACFTs)
 - AAI placed order with Dubai based company for supply of 31 number of Airfield Crash Fire Tender (ACFT) for various airports in India.

- These state of the art ACFTs will have 6000 liters water, 800 liters Foam Compound and 250 kgs of Dry Chemical Powder. Along with various hydraulic rescue and cutting tools, this ACFT will have Drivers Enhanced Vision System (DAVS) to assist driver during adverse weather conditions.



- Following Disaster response and recovery equipment are supplied to all AAI Licence Airports including Civil Enclaves:

Sr. No.	Equipment
A	Equipment Procured at Regional Level
1	Megaphone
2	Portable Generator 2.5 KVA
3	Life Jacket
4	Life Buoys
5	Safety Torch
6	Collapsible Stretcher
7	Portable Shelter
8	Multi Cable Winch
9	Chemical Neutralization Extinguisher

Sr. No.	Equipment
B	Equipment Procured at CHQ Level
10	Emergency Lighting System
11	Human Life Detector
12	Air Lifting Bag Set with Air Cylinder
13	Victim Location Equipment
14	Thermal Imaging Camera

10.5 SECURITY DIRECTORATE

- Dispensing of Hand Baggage Stamping at 51 Airports & 6 JV Airports.
- **In line Baggage System (ILBS):** AAI has installed Hold Baggage Screening Inspection System (ILHBS) at 10 Airports in phase-I namely – Chennai, Kolkata, Jaipur, Goa, Lucknow, Varanasi, Srinagar, Calicut, Ahmedabad and Trivandrum. AAI also signed Agreement with AAICLAS to provide certified in-line screeners staff and multi-taskers at 23 International and Domestic terminals at AAI airports as per BCAS guidelines for operationalization of ILBS.

10.6 PLANNING DIRECTORATE

- MoU signed with State Government of Karnataka on 24.08.2019 for taking over Kalburagi Airport for operationalization, Licence obtained and flight operations to commence from 22.11.2019
- MoU signed with State Government of Punjab on 20.12.2018 to develop, operate and maintain the New International Civil Enclave at IAF station, Halwara Airport (Ludhiana), Punjab to be built by AAI and Joint Venture Agreement was signed between Airports Authority of India (AAI) and State Government of Punjab on 12.06.2019.
- MoU signed with State Government of Uttar Pradesh on 05.03.2019 for operationalization of existing State Government airport at Kushinagar, Uttar Pradesh by Airports Authority of India.

10.7 SIU DIRECTORATE

S. No.	Details of Achievements for past 01 (one) year as on 30.11.2019
1	Under National Strategy for Airport development & operation across India and formulation of Model Concession Agreement (NS&MCA), draft Greenfield Model Concession Structure was shared with the various stakeholders for consultation and stakeholders feedback has been compiled and submitted to MoCA along with draft Model Concession agreement for finalization. As regards to Brownfield Airport, draft Brownfield Model Concession Structure and draft Concession Agreement have been submitted to MoCA for consideration and the same is under finalization.
2	The Union Cabinet had accorded 'in principle' approval for leasing out of 6 airports of AAI i.e. Ahmedabad, Jaipur, Guwahati, Thiruvananthapuram, Lucknow and Mangaluru through Public Private Partnership (PPP). Bidding process for all the six airports has been completed. Letter of Award has been issued on 15.07.2019 in respect of three airports viz. Ahmedabad, Lucknow and Mangaluru to the highest bidder for a period of 50 years.
3	JV Agreement entered by AAI with State Govt. of Punjab for Halwara Airport, State Govt. of Jharkhand for Dalbhumgarh and Deogarh Airports to ensure main streaming for the State into the Civil Aviation growth story.

S. No.	Details of Achievements for past 01 (one) year as on 30.11.2019
4	Based on the initiatives of SIU, the Kalaburgi (Gulbarga) Airport was taken-over by AAI and an MoU in this regard was signed between Govt. of Karnataka & AAI on 24.08.2019
5	Discussions held with Govt. of Karnataka for the development of various airstrips and water aerodromes by establishing a Joint Venture Company wherein AAI will hold 51% stake and remaining 49% will be held by Govt. of Karnataka. The Joint Venture Agreement and the Shareholders Agreement in this regard have been finalized.
6	The proposal for leasing of next round of airports viz. Bhubaneswar, Varanasi, Indore, Amritsar, Raipur and Trichy Airports through PPP got recommended by AAI Board for which Transaction Advisor is being finalized.

10.8 Corporate Social Responsibility

Being a socially responsible enterprise, Airports Authority of India (AAI) has been taking a lead to serve the society and is committed to enhance the quality of life of people from marginalized sections of the society, especially those people who reside in proximity to the airports. AAI is committed to gradually increase its expenditure on Corporate Social Responsibility and contribute towards Nation Building. The Department of Public Enterprises (DPE) has assigned the theme of "Education, Healthcare and Nutrition" as the theme of CSR projects for AAI in the financial year 2019-20.

10.9 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY

- The Public Grievance Redressal Machinery is monitored by a GM level Officer at Corporate Headquarters on All India Basis.
- Public Grievance Officers have already been appointed at each airport, whose details are displayed at prominent places at airports for the benefits of the passengers and users of airports. The Public Grievances are monitored on daily basis by the respective PGOs at Field Stations, Regional Headquarters and at Corporate Headquarters. Dedicated Email IDs have been created for all the PGOs for the convenience of the users and their details are also available at AAI Website.
- For the benefit of Citizen / passengers, multiple options are given to represent their grievances, such as; CPGRAMS, Letters, Emails, Quick Response Code (QR Code), AAI Website, Suggestion Box, Registers, Telephonic, Twitter or any other mean of complaints / print media.
- All the Joint Venture and Private Airports along with AAI Airports have been added as subordinate office to AAI for proper control, Redressal and monitoring.
- An Integrated Portal, namely, Air Sewa Portal was launched in the year 2016, which ran successfully. For better operation and smooth functioning and to give better user interface, Air Sewa 2.0 version is also launched in November 2018. Regular trainings with stake holders are scheduled from time to time.
- Regular meetings and follow-ups are done with all the stake holders for proper administrative control of the Public Grievance Redress Machinery at AAI.

10.10 SC/ST AND OBC REPRESENTATION (As on 30.12.2019)

Total number of employees as on 30.12.2019	=	17491
Number of SC employees	=	3709
Number of ST employees	=	1363
Number of OBC employees	=	3983

10.11 ISSUES RELATING TO DEVELOPMENTAL ACTIVITIES TAKEN IN THE NORTH EAST

Foundation Stone / Inauguration of building or facilities during Calendar Year 2019

(Amount in ₹ Crores)

Project-site	Particulars	Event Date	A/A &E/S
Tezu	Inauguration of Operationalization of Tezu Airport, Arunachal Pradesh by Hon'ble Prime Minister of India	09.02.2019	96.50
Itanagar	Foundation stone laid for New Greenfield Airport at Holongi, Itanagar (A.P.) by Hon'ble Prime Minister of India	09.02.2019	645.63
Rupsi	Inauguration of operationalization of Rupsi Airport by Hon'ble HMCA and CM of Assam	22.02.2019	69.00
Imphal	Inauguration of Hangar & associated Apron Link Taxiway at Imphal Airport, Manipur by Hon'ble Civil Aviation Minister.	22.02.2019	35.90

Capital Schemes Completed during Calendar Year 2019

(Amount in ₹ Crores)

Project-site	Particulars	Completion Date	Completed Cost
Agartala	Construction of new Isolation Bay and associated Link Taxi Track at Agartala Airport, Tripura. Agency- M/s Surface Tech (India) Private Ltd.	31.10.2019	15.86
Dibrugarh	Extension of runway, C/o isolation bay, link taxiway and allied works at Dibrugarh Airport Agency- M/s Vishal Infrastructure Ltd., Banagalore	30.06.2019	34.82
Guwahati	Strengthening & extension of rwy at 20 side i/c one taxy way and other ancillary works Agency- M/s Vishal Infrastructure Ltd	07.03.2019	46.57
Imphal	Recarpeting of runway & major repairs to taxiway at Imphal Airport Agency- M/S H.V.S. Construction materials pvt. Ltd., Imphal	31.05.2019	29.70
Rupsi	Strengthening and Re-carpeting of runway, taxiway, apron and allied works including Car park, RESA, approach road, boundary wall at Rupsi airport.	30.09.2019	47.37
	Provision of Pre-Fab Porta Cabin Terminal Building, ATC Tower, Security hut and other allied works for RCS operations at Rupsi Airport, Assam (Re-call)	15.10.2019	22.34

Capital Schemes under progress Calendar Year 2019

(Amount in ₹ Crores)

Project-site	Particulars	Physical progress	PDC	Approved Cost
Agartala	Construction of New Integrated Terminal Building and associated works at Agartala Airport	83%	28.02.2020	338.94
	Upgradation of safety infrastructure i/c basic strip. SH: Construction of Operational Boundary Wall, Property Wall, Watch Towers, Perimeter Road and Storm Water Drain at Agartala Airport	97%	31.01.2020	26.97
	Construction of Residential Quarters for AAI Staffs in AAI Colony at Agartala Airport, Agartala (Tripura)	66%	03.04.2020	19.12
	Construction of hangar	86%	31.03.2020	34.16
Barapani	Extension & strengthening of R/way & allied works.	47%	31.05.2020	34.00
Dibrugarh	Construction of hangar	41%	31.03.2020	21.70
	Dismantling of existing open drain in operational area and construction of new covered drain at the same location	0%	30.06.2020	23.35
Dimapur	Strengthening of runway, taxiway & apron i/c construction of Isolation bay with link taxiway at Dimapur Airport	92%	31.03.2020	43.22
Guwahati	Construction of new Terminal building, control tower, Hangars, fire station, car park, substation, cargo and ancillary buildings at Guwahati Airport	32.50%	29.03.2021	859.86
Imphal	Construction of International cargo terminal at Imphal Airport.	41%	31.03.2020	15.93
	Construction of Hangar, Associated apron & link taxiway at Imphal Airport	40%	31.03.2020	35.90
Tezu	Construction of Terminal Building and allied works at Tezu Airport (Balance work)	22%	25.06.2020	53.95

Projects under Planning Calendar Year 2019

(Amount in ₹ Crores)

Project-site	Particulars	Cost	Status	Remarks
Imphal	Construction of New Terminal Building i/c apron bays	736.00	Tendering Stage. Last date of Bid Submission is 30.12.2019	Probable date of Start – Feb 2020 Expected Date of Completion–Feb 2023
Dibrugarh	ATC Tower and Technical block	44.29	Tendering Stage. Last date of Submission of shortfall 03.01.2020	Probable date of Start – Feb 2020 Expected Date of Completion–Feb 2022
Itanagar	Development of Runway, Apron in operational area and allied works	416.00	Tendering Stage. Financial Bid opened on 25.10.2019. Case file is processed for accord of financial concurrence.	Probable date of Start – Jan 2020 Expected Date of Completion–July 2022
	C/o Terminal Building, Car Parking, Technical Block, Residential Quarter, E & M Workshop, Medical Centre and balance city side development	202.00	Tendering Stage. Shortfall documents under scrutiny.	Probable date of Start – Jan 2020 Expected Date of Completion–Feb 2022

10.12 Vigilance Awareness Week (VAW), 2019

Vigilance Awareness Week – 2019 was observed by Airports Authority of India across the country. Dedicated teams were established at the Corporate office all the five Regional headquarters and all airports.

10.13 Women Welfare including gender budgetary data

Airports Authority of India in its endeavor to take up modernization and upgradation of Airports has always believed in giving equal opportunities to all.

However, AAI lays a strong emphasis towards ensuring safe and secure working environment for its women employees. To ensure safe work environment for women employee, AAI has introduced a policy on Prevention and Redressal of Grievance relating to Sexual Harassment at workplace.

Subsequently, a notification of 'Sexual Harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013,

the provisions of the Act have been implemented. Following the notification, complaint committee have been formed at various office locations look into any kind of sexual harassment complaints.

Besides, AAI believes in upgrading its employees at par with requirement of the time by means of imparting training. During the year 2019, a total number of 2808 employees were imparted training through Corporate Headquarters in different areas of functioning, out of which 508 (18%) were females.

Also, AAI encourages women in sports and considers them as equal partners in all spheres of its activity; be it management of sports or the professional sports activities.

AAI has two female officers as members of Sports Control Board and almost 57 women sportspersons on contract/scholarship schemes, who have not only brought laurels for AAI but for even our country.

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



11. AIR INDIA LIMITED

11.1 INTRODUCTION

National Aviation Company of India limited (NACIL) was incorporated under the Companies Act 1956 on 30.03.2007. with effect from 24.11.2010, the name of “National Aviation Company of India Limited” has been changed to “Air India Limited”. The Company has its Registered Office and Corporate Office at New Delhi. The Corporate Governance is undertaken through a Board of Directors comprising Chairman & Managing Director, Functional Directors, Government Directors and Independent Directors. The Company strives to attain higher level of accountability, transparency, responsibility and fairness in its operations. The Company is committed towards providing excellent service to its customers and other stakeholders. Air India, along with its subsidiaries Airline allied Services Limited (AASL) and Air India Express Limited (AIXL) operates various domestic and international sectors.

11.2 AUTHORIZED SHARE CAPITAL

The Authorized Share Capital of the Company is increased from ₹30,000,00,00,000 to ₹35,000,00,00,000 divided into 35,000,00,00,00 equity shares of Rs.10/- each. As on 31 December, 2019 the Issued, Subscribed & Paid-up Share Capital of the Company was ₹32,665,21,00,000/- divided into 3266,52,10,000 fully paid up equity shares of Rs.10 each.

11.3 SUBSIDIARY COMPANIES

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

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



Air India Ltd. has one more subsidiary company viz. Hotel Corporation of India Ltd (HCI). As on 31.12.2019, Company's investment in HCI is Rs.110.60 crores and that of Government of India is Rs.27.00 crores.

₹ in Crores

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

11.3.1 Air India Air Transport Services Limited (AIATSL)

AIATSL, a wholly owned subsidiary of Air India operationalized on 1 February 2013 and started its autonomous operations effective April 2014, presently provides ground handling services at 80 Airports in India. Apart from handling the flights of Air India Limited and its Subsidiary Companies, ground handling is also provided to 46 Foreign Scheduled Airlines, 3 Domestic Scheduled Airlines, 4 Regional Airlines, 12 Seasonal Charter Airlines, 25 Foreign Airlines availing Perishable Cargo handling. Approx. 1,33,386 flights (Air India and Subsidiaries) and approx. 27,493 flights of scheduled and non-scheduled customer airlines are expected to be handled in FY 2019-20. "AIATSL has no debt and ended the year without any Audit Qualification."

11.3.2 Air India Express Limited (AIXL):

₹ in Crores

Particulars	2018-19	2017-18
Total Income	4202	3920
Profit/(Loss) Before Tax	169	261

Air India Express from 29 April 2005 with 26 flights per week using 3 leased B737-800 aircraft. Initially, AIXL connected 3 cities in Kerala and to 6 points in Gulf.

Effective 05th May 2017, the name of "Air India Charters Limited "(AICL) has been changed to "Air India Express Limited" (AIXL). AIXL has 17 owned Aircraft and 8 leased aircraft. The airline operated with 621 weekly flights (Domestic & International) linking 20 Indian stations in India and 13 international stations in Middle East and South East Asia. AIXL has carried 4.36 million passengers during the FY 2018-19 compared to 3.89 million passengers during the year 2017-18.

11.3.3 Air India Engineering Services Limited (AIESL):

₹ in Crores

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

AIESL, a wholly owned subsidiary of Air India was operationalized on 1 February 2013. It has bases at Delhi, Mumbai, Hyderabad, Trivandrum, Nagpur and Kolkata for carrying out Maintenance, Repair and Overhaul (MRO) activities for various types of Airbus, Boeing and ATR fleet. Air India Engineering Services Limited (AIESL) caters the Engineering Maintenance, Repair and Overhaul (MRO) service to the aircraft of Air India, AASL (Airline Allied Services Limited) and AIXL (Air India Express Limited) apart from customer like General Electric, Qatar Airways, Silk Air, Go Air etc. AIESL is equipped with 3800 highly trained, experienced technical work force. Its multiple facilities covering all aspects of Maintenance that can truly act as "One Stop Shop" viz. Line Maintenance,

Base Maintenance, Engine and APU Overhaul shops, Components and Avionics Overhaul shops, Engineering Management - Asset Management, Material and Logistics Support, Quality Assurance, Technical Services, Technical Training, facilities and Equipment Maintenance. It offers line maintenance facilities in 78 domestic stations. AIESL has developed world class MRO facility at Nagpur which is operational since 2015. In 2018, AIESL started Quick Turn Repair on GENx engine fitted on B787 Dreamliner aircraft. The engine overhaul capability will be expected to be fully operational by July, 2020.

GE90 test facility already approved by DGCA. Progressively, the engines which are repaired abroad, will be repaired in India once the facility is fully operational. Hyderabad MRO is also equipped with all the facilities of modern MRO set up. Centralised hydro static testing facility has also been set up at MRO Hyderabad. AIESL has also started MRO in Sharjah and Dubai. Negotiation is on for MRO facility at Kathmandu, Colombo, Dhaka.

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

11.3.4 Airline Allied Services Limited (AASL):

₹ in Crores

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

AASL, a wholly owned subsidiary company of Air India Limited, which operates under the brand name Alliance Air, commenced operations from 15 April 1996. It provides connectivity to Tier II and Tier III cities and acts as a feeder to Air India and Air India Express. It has seven bases viz. Delhi, Mumbai, Hyderabad, Bangalore, Kolkata, Chennai, and Jaipur. Currently, it operates passenger services with 18 leased aircraft (1 ATR-42-320, and 17 ATR 72-600). It operates to 57 domestic destinations and 01 international destination and daily carries approximately 5000 passengers.

Alliance Air has commenced following flights under Regional Connectivity Scheme:

- Pantnagar/Dehradun/Pantnagar w.e.f. 04.01.2019
- Hyderabad/Nasik/Hyderabad w.e.f. 01.02.2019
- Nasik/Ahmedabad/Nasik w.e.f. 01.02.2019
- Belgaum/Pune/Belgaum w.e.f. 15.05.2019
- Bhubaneswar/Jharsuguda/Bhubaneswar w.e.f. 05.06.2019
- Raipur/Jharsuguda/Raipur w.e.f. 05.06.2019
- Bangaluru/Mysuru/Bangaluru w.e.f. 07.06.2019

- Nasik/Pune/Nasik w.e.f. 27.10.2019
- Chennai/Jaffana/Chennai w.e.f. 11.11.2019
- Dharamshala/Chandigarh/ Dharamshala w.e.f. 16.11.2019
- Ahmedabad-Kandla-Ahmadabad w.e.f. 18.11.2019
- Hyderabad-Hubli-Hyderabad w.e.f. 26.11.2019
- Guwahati-Dimapur-Imphal-Dimapur- Guwahati w.e.f. 07.12.2019

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

1. Bangaluru/Gulbarga/Bangaluru
2. Raipur/Jagdalpur/Raipur
3. Hyderabad/Jagdalpur/Hyderabad

11.3.5 Hotel Corporation of India Limited (HCI):

(Rs. in Crore)

Particulars	2019-20	2018-19
Total Income	67.62	67.28
Profit/(Loss) Before Tax	(65.55)	(71.20)

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

Further, as per the direction of the Government, 45000 sq. mts land parcel leased from Airports Authority of India(AAI) for the Delhi units i.e. CHDA, CFCD is required to be handed over to AAI by 30.11.2019. Accordingly, steps are being taken to ensure smooth handing over and also claim of appropriate compensation from AAI.

11.4 JOINT VENTURE AGREEMENT BETWEEN AIR INDIA LIMITED AND SINGAPORE AIRPORT TERMINAL SERVICES (SATS) ON GROUND GROUND HANDLING:

Air India SATS Airport Services Pvt. Ltd. (AISATS) is a joint venture between Air India Limited (AI) and SATS Ltd. where both the JV partners have invested equally Rs. 33.33 Crore each at the time of formation of the JV. As on 31.03.2019, Issued / Paid Up Share Capital of AISATS is Rs. 80,84,99,500/- (divided into 8,08,49,950 equity share of Rs 10/- each). AI's 50% share of investment is Rs. 40,42,49,750/- (40424975 paid up shares @ Rs.10/- each). The net worth of the shareholder's as on 31.03.2019 is Rs. 443 Crore.

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

The JV is currently handling flights more than one lakhs flights in a year which includes Air India and its group companies at Bangalore, Hyderabad, Delhi, Mangalore & Trivandrum. For the FY 18-19, AISATS's revenue & PAT is Rs. 730 Crore and Rs 45 Crore respectively and the written down value of investment in Fixed Assets stands at Rs. 225 Crore up to 31 March 2019.

11.5 FINANCIAL PERFORMANCE

₹ in Crores

Particulars	April to September		2018-19 (Actuals)	2017-18 (Actuals)	2016-17 (Actuals)	2015-16 (Actuals)
	(2019-20)	(2018-19)				
Passenger Revenue	22619.70	9656.20	20774.16	17744.09	15997.81	15656.25
Operating Revenue	27710.61	12281.12	25508.82	23003.68	21859.61	19992.33
Operating Expenses	32370.91	13471.76	30194.06	24661.77	21561.58	19887.33
Operating Profit/(Loss)	(4660.30)	(1190.64)	(4685.24)	(1658.09)	298.03	105.00
Total Revenue(incl. Exceptional & Comprehensive Income)	28307.35	12537.62	26349.02	23777.68	20032.29	20524.56
Total Expenses	36290.17	16037.15	34905.37	29125.86	25797.45	24361.33
Net Profit/(Loss)	(7982.82)	(3499.53)	(8556.35)	(5348.18)	(5765.16)	(3836.77)
EBITDA	2343.10	(78.74)	(2066.34)	944.50	244.36	2413.29

11.6 PHYSICAL PERFORMANCE

₹ in Crores

Particulars	Unit	April to September		2018-19 (Actuals)	2017-18 (Actuals)	2016-17 (Actuals)	2015-16 (Actuals)
		(2019-20)	(2018-19)				
ASKMs (Scheduled Services)	Millions	63185.6	30500.38	62134.04	57722.04	54155.0	51208.0
RPKMs (Scheduled Services)	Millions	50395.5	23929.42	49063.07	45970.0	41316.0	38694.0
Passenger Load Factor	(%)	79.8	78.5	79.0	79.60	76.3	75.6

₹ in Crores

Particulars	Unit	April to September		2018-19 (Actuals)	2017-18 (Actuals)	2016-17 (Actuals)	2015-16 (Actuals)
		(2019-20)	(2018-19)				
No. of Pax Carried (Scheduled Services)	Millions	11.48	10.67	1.66	20.90	19.1	18.0

11.7 DISINVESTMENT OF AIR INDIA LIMITED

The Cabinet Committee on Economics Affairs (CCEA), in its meeting held on 28.06.2017, had given in-principle approval for considering strategic disinvestment of Air India and its five subsidiaries. The Preliminary Information Memorandum (PIM) for inviting Expression of Interest (EOI) for the strategic Disinvestment of Air India including its shareholding in Air India Express and AISATS (Joint Venture between Air India Limited and Singapore Airport Terminal Services (SATS Ltd.)) was issued on 28.03.2018. No EoI/bid was received till the last date of receipt of bids i.e 31.05.2018.

In the meanwhile, the Air India Specific Alternative Mechanism (AISAM) in its meeting held on 18.06.2018, inter-alia, decided the following:

- All near medium term efforts should be made to capture operational efficiency and to improve performance of Air India.
- The non-core land and building assets that have already been identified should be monetized. The contours of mode of disposal of the subsidiaries viz. AIESL, AIATSL and AASL should be

brought before AISAM. The assets could be shifted to Air India Assets Holding Limited so as to retire the debt of Air India.

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

The AISAM in its meeting held on 27.11.2018 decided that time is ripe for capturing intermediate steps towards the strategic disinvestment of Air India as crude oil prices have cooled down, forex regime has established and there is improvement in other indicators like liquidity. In this regard, AISAM further directed to separately decide the contours of the mode of disposal of the subsidiaries viz. Air India Engineering Servicers Limited (AIESL), Air India Air Transport Services Limited (AIATSL) and Airline Allied Services Limited (AASL).

After formation of new government, AISAM has been reconstituted. The newly constituted AISAM has approved re-initiation of process of strategic disinvestment of Air India and its subsidiaries. Also AISAM has approved 100% sale of Government of India Stake in Air India

long with Air India Express Limited and Government Stake in Air India SATS for the re initiated strategic disinvestment of Air India. The strategic disinvestment of Air India is to be driven by the Inter-Ministerial Group (IMG) Chaired by secretary, department of Investment and Public Asset Management (DIPAM) and co-chaired by Secretary, Ministry of Civil Aviation. The process for the Strategic disinvestment of Air India is ongoing. Meeting of Inter-Ministerial Group (IMG) and Core Group of Secretaries on Disinvestment (CGD) constituted by Department of Investment of Public Asset Management (DIPAM) on various issues related to issuance of Preliminary Information memorandum for inviting Expression of Interest on Strategic disinvestment of Air India have been held. Approval of the PIM/EoI has been given by AISAM and the PIM/EoI is likely to be issued soon. Regarding sale of subsidiaries of Air India Limited, after due process, the Preliminary Information Memorandum for inviting Expression of Interest from the prospective bidders for proposed disinvestment of Air India Air Transport Services Limited (AIATSL) was issued on 12th February, 2019. Subsequently, queries were raised by prospective bidders which involve policy issues and issues relating to change in Ground Handling Policy. The last date of release of response to the queries and subsequent dates has been revised from time to time. Further, in this regard, it is stated that Evaluation Sub Committee for disinvestment of AIATSL has been constituted under DIPAM.

The total debt of Air India Limited (AIL) as on 31st March, 2019 is Rs. 58,282.92 crore. Debt amounting to Rs. 29,464 crore has been transferred to Air India Assets Holding Limited (AIAHL), as decided in the meeting held on 07.09.2018 under the Chairpersonship of the then Finance Minister. Debt allocation between Air India and SPV to be revisited at a later date closer to disinvestment.

The Government remains committed to the disinvestment of Air India.

11.8 STAR ALLIANCE

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

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

- Coordinated schedules within the Star Alliance Network thereby reducing waiting times for passengers
- Enhanced Customer Service & smoother travel experience including seamless transfers & code sharing leading to a wider choice of flights while travelling across the globe and enhanced revenue for Star Alliance Carriers
- The alliance offers passengers a choice of Silver or Gold status benefits across the alliance. The traveler's status is recognized around the world throughout the Star Alliance network.

- A more rewarding Frequent Flyer programme wherein the passenger can earn more frequent flyer miles when taking qualifying flights on any member of the Star Alliance network. Redemption facility is also available on any Star Alliance member carrier.
- Star Alliance Gold members have access to more than 1000 lounges worldwide, increased baggage allowance, priority check-in, priority waitlist clearance & priority boarding.

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

11.9 AIR INDIA WEBSITE

Air India website offer various attractive fares / schemes/ promotions from time to time and has also tied up with various outside agencies for sale of various ancillaries linking their URLs through Air India website viz Booking.com , Australia Tourism etc. Air India website provides web link connectivity to Air India Cargo, Frequent Flyer Program, Air India Express, Alliance Air etc. Air India website accepts booking payment in 29 local currencies, worldwide.

Air India website provides Social Media integration through Facebook and Twitter handle. Frequent Flyer Programme related to redemption of miles is permitted through the Air India Website on all Star Carriers through real time integration. Payment Gateway is also integrated with Digital Wallet like Paytm, Mobikwik, PayZapp, PhonePe, Ezecllick, Jio Money, Bhim UPI, Pay TM etc. EMI option is also available with selected credit cards.

The average flown revenue through Air India website is around 13% of the total passenger revenue. Air India has revamped the Website and cut over to a new web booking engine effective October 2019. We are in the process of further enhancing user experience through new features/ facilities being launched on the Air India Website in a phased manner.

11.10 FLEET SIZE

Aircraft type	Number
Air India	
Airbus Family	78
B777-200LR	03
B777-300ER*	15
B747	04
B787-800	27
Air India Express	
B737-800	25
Alliance Air	
ATR42/ATR72	18
Total Aircraft AI Group	171

11.11 FLEET UTILIZATION & DISPATCH RELIABILITY

Utilization in terms of average Utilization on operating fleet and the Technical dispatch reliability for the year 2018-19 and year 2019-20 (upto December, 2019) is as under:

During 2018-19

Aircraft Type	Utilization on operating fleet	Technical Dispatch Reliability (%)
A320	13.24	99.35
A319	12.18	99.30
A321	13.66	99.16
B777	14.02	97.22
B787	14.86	97.34
B747	6.87	97.34

During 2019-20 (upto December 2019)

Aircraft Type	Utilization on operating fleet	Technical Dispatch Reliability (%)
A320	14.19	99.34
A319	11.65	99.16
A321	13.78	98.96
B777	15.09	95.54
B787	14.46	96.37
B747	6.81	94.32

11.12 THE PATTERN OF INTERNATIONAL OPERATIONS

ROUTES	SUMMER 2019	WINTER 2019
India-New York	7	7
India-London	28	28
India-London(Stansted)	-	3
India-Birmingham	6	6
India-Chicago	7	7
India-Frankfurt	11	11
India-Newark	7	7
India-San Francisco	9	9
India-Washington	3	3
India-Canada	3	3
India-Paris	7	7
India-Gulf	160	174
India-Australia	8	8
India-Tokyo	4	4
India-Shanghai	5	5
India-Hong Kong	7	7
India-Seoul	4	4
India-Singapore	28	28
India-Bangkok	28	28
India-Colombo	23	30
India-Male	13	13
India-Kabul	4	4
India-Dhaka	7	7
India-Kathmandu	18	18
India-Italy	7	7
India-Vienna	4	4
India-Madrid	3	3
India-Yangon	4	4
India-Copenhagen	4	3
India-Stockholm	3	3
India-Tel Aviv	5	5
India- Nairobi	-	4

11.12.1 Air India current operations to North East

Routing	Frequency/Week	Aircraft
Kolkata-Dibrugarh-Kolkata	5 Flights per week	A319
Kolkata-Dimapur-Kolkata	6 Flights per week	A319
Kolkata-Aizawl-Kolkata	5 Flights per week	A319
Kolkata-Guwahati-Kolkata	7 Flights per week	A319
Delhi-Guwahati-Delhi	7 Flights per week	A320
Bangalore-Guwahati-Bangalore	4 Flights per week	A319
Guwahati-Kolkata-Bangalore	7 Flights per week	A320
Hyderabad-Bhubaneswar-Kolkata-Guwahati	7 Flights per week	A320
Kolkata-Agartala-Kolkata	14 Flights per week	A319
Kolkata-Silchar-Kolkata	7 Flights per week	A319
Delhi-Guwahati-Imphal & Vice Versa	7 Flights per week	A321
Kolkata-Imphal-Kolkata	1 Flights per week	A319
Kolkata-Imphal -Aizawl & Vice Versa	3 Flights per week	A319
Kolkata-Aizawl -Imphal-Kolkata	1 Flights per week	A319
Kolkata-Imphal -Aizawl -Kolkata	1 Flights per week	A319

11.12.2 New flights / Destinations introduced during 2019-20

Domestic

S.NO	SECTOR	EFFECTIVE DATE
1	Chandigarh-Nanded-Chandigarh	08-Jan-19
2	Delhi-Allahabad-Delhi	13-Jan-19
3	Allahabad-Kolkata-Allahabad	13-Jan-19
4	Allahabad-Ahmedabad-Allahabad	16-Jan-19
5	Delhi-Lucknow-Delhi	14-Feb-19
6	Hyderabad-Durgapur-Hyderabad	16-Feb-19
7	Delhi-Chandigarh-Delhi	01-Apr-19
8	Delhi-Kannur-Calicut & Vice Versa	02-Apr-19
9	Delhi-Nanded-Delhi	08-Jun-19
10	Delhi-Amritsar-Delhi	05-Jun-19
11	Delhi-Bhopal-Pune & Vice Versa	05-Jun-19
12	Delhi-Raipur-Delhi	05-Jun-19
13	Bengaluru-Hubali-Mumbai-Bengaluru	16-Jun-19
14	Bengaluru-Mumbai-Hubali-Bengaluru	16-Jun-19
15	Chennai-Bengaluru-Chennai	05-Jun-19

S.NO	SECTOR	EFFECTIVE DATE
16	Chennai-Ahmedabad-Chennai	06-Jun-19
17	Chennai-Varanasi-Chennai	06-Jun-19
18	Chennai-Kolkata-Chennai	06-Jun-19
19	Mumbai-Vizag-Mumbai	05-Jun-19
20	Delhi-Bengaluru-Delhi	05-Jun-19
21	Delhi-Vadodara-Delhi	05-Jun-19
22	Delhi-Indore-Delhi	15-Jul-19
23	Delhi-Kolkata-Delhi	16-Jul-19
24	Delhi-Rajkot-Delhi	01-Aug-19
25	Mumbai-Dehradun-Varanasi & Vice Versa	28-Sep-19
26	Mumbai-Rajkot-Mumbai	15-Oct-19
27	Delhi-Nagpur-Delhi	27-Sep-19
28	Mumbai-Aurangabad-Udaipur	16-Oct-19
29	Mumbai-Patna-Amritsar	27-Oct-19
30	Mumbai-Amritsar-Mumbai	31-Oct-19
31	Hyderabad-Durgapur-Hyderabad	20-Oct-19
32	Kolkata-Patna-Mumbai	27-Oct-19
33	Vijaywada-Tirupati-Vijaywada	27-Oct-19
34	Amritsar-Patna-Kolkata	27-Oct-19

International

S.No	Sector	Effective date
1	Delhi-Najaf-Delhi	14-Feb-19
2	Delhi-Dubai-Delhi	02-Jun-19
3	Mumbai-Dubai-Mumbai	01-Jun-19
4	Indore-Dubai-Indore	15-Jul-19
5	Kolkata-Dubai-Kolkata	16-Jul-19
6	Delhi-Toronto-Delhi	27-Sep-19
7	Delhi-Doha-Delhi	27-Oct-19
8	Mumbai-Kuwait-Mumbai	27-Oct-19
9	Delhi-Incheon-Delhi	19-Sep-19
10	Mumbai-Hongkong-Mumbai	27-Oct-19
11	Mumbai-Colombo-Mumbai	27-Oct-19
12	Amritsar-Stanstead-Amritsar	31-Oct-19
13	Mumbai-Nairobi-Mumbai	27-Nov-19

11.13 SC/ST/OBC REPRESENTATION IN EACH GROUP IN AIR INDIA AS ON 01.12.2019

GROUP		TOTAL NO. OF EMPLOYEES	TOTAL REPRESENTATIONS OF SCs	PERCENTAGE (%)	TOTAL REPRESENTATIONS OF STs	PERCENTAGE (%)	TOTAL REPRESENTATIONS OF OBCs	PERCENTAGE (%)
A	Other than Lowest Rung	3059	518	16.93	216	7.06	207	6.76
A1	Lowest Rung	2112	371	17.56	165	7.81	56	2.65
B		2328	387	16.62	178	7.64	325	13.96
C		66	08	12.12	09	13.63	06	9.09
D	Excluding Safai Karamcharis	1335	408	30.56	107	8.01	89	6.66
D1	Safai Karamcharis	464	273	58.83	18	3.87	19	4.09
TOTAL		9364	1965	20.98	693	7.40	70	27.49

11.14 HAJ OPERATIONS 2019

Haj operations 2019 were conducted between 04.07.2019 – 16.09.2019. There were 15 haj embarkation points serviced by Air India. AI carried 69000 pilgrims (approx.) during this period.

11.15 POLLUTION CONTROL

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

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

11.16 WOMEN WELFARE

Air India is amongst the very few organizations in the world to employ women in highly skilled vocations such as flying and maintenance of aircraft. Presently there are 05 Female Executive Directors, out of a total of 11 Executive Directors. Further there are 12 Female General Managers out of a total of 55 General Managers in Air India.

Air India has a staff strength of 9364 as on 01.12.2019 employees excluding subsidiaries, out of which 2775 are women employees, which comprises of 29.63% of total strength. Out of which there are 123 women executives and 146 women pilots (including 17 Executive Pilots).

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

There is a mechanism to prevent sexual harassment at work place in line with the Sexual Harassment of Women Workplace (Prevention, Prohibition and Redressal) Act, 2013 which has been implemented in Air India. Internal Complaints Committees for investigation of complaints & prevention of sexual harassment of women employees of Air India Limited, have been constituted at the Corporate level headed by an Executive Director and in all the Regions.

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

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

11.17 IATA Operational Safety Audit (IOSA)– AIR INDIA LIMITED

Air India has been certified and has maintained all standards of IOSA. The IOSA Registry of Air India Limited is valid till 16th January, 2020. In light of the same, for renewal of the Registry, Corporate QMS coordinated with IATA and M/s. Quali-Audit, (Auditing Agency), France. Corporate QMS initiated the work and taken the budgetary approval from CMD. IOSA Renewal Audit of Air India Limited has been conducted by M/s. Quali-Audit (IATA Accredited Agency) from 26th to 30th August, 2019. Necessary corrective actions have been taken and all the findings have been closed.

11.17.1 IATA Operational Safety Audit (IOSA) - Air India Express Limited

The IOSA Registry is valid now for Air India Express Limited till 09.12.2020.

In light of the same, for renewal of the Registry, Corporate QMS coordinated with IATA and M/s. Quali-Audit, (Auditing Agency), France. Corporate QMS initiated the work and taken the budgetary approval for the audit which will be conducted tentatively in the month of July/August, 2020.

11.18 AWARD AND ACHIEVEMENTS

- Air India was awarded Best In-flight Service award by Today's Traveller on 29.07.2019.
- Air India added a new chapter in the annals of Indian Civil Aviation on Independence Day, 15.08.2019, when it operated its Delhi-San Francisco flight AI173 charting the challenging North Pole route. This was the first time ever that an Indian airline spread its wings over the polar route opening a flight path to a new era of Green Operations effecting savings on flying time, fuel consumption and curbing on carbon footprint.
- Earlier, on 29.04.2019, Air India had ushered in a new era in fuel conservation and emission reduction with a flight operated by our Director Operations Capt. Amitabh Singh on a B787 Dreamliner - pioneering the principle of 'dispatch with no destination alternate'. This was a major step towards ensuring environment-friendly flight initiatives, as recommended by ICAO.
- Air India had the distinction to become the first airline in the world to operate a commercial flight with an Airbus-type aircraft with passengers onboard using TaxiBot (Taxiing Robot), which is a pilot controlled semi-robotic towbarless aircraft tractor used as an alternate taxiing equipment. History was created when Air India CMD Shri Ashwani Lohani flagged off AI665 from Delhi to Mumbai at Terminal 3 today.
- Air India launched a non-stop connection from Amritsar to London Stansted Airport with a Boeing 787 Dreamliner to mark the 550th Birth Anniversary of Guru Nanak-ji. An interesting highlight of the inaugural flight was Guru Nanakji's message of 'Ek Onkar' (there is one God) painted as a special insignia on this aircraft's tail, while its fuselage is marked with the words 'Shri Guru Nanak Dev ji 550 Years Celebrations'.
- Air India paid its tribute by painting his portrait on the tail of all aircraft in its fleet to commemorate the 150th birth anniversary of Mahatma Gandhi, this year. IOt started with painting of Gandhiji's image on the aircraft livery.
- Air India celebrated the World Tourism Day on September 27, 2019, under the 'Celebrating India' theme, decorating its Boeing B-777 with India's World Heritage photos. Exquisite pictures of India's historical monuments and wildlife have been used to decorate the interior and external livery of the aircraft.
- Air India launched its inaugural non-stop flight from Delhi to Toronto on 27th September, 2019, to commemorate The World Tourism Day with a Boeing 777 aircraft.

- Air India launched its inaugural flight to the Kenyan capital Nairobi from Mumbai from November 27, 2019, with a Boeing 787 aircraft. The popular flight was reinstated fulfilling a long-standing demand of tourists and traders in both the countries.
- Air India linked Amritsar with London Stansted with a Boeing 787 Dreamliner from October 31, 2019. Commencing from Mumbai, the flight connects Ram Das Jee International Airport in Amritsar to Stansted Airport in London to facilitate pilgrims visiting Punjab on the occasion of Guru Purab or the birth anniversary of Guru Nanak Dev ji.
- In a historical move, Alliance Air, the wholly-owned subsidiary of Air India, launched its first international flight, connected Chennai with Jaffna at Sri Lanka on 17.10.2019.
- Besides, as a national carrier, Air India kept linking metros with Tier II and Tier III cities in sync with the Government's Regional Connectivity Scheme and the UDAN policy with the whole mission of making the common man fly.

11.19 Citizen's Charter

Air India's Citizen's Charter is available on its website www.airindia.in.



12. PAWAN HANS LIMITED

12.1 ORGANIZATION

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

12.2 CAPITAL AND ORGANIZATION STRUCTURE

The authorized and paid up share capital of the Company is Rs.560 crores and Rs.557.482 crores respectively. The ratio of shareholding of President of India and ONGC Ltd. is 51:49.

Net worth of PHL as on 31.03.2019 is Rs.1048.75 crores. The Board of Directors of Pawan Hans comprises of Chairman-cum-Managing Director and other 6 part-time directors [JS-MoCA, AS&FA-MoCA, Director(Offshore)- ONGC and ACAS (T&H)-Air Force] including two Independent Directors. As of now, there is no full-time Managing Director in the Company and JS-MoCA is holding additional charge of Chairman-cum-Managing Director.

12.3 FLEET PROFILE

Pawan Hans is one of Asia's largest helicopter operators having a well-balanced own operational fleet of 42 helicopters along with 2 ALH/Dhruv helicopter on lease at present with pan India presence. Pawan Hans has transited from Quality Management Systems under ISO 9001:2008 standards to ISO 14001 and 18001 Certification which is known as Integrated Management System covering Environment and Safety aspects. Pawan Hans has achieved flying of more than 10 lakhs hours and 25 lakhs landings on its fleet since its formation.



The Company's operational fleet as on 31.12.2019 comprises the following:-

Helicopter type	No. of Helicopters	Average Age (years)
Dauphin SA365N	17	32
Dauphin AS365 N	31	49
Bell-407	3	14
Bell 206L4	3	22
AS 350 B	3	27
MI-172	3	10
ALH/Dhruv (on lease)	2	14
Total	44	

12.4 FLEET DEPLOYMENT

12.4.1 Off-shore Operations:

Pawan Hans is providing Helicopter Transport Services for offshore operation of ONGC for carrying its men and vital supplies round the clock to drilling rigs situated in "Bombay High" off-shore platforms. At present 7 Dauphin N3 helicopters are on contract with ONGC out of which 2 Dauphins are stationed overnight at the main platforms in addition to a dedicated Night Ambulance to meet any emergency evacuation.

12.4.2 On-shore Operations:

The Company is providing helicopter services to several State Governments namely, Meghalaya, Mizoram, Maharashtra, Tripura, Assam, Sikkim, Odisha, Himachal Pradesh, J&K, Ministry of Home Affairs, UT of Daman & Diu, Administration of Andaman & Nicobar Islands and Lakshadweep Islands. The Company is also providing helicopter services to corporate such as NTPC, Oil India and for Charter services.

12.4.3 Passenger Services:

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

12.5 STRATEGIC DISINVESTMENT OF PAWAN HANS LTD.

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

12.6 HUMAN RESOURCES DEVELOPMENT

The total manpower of the Company as on 31.03.2019 was 722 (with 414 permanent employees and 308 contractual employees) which comprise of 117 pilots, 101 Aircraft Maintenance Engineers, 52 Executives, 157 Technicians and 295 other technical and non-technical employees as against 738 as on 31.03.2018. There has been high rate of attrition of pilots from the Company. The HR Department has been making continuous efforts to intake pilots and has conducted interviews/ selection but shortage continues.

12.7 SAFETY MEASURES

The Company is pursuing safety in its operations and maintenance activities as a continuous process. Third party Safety (SMS) audits by Global Domain Experts are carried out periodically. M/s Bureau VERITAS Aeronautics & Space Division - France has conducted Safety Audit of the Company at Mumbai, Delhi, Guwahati, Port Blair, Rajahmundry, Gangtok and Daman operational bases during 21st August, 2018 to 3rd September, 2018. M/s Bureau VERITAS, after the audit, has assessed that Pawan Hans Limited is a well-structured organization supported by competent personnel with good staff involvement and well documented safety systems.

12.8 FINANCIAL PERFORMANCE

12.8.1 Financial Results

S.No.	Particulars	2017-18 Amount	2018-19 Amount
1.	Total Revenue including other income	458.02	412.35
2.	Expenditure		
	• Operating & non-Operating expenses including Prior Period adjustments	361.24	413.95
	• Depreciation	84.77	84.33
	Total	446.01	498.28
3.	Profit/(Loss) before Exceptional items	12.00	(85.93)
4.	Extra ordinary Items/Exceptional Items	-	-
5.	Profit/(Loss) after Adjustments	12.00	(85.93)
6.	Provision for Income Tax/ Deferred tax liability.	(7.61)	(29.17)
7.	Net Profit/(Loss) after tax	19.61	(56.76)
8.	Dividend Inclusive of Corporate Dividend Tax	7.43	-
9.	Reserves & Surplus	564.06	491.27

12.8.2 Dividend

Due to losses incurred during the year 2018-19, Company has not paid any dividend. For the year 2017-18, a dividend of Rs.6.16 crores @ 30% of Profit after Tax plus corporate tax on dividend of Rs.1.27 crores was paid by the Company.

12.9 NEW INITIATIVES

Following new business ventures have been pursued and finalized:

- Pawan Hans signed a letter of Award with Hindustan Aeronautics Limited (HAL) on 20th February 2019 for dry-leasing of one civil ALH helicopter.

The event was held at Aero India 2019 in the august presence of Secretary, Civil Aviation and Senior Officials from both companies. PHL with support of HAL is keen to provide helicopter services to the common people of India as envisaged in the RCS-UDAN Scheme.

- CMD, PHL presented one Mobile Medical Unit (MMU) to Shri Jai Ram Thakur, Hon'ble Chief Minister of Himachal Pradesh during gala function of Mahashivratri at Patel Ground of Mandi district on 05.03.2019. The MMU is BS IV compliant and fitted with all basic medical equipment.

- Pawan Hans and Airbus Helicopters signed MoU to collaborate for the introduction of two new categories of rotorcraft in its fleet in future as well as for the repair, maintenance and overhaul of its existing AS365N Dauphin helicopters on 19.06.2019 during Paris Airshow at France. This also provides for customized training and on-site Safety Management System (SMS) for PHL pilots.
- Pawan Hans started operations under RCS-UDAN scheme on the following routes:
 - Chandigarh-Shimla-Chandigarh (Six days a week) w.e.f. 11.03.2019.
 - Shimla-Kullu-Shimla (Thrice a week) w.e.f. 13.05.2019.
 - Shimla-Dharamshala- Shimla (Thrice a week) w.e.f. 14.05.2019.

12.10 EMERGING SCENARIO

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

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

12.11 HELIPORT/HELIPAD DELHI

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

12.12 SWACHH BHARAT MISSION

Pawan Hans participated and performed well during Swachhta Pakhwada from 1st to 15th November, 2019.

12.12.1 IMPLEMENTATION OF POLICY STATEMENT FOR ABATEMENT OF POLLUTION.

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

12.13 WOMEN WELFARE

As per the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the rules framed there under, the Company has in place, a committee for prevention, prohibition and redressal of sexual harassment at workplace.

12.14 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY

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

12.15 REPRESENTATION OF SC/ST AND OBC AS ON 30.09.2019.

Total No. of Employees	399
Total No. of SC Employees	66
Percentage (%)	16.54
Total No. of ST Employees	35
Percentage (%)	8.77
Total No. of OBC Employees	35
Percentage (%)	8.77

Pawan Hans has also employed persons with disabilities.

12.16 HELICOPTER SERVICES IN THE NORTH EAST

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

12.17 USE OF OFFICIAL LANGUAGE

During the year under review, the Company has made significant progress towards implementation of various provisions of Government's Official Language Policy by celebrating Hindi Day/Week, holding Hindi workshops, granting monetary incentives and issuing bilingual advertisements and compliance to Section 3(3) of Official Language Act, 1963. The Company has introduced Unicode Hindi Software in all its offices, Hindi workshops are conducted at regular intervals.

12.18 CITIZEN CHARTER/WELFARE OF SENIOR CITIZENS

The Company has published Citizen's Charter on its website as per the format prescribed by the Ministry of Civil Aviation. Pawan Hans has been looking after Welfare of Senior Citizens by providing assistance to them wherever required during helicopter operations.



13. ACCOUNTING SYSTEM IN THE MINISTRY

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

13.2 The Chief Financial Controller is the head of the department and functions under the overall supervision and control of Financial Advisor.

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

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

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

each at Mumbai, Chennai & Kolkata) and an Internal Audit Wing located at New Delhi.

Budgetary Provision for Ministry of Civil Aviation for the financial year 2019-20 is as under:

Rs. in Crores	
Revenue Section	4474.99
Capital Section	25.01
Total	4500.00

13.3 PRINCIPAL ACCOUNTS OFFICE

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

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

- Verify and Reconcile all receipts & payments made on behalf of Ministry of Civil Aviation through the accredited bank.
- Coordination with the work related to PFMS, NTRP and implementation of EAT module.

13.4 PAY & ACCOUNTS OFFICE

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

- Pre-check of bills submitted by Non-cheque Drawing & Disbursing Officers (NCDDOs) of the Ministry, for payment.
- Authorization of funds to Cheque Drawing & Disbursing Officers (CDDOs) to operate to a certain level through issue of "Letter of Credit". Chief Commissioner of Railway Safety at Lucknow with Commissioner of Railway Safety offices at Bengaluru, Kolkata and Mumbai are the four CDDOs.
- Release payment of Grants-in-aid/ equity to Autonomous Bodies/ Public Sector Undertaking under the administrative control of Ministry of Civil Aviation.
- Compiles the monthly account based on the receipts collected and the payments authorized by them after duly reconciling and incorporating the accounts of cheque Drawing & Disbursing Officers (CDDOs) and submit it to the Principal Accounts Office.
- Maintenance of General Provident Fund accounts, and remittance of New Pension Scheme contribution to trustee banks. Settlement of Inward and outward claims. Authorization/ Payment of pension, family pension, commutation, gratuity, leave encashment etc to the retiring employees.
- Making available accounting information to all concerned authorities/ divisions.
- Review of balances under DDS&R heads.

13.5 INTERNAL AUDIT

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

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

The Principal Accounts office, Pay and Accounts Offices as well as the offices of the Drawing and Disbursing Officers in Ministry of Civil Aviation are within the jurisdiction of Internal Audit. In addition to these offices Internal Audit Wing is required to audit the Autonomous Bodies/Grantee Institutions. During the year internal audit of Office of the DDAW Patna, DDAW Bhubaneswar, DDAW Hyderabad, RPAO Mumbai, Pr. Accounts Office, MCAT New Delhi and AERA New Delhi were conducted.

The position of outstanding paras of Internal Audit:

Rs. in Crore

No. of Units	Paras outstanding as on date 31/12/2019
48	800

13.6 REDRESSAL OF GRIEVANCES:

The Principal Accounts Office mainly receives grievances from Pensioners/ Family Pensioners & CPGRAM Portal. In addition to this, grievances were also received through mail / post. The majority of the grievances were relating to revision of pension on the basis of orders issued by the Department of Pension & Pensioners' Welfare from time to time. To minimize such grievances, special attention is being given by Principal Account's office.

13.7 INITIATIVES FOR DIGITISATION OF PAYMENTS AND RECEIPT:

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

13.8 PUBLIC FINANCIAL MANAGEMENT SYSTEM

The Public Financial Management System (PFMS) works with the objective of establishing an online Financial Management Information and Decision Support System for tracking funds released under various schemes of Government of India.

PFMS being a centralized and fully operationalized IT application for fund transfer is in a position to facilitate "Just in time budget release" and complete monitoring of utilization of funds up to end level beneficiaries.

As per directions of Ministry of Finance autonomous bodies/grantee institutions are also requested to operate PFMS through EAT module.

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

PAOs	CDDOs	NCDDOs
05	04	47

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

13.9 Non Tax Receipt Portal (NTRP)

The Non Tax receipt portal developed by Controller General of Accounts is a comprehensive end to end solution to overcome the delays and inefficiencies of the manual system. In order to abide by the guidelines of the Digital India initiative Ministry of Finance Department of Economic Affairs has universalized the use of NTR Portal under Bharatkosh to collect all Non-Tax revenue receipt through electronic mode. In compliance thereof Ministry is now integrated with NTR Portal facilitating the online remission of Revenue receipts through Bharatkosh. All the fees, dividend, guarantee fees etc are now flowing through NTRP. A sum of Rs.1009.21 Crores has been received through NTRP upto 15th December 2019 in the financial year 2019-20.

14. WELFARE OF WOMEN

14.1 INTRODUCTION

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

14.2 BUREAU OF CIVIL AVIATION SECURITY

Problems of the women employees, as and when reported, are promptly attended to and resolved, keeping in view specific requirements of Government Policy on the subject.

14.3 COMMISSION OF RAILWAY SAFETY

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

14.4 AIRPORTS AUTHORITY OF INDIA

Airports Authority of India AAI lays a strong emphasis towards ensuring safe and secure working environment for its women employees.

Internal Complaint Committees have been constituted at various office locations for prevention of sexual harassments.

AAI encourages women in sports and considers them as equal partners in all spheres of its activities. AAI has two female officers as members of Sports Control Board and almost 57 women sports persons on contract/scholarship schemes, who have not only brought laurels for AAI but for even our country.

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

14.5 AIR INDIA LIMITED

Air India is amongst the very few organizations in the world to employ women in highly skilled vocations such as flying and maintenance of aircraft. Presently there are 05 Female Executive Directors, out of a total of 11 Executive Directors. Further there are 12 Female General Managers out of a total of 55 General Managers in Air India. Air India has 29.63% women employees of the total strength. The Company takes care of the special needs of the women employees at work place, which include safe work environment, rest room, conveyance, health care facilities and leave & other benefits. The women employees working in night shifts at airports and in operational areas are provided with pickup & drop facility from residence to place of work. There is a mechanism to prevent sexual harassment at

work place in line with the Sexual Harassment of Women Workplace (Prevention, Prohibition and Redressal) Act, 2013. Internal Complaints Committees for investigation of complaints & prevention of sexual harassment of women employees of Air India Limited, have been constituted at the corporate level. Air India conducts special programmes for women health care, positive and healthy living, which are conducted by Specialists/Doctors in the field. The Medical Service Department also organizes various special health checks and lectures on health issues for the benefit of women employees. Programme on Gender sensitization and The Sexual Harassment of Women Workplace (Prevention, Prohibition and Redressal) Act, 2013 are also being organised on All India Basis.

Air India regularly supports women development in various types of activities besides administrative and commercial areas. Air India has been the first airline to encourage specialized technical areas to be handled by women. On 8th March every year the Women's day is celebrated and many interactive programmes are conducted which act as a great booster for knowledge and also reveal the pride of women achievements in the Airlines.

On yearly basis, women's day is celebrated with all women crew flights including women pilots, women cabin crew, women quality and safety auditors, women simulator engineers, engineers certifying the aircraft as well as women flight despatchers releasing flights.

14.6 INDIRA GANDHI RASHTRIYA URAN AKADEMI

IGRUA has fourteen women employees (2 Regular + 12 Contractual) and their welfare is being looked after through normal administrative channels.

An internal complaint committee comprising three members is in place to look into the complaints of sexual harassment.

14.7 PAWAN HANS LIMITED

Women Cells and Sexual Harassment Committee have been set up separately for all Offices of Pawan Hans. Pawan Hans 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.

14.8 AIRPORT ECONOMIC REGULATORY AUTHORITY OF INDIA

There are 15 women employees, which includes officers/officials on deputation, on loan from AAI and outsourced staff. Adequate women welfare amenities have been made available.

14.9 RAJIV GANDHI NATIONAL AVIATION UNIVERSITY

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

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

15. FACILITIES TO PERSONS WITH DISABILITIES

15.1 IMPLEMENTATION OF GUIDELINES

Ministry of Civil Aviation and its attached and subordinate offices are sensitive towards the needs of persons with disabilities and scrupulously follow government instructions to take care of persons with disabilities and senior citizens. In order to protect the travelers against any form of discrimination and to ensure that all esteemed travelers should receive all possible assistance during their travel, DGCA has issued Air Transport Circular 01 of 2014 on “Facilities/ Courtesies to esteemed traveling public at airports” and Civil Aviation Requirements (CAR), Section-3, Air Transport, Series-M, Part-I on “Carriage by Air of Persons with Disability and / or Persons with Reduce Mobility”. The CAR also recognizes senior citizens who require special assistance subject to the condition that request for provision of assistance is submitted in advance to the airline. DGCA has procured one wheel chair for easy accessibility by physically disabled persons. Ramps have been constructed in DGCA to facilitate the persons with disabilities. DGCA is also in the process for constructing one wash room exclusively for use by persons with disabilities.

15.2 DIRECTORATE OF CIVIL AVIATION

DGCA has procured one wheel chair for easy accessibility by physically disabled persons. Ramps and washroom dedicated to PwDs have also been constructed in DGCA.

15.3 BUREAU OF CIVIL AVIATION SAFETY

User friendly facilities for Person with Disabilities/Senior Citizens have been provided by BCAS at its Headquarters at New Delhi as well as at regional offices including lift/toilets etc.

15.4 COMMISSION OF RAILWAY SAFETY

CRS is working as per instructions of Government of India for welfare of Senior Citizens and persons with Disabilities.

15.5 AIRPORTS AUTHORITY OF INDIA

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

- Ramps: Smooth ramps with anti-skid flooring of comfortable gradient are provided at the terminal building entry points and city side area.
- Doors: Sensor fitted doors / manned doors at entrance are provided for easy accessibility. Door openings are wide enough for easy access for wheel chair passengers.
- Toilets: Specially designed separate toilets for Persons with Disabilities are provided with appropriate signage.
- Elevators: Elevators with Braille symbols and Auditory Signals have been provided to access all levels of terminal building with care taken of the door opening to allow the biggest size of wheel chair.
- Aerobridges: To facilitate smooth emplaning and deplaning of physically challenged passengers with wheel chairs, the aerobridges wherever provided have smooth gradient slope and anti-skid flooring.
- Wheelchairs: Wheelchairs are available with Airport Manager and airlines on demand.

- Car Parking: Reserved parking spaces with signage have been provided on city side of Departure and Arrival Terminals at various airports. Slots of 3.6 m x 5.0m car park space are specially designated in the car parking area for Persons with Disabilities.
- Accessible route: 5m to 10m wide kerb is provided in front of terminal building which is directly connected to road with smooth ramp. From kerb side passenger can board the Taxi/Car. For the easy access of wheel chair special cuts and slops are provided in the pavement. At some of the airports, engraving on surface of Zebra crossing is provided for visually disabled persons.
- Tactile: Tactile are provided at airports for visually impaired passengers from alighting points to entry vestibule at metro airports.
- To assist PwDs / PRM passengers and Senior Citizens “May I help You Desks” are being established at AAI Airports having annual traffic one million and above.

15.6 AIR INDIA LIMITED

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

Air India is also a member of STAR Alliance comprising of 26 member airlines. The facilities include Ramp Access and Wheelchair enabled access at booking offices, and priority handling of passengers. Air India operates at airports that are compliant with national and global standards with facilities for persons with disabilities. Air India officers wheelchair facilities based on advanced intimation of requirement when booking flights. Escorted boarding is accorded where needed at departure, arrival and transit at Air India stations.

15.8 RAJIV GANDHI NATIONAL AVIATION UNIVERSITY

To provide easy access to persons with disabilities, ramps have been provided in the academic building. Separate toilets have also been made for easy use by persons with physical disabilities in academic building of RGNAU. Adequate lighting is provided in all areas of academic building to help visually impaired persons.

15.7 INDIRA GANDHI RASHTRIYA URAN AKADEMI

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



16. REPRESENTATIVE OF INDIA (RoI) IN THE COUNCIL OF ICAO

16.1 INTRODUCTION

The International Civil Aviation Organization (ICAO) was established under the Chicago Convention on International Civil Aviation, in December 1944. Currently 192 Contracting States are signatories to this Convention. The Organization is made up of an Assembly, a Council of 36 elected members, and a Secretariat. The Chief Officers are the President of the Council and the Secretary General, who are elected to the post(s).

The Assembly, composed of representatives from all the 192 contracting Member States, is the sovereign body of ICAO. It meets once every three years, to review in detail, the work of the Organization, and to set policy for the coming years. It also votes a triennial budget.

The Council, the governing body, which is elected by the Assembly for a three-year term, is composed of 36 Member States. The Assembly chooses the Council Member States under three categories: States of chief importance in air transport,

States which make the largest contribution to the provision of facilities for air navigation, and States whose designation will ensure that all major areas of the world are geographically represented. As the governing body, the Council provides continuing direction to the work of ICAO. It is in the Council that the Standards and Recommended Practices are adopted and incorporated as Annexes to the Convention on International Civil Aviation. The Council is assisted by the Air Navigation Commission (technical matters), the Air Transport Committee (economic matters), The Committee on Joint Support of Air Navigation Services and the Finance Committee. The Air Navigation Commission (ANC) is composed of nineteen members who have “suitable qualifications and experience in the science and practice of aeronautics”, as outlined in the Convention on International Civil Aviation (Chicago Convention). The ANC is tasked by the Council to manage the technical work programme of ICAO and,

ICAO HEADQUARTERS MONTREAL



since its establishment, the Commission has considered and recommended SARPs comprising 17 out of the 19 Annexes to the Chicago Convention – including the most recent introduction of the new Annex 19 on Safety Management. Under the approval of the Council, the ANC typically convenes for three sessions each year to address matters within its work programme. Each session typically lasts nine weeks including a three-week recess. The Secretariat, headed by a Secretary General, is divided into five main divisions: the Air Navigation Bureau, the Air Transport Bureau, the Technical Co-operation Bureau, the Legal Bureau and the Bureau of Administration and Services. In order that the work of the Secretariat reflects a truly international perspective, professional-level personnel are recruited on a broad geographical basis. ICAO works in close cooperation with other members of the United Nations family such as the United Nations Security Council (UNSC), World Meteorological Organization (WMO), the International Telecommunication Union (ITU), the Universal Postal Union (UPU), the World Health Organization (WHO), the World Tourism Organization (UNWTO) and the International Maritime Organization (IMO). Non-governmental organizations which also participate in ICAO's work include the International Air Transport Association (IATA), Airports Council International (ACI), the Civil Air Navigation Services Organisation (CANSO), the International Federation of Air Line Pilots' Associations (IFALPA) and the International Council of Aircraft Owner and Pilot Associations (IAOPA).

16.2 ICAO STRATEGIC OBJECTIVES

In its ongoing mission to support and enable a global air transport network that meets or surpasses the social and economic development and broader connectivity needs of global businesses and passengers, and acknowledging the clear need to anticipate and manage the projected doubling of global air transport capacity by 2030 without unnecessary adverse impacts on system safety, efficiency, convenience or environmental performance, ICAO has established five comprehensive Strategic Objectives:

- **Safety:** Enhance global civil aviation safety. This Strategic Objective is focused primarily on the State's regulatory oversight capabilities. The Global Aviation Safety Plan (GASP) outlines the key activities for the triennium.
- **Air Navigation Capacity and Efficiency:** Increase the capacity and improve the efficiency of the global civil aviation system. Although functionally and organizationally interdependent with Safety, this Strategic Objective is focused primarily on upgrading the air navigation and aerodrome infrastructure and developing new procedures to optimize aviation system performance. The Global Air Navigation Capacity and Efficiency Plan (Global Plan) outlines the key activities for the triennium.
- **Security & Facilitation:** Enhance global civil aviation security and facilitation. This Strategic Objective reflects the need for

ICAO's leadership in aviation security, facilitation and related border security matters.

- **Economic Development of Air Transport:**

Foster the development of a sound and economically-viable civil aviation system. This Strategic Objective reflects the need for ICAO's leadership in harmonizing the air transport framework focused on economic policies and supporting activities.

- **Environmental Protection:**

Minimize the adverse environmental effects of civil aviation activities. This Strategic Objective fosters ICAO's leadership in all aviation-related environmental activities and is consistent with the ICAO and UN system environmental protection policies and practices.

16.3 FUNCTIONS OF ROI

India maintains a permanent office of the delegation of India in ICAO which comprises of the Representative of India (ROI), Technical Advisor and other staff. The main function of the ROI is to represent India in the Council of ICAO and attend all Sessions of the Council, various Committees of the Council, Working Groups, Special Groups, etc., and participate actively and effectively in the governance of ICAO in taking policy decisions relating to Budget and Management of ICAO, realization of its Strategic Objectives viz., Safety, Security, Air Navigation Capacity and Efficiency, Economic Development and Environmental Protection, as well as participating in the

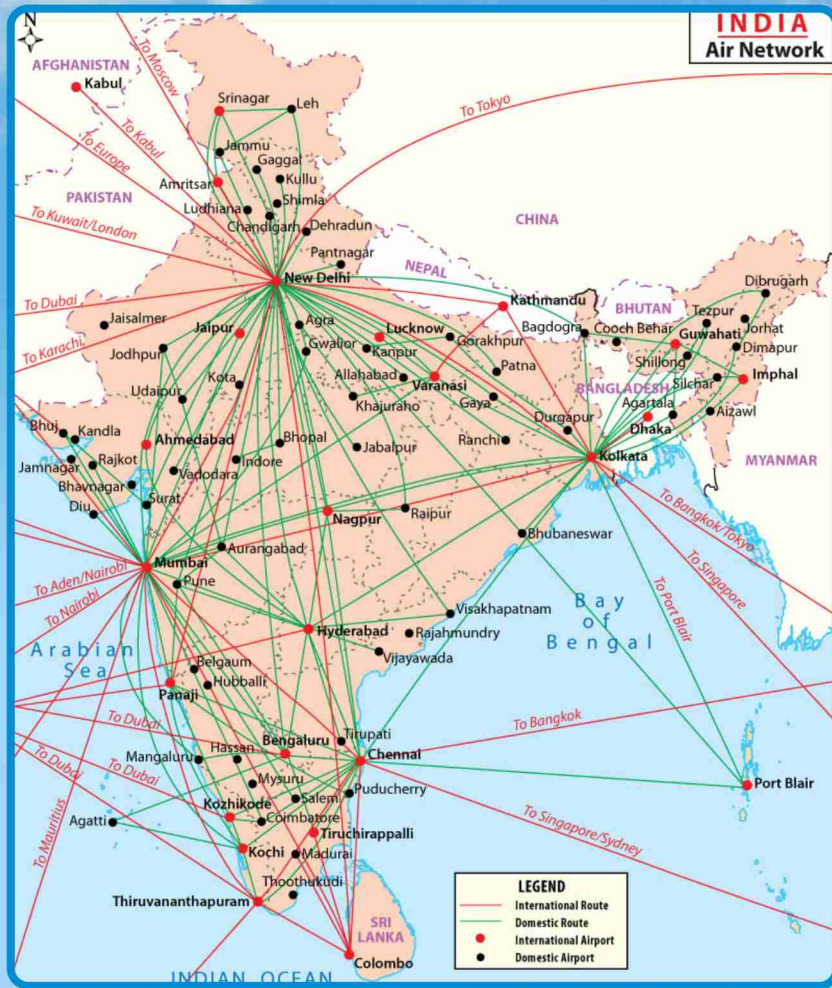
Council's principal function of making/ amending Standards and Recommended Practices (SARPs).

Functions of the ROI also include maintaining:

- diplomatic and social contacts with delegations of all States and to preferably achieve common understanding and consensus on various policy matters;
- close and cordial contact with the President/ Secretary General and senior Secretariat officials of ICAO to enable flow of information between ICAO and Government of India;
- obtain advice of the Ministry/ DGCA on major policy issues coming up for discussion in the Council and other bodies.

ROI also sends periodic reports to the Ministry of Civil Aviation on various sectors of civil aviation such as airport infrastructure, airlines, safety, security, etc., summarizing overall trends and developments in global civil aviation, suggestions regarding important issues and initiatives for consideration of the Government, and to keep the Government informed about major conferences/seminars/ workshops training courses in which participation of officials of different levels from India may be useful.

ROI also visits the Ministry of Civil Aviation to hold discussions with different authorities/PSUs, make presentations on global developments of preceding period, and sensitize officials regarding follow-up action and discuss various pending matters with authorities.



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