Ministry of Civil Aviation
Government of India

**Annual Report**
**2014-15**

Ministry of Civil Aviation
Government of India

AIR INDIA

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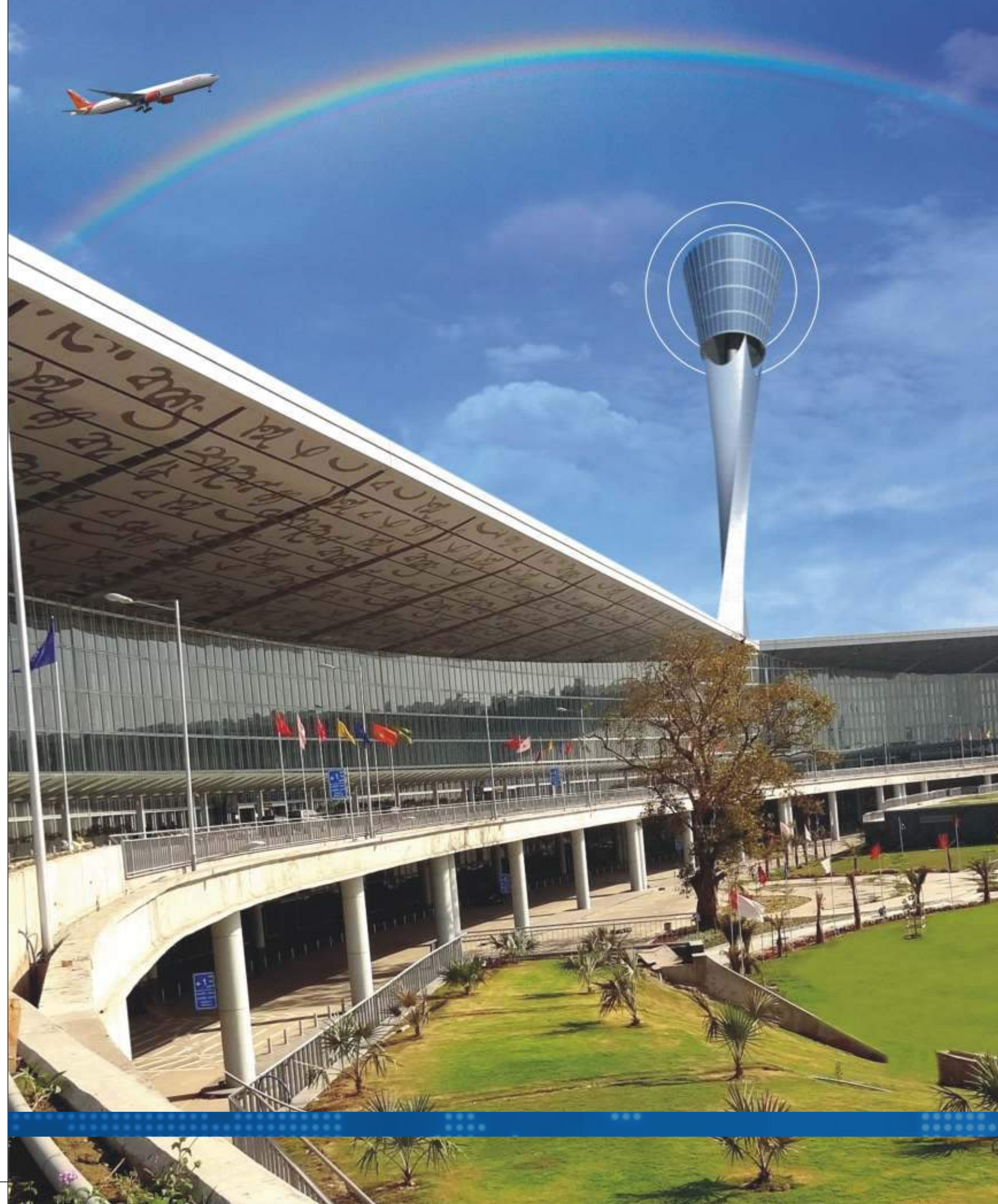
भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

**Enabling Connectivity**

# Ministry of Civil Aviation

"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.

# Contents

# 1. HIGHLIGHTS

**1.1      Permission to operate A-380 Aircrafts from Indian Airports**

Operations of A-380 have been allowed through four Indian Airports viz. Delhi International Airport Ltd., Mumbai International Airport Ltd., Hyderabad International Airport Ltd. and Bengaluru International Airport Ltd. which are having required infrastructure.  So far, designated carrier of Singapore, Germany, Dubai have been allowed to operate A-380 through above Indian Airports.

**1.2      Grant of Traffic Rights**

The Government has adopted a cautious approach for allocation of traffic rights.  While the proposal of code share arrangements between Indian and foreign carriers have also been granted keeping in view of greater connectivity to the travelling passengers, new Air service have been started to Rome, Milan, Russia and Vietnam by Indian carriers.  Traffic rights have been enhanced on India – Seychelles and India – Egypt routes to increase air connectivity.

**1.3 Implementation of Public Private Partnership(PPP) Projects:**

GOI proposed to implement PPP Projects at selected four airports of Airports Authority of India (AAI) namely, Chennai, Kolkata, Ahmedabad and Jaipur airports. The existing Inter-Ministerial Group (IMG) on PPP of airports was reconstituted.  Request for qualification (RFQ) for these airports have been issued on 30.12.2014.

**1.4      Construction of small airports:**

Government of India has decided to develop small airports in tier II and tier III cities across the country for enhancing regional and remote area connectivity. For the purpose, five locations were identified for taking up during 2014-15. These five locations are: Hubli and Belgaum in Karnataka, Kishangarh in Rajasthan, Jharsuguda in Odisha and Tezu in Arunachal Pradesh.

A Task Force has been constituted under the Chairmanship of Secretary, Ministry of Civil Aviation for identification of further locations, certain broad criteria have been drawn such as, minimum population of 10 lakhs, tourism potential, commercial viability, details of the flight movements in the past, social obligations etc.

**1.5 Creation of Hubs:**

With the approval of Union Cabinet, a Standing Inter-Ministerial Group (IMG)


Chennai International Airport

was constituted under the Chairmanship of Secretary, Ministry of Civil Aviation to identify bottlenecks in creation of Aviation Hubs in the country and their resolution. During the last year, a group of bottlenecks were identified and majority of them were resolved by the IMG. MoCA is in the process of identifying next group of bottlenecks.



### 1.6 Greenfield Airports:

In pursuance of Policy for Greenfield Airports, the Central Government had accorded "in-principle" approval for setting up of a Greenfield airports at Mopa (Goa), Navi Mumbai,

Sindhudurg, and Shirdi (Maharashtra) Bijapur, Gulbarga, Hassan, Simoga (Karnataka) Kannur and Aranmula (Kerala) Pakyong (Sikkim), Durgapur (West Bengal) Dabra (Madhya Pradesh), Kushinagar (Uttar Pradesh), Karaikal (Pudducherry).

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

During the last year. MoCA approved for 'shared till' mechanism for economic regulation of Navi Mumbai International Airport project. Request For Proposal (RFQ) for setting up of Greenfield Airport at Mopa in Goa has been issued.

### 1.7 Growth of domestic passenger traffic:

Passenger carried by domestic airlines during Jan-Nov, 2014 were 609.43 lakhs as against 558.40 lakhs during the corresponding period of previous year thereby registering a growth of +9.14%.

Scheduled Operators : 12 Scheduled Operators (10 passengers, 01 cargo and 01 Scheduled Regional operator) with 406 aircrafts.

Non Scheduled Operators: 120 Non-Scheduled Operators with 361 aircrafts.

### 1.8 The Introduction of FDI:

The present policy of FDI in the Civil Aviation sector covers on all the following Services: The Civil Aviation sector, inter-alia, includes Airports, Scheduled and Non- Scheduled domestic passenger airlines sector, cargo airlines, Helicopter services/ Seaplane services, Ground Handling Services, Maintenance and Repair organizations, Flying training institutes, and Technical training institutions.

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

After the introduction of FDI by foreign airlines following proposals have been received:

**(i) Joint venture of M/s. Air Asia, Tata Sons and Telestra Tradeplace:** FIPB approved the proposal of M/s Air Asia to incorporate a new Joint Venture Company with a foreign equity of 49% amounting to US$15 million (Rs. 80,98,27,500/- approx.) on 3.4.2013. The balance 51% equity is held in the ratio of 30% and 21% by M/s. Tata Sons Ltd. and M/s. Telestra Tradeplace Pvt. Ltd. respectively.

M/s Air Asia India (Pvt.) Ltd. has been incorporated under the companies Act as a joint venture of Air Asia Investment Ltd. Tata Sons Ltd. and Telestra Tradeplace Pvt. Ltd. with the paid up equity as Rs. 50 crore. The Company had applied for grant of

permission to operate Scheduled Air Transport (Passenger) Services. After receipt of security clearance from MHA, Ministry has given 'No Objection Certificate' to M/s Air Asia to operate Scheduled Air Transport Services on 24.09.2013. Operator permit issued by DGCA on 7.5.2014.

**(ii) Jet- Etihad:** FIPB approved the proposal submitted by M/s Etihad Airways PJSC, UAE for subscription of 27,263,372 equity shares of face value of Rs. 10 each of Jet Airways (India) Limited to Etihad Airways by way of a proposed preferential allotment of equity shares by the company for an amount not exceeding Rs. 20,57,66,52,711.02 at Rs 754.74 per share on 10.10.2013. Post this preferential allotment of equity shares, Etihad Airways PJSC would hold 24% of the post issued paid up equity share capital of Jet Air (I) Ltd.

**(iii) Joint Venture of M/s Tata Sons Ltd. and Singapore Airlines Ltd:** The Ministry of Finance, FIPB approved a proposal of Tata Sons Ltd., and Singapore Airlines Ltd., seeking permission for induction of foreign equity by Singapore Airlines Limited upto 49% in a joint venture company to be established to engage in domestic and international Scheduled Air Transport (passenger) Services in the civil aviation sector in India on 22.11.2013. After receipt of security clearance from MHA, Ministry has given 'No Objection Certificate' to

M/s TATA SIA to operate Scheduled Air Transport Services on 3.4.2014. Air Operator Permit has been issued to M/s Tata SIA Airlines Limited on 15.12.2014.

**1.9 Regional and Remote Area Air Connectivity:**

To achieve better regulation of air transport services to un-served and underserved areas and the need for air transport services of different regions and remote areas in the country, the Central Government, in suppression of existing route dispersal guidelines, has issued fresh guidelines on 'Policy on Regional and Remote Area Air Connectivity on 4.3.2014. The above policy has been put on hold in view of representations received from stakeholders and further changes are being contemplated. A draft revised Policy was put up on the website on 25.8.2014 for stakeholders' comments which have since been received and are being examined in the light of present passenger capacity being deployed by airlines in various routes in the country. Draft revised policy also proposes to provide incentives for operating to remote areas.

**1.10 Issues relating to Maintenance, Report & Overhaul:**

Ministry of Civil Aviation is in the process of creating a conducive environment for the growth of Indian Maintenance, Repair & Overhaul (MRO) industry to

enhance the viability of MRO business so that not only MRO business is retained in India it becomes attractive for foreign MRO business as well. It is expected to result into saving valuable foreign exchange & creating employment opportunities in the country. Airports Authority of India (AAI) has already finalized its policy for allotment of land at concessional rates to MROs and exemption from royalty charged from MROs. Secretary (Civil Aviation) has discussed the issues affecting development of MRO industry with Secretary (Revenue) on 30.9.2014. Accordingly, the issues relating to exemption from payment of custom duty on consumables and toolkits used by MROs, removal of condition of aircraft spare parts within a period of one year and Service Tax holiday for Original Equipment Manufacturers (OEMs) establishing manufacturing facilities for parts in India have been taken up with Department of Revenue on 7.10.2014.

**1.11 Legislation on Anti-hijacking:**

The Anti-hijacking (Amendment) Bill, 2010, which was introduced in Rajya Sabha on 19th August, 2010 was withdrawn on 17th December, 2014 to facilitate a fresh and comprehensive legislation on the subject. A new draft Bill, viz., Anti-Hijacking Bill, 2014 was introduced in Rajya Sabha on 17th December, 2014. This Bill now stands

referred to the Department-related Parliamentary Standing Committee on Transport, Tourism and Culture for examination and report.

**1.12 Signing of MoU between Government of India and the Government of United Kingdom and Northern Ireland:**

A memorandum of Understanding was signed between the Additional Commissioner of Security (Civil Aviation), Bureau of Civil Aviation Security, Ministry of Civil Aviation, and the Deputy Commissioner, British High Commission on behalf of the Government of United Kingdom of Great Britain and Northern Ireland on 20th of May, 2014 for Co-operation on Civil Aviation Security.

**1.13 Setting up of Rajiv Gandhi National Aviation University:**

To meet the ever growing requirement of professionally qualified personnel and also to create a strong base with a pool of scientific and technical manpower in the Civil Aviation Sector, it has been decided to setup National Aviation University. In course of time the University is expected to become a centre for excellence in the field of Civil Aviation in India. The Cabinet, in its meeting held on 11.07.2013 approved the proposal of the Ministry of Civil Aviation to set up 'Rajiv Gandhi National Aviation University' (RGNAU) at IGRUA Complex,

under the administrative control of the Ministry, as a Central University under an Act of Parliament at an estimated cost of Rs. 202 crores to be incurred in its first phase of establishment (2013-2019). The status on setting up of RGNAU is as follows:

• Post of Vice-chancellor and Project Director have been created.

• A Steering Committee has been constituted under the Chairmanship of Secretary for monitoring the different implementation tracks of the University and for providing necessary guidance in execution of the project. So far, Steering Committee had five meetings to discuss further course of action for setting up of University.

• The Ministry has entrusted the construction work for the NAU to Airports Authority of India. The construction work has been started.

• A Search-cum-Selection Committee under the chairmanship of Cabinet Secretary has been constituted for selection of Vice-chancellor for the University. During the presentation made by Secretary, MoCA before Prime Minister on 21.06.2014, a suggestion had emerged for considering partnership with private sector, which may have specialized knowledge and experience for the National Aviation University. In this regard, an Approach paper has been prepared by Ministry after examining the recommendations

contained in the Detailed Project Report concerning various partnerships to be forged for the National Aviation University and keeping in view the legal framework governing the National Aviation University. The approach paper is under consideration.

### 1.14 Air Cargo Logistics Promotion Board:

Ministry of Civil Aviation being the nodal Ministry for Air Cargo Industry and in view of the significance of Air Cargo to the economic growth of the country, an Inter-Ministerial Air Cargo Logistic Promotion Board has been set up vide O.M. dated 06.06.2012 under the Chairmanship of Secretary, Civil Aviation with the members from various Ministries/Departments/Organizations. Some of the key achievements of the ACLPB are:

I. Persuaded CBEC successfully to introduce 24x7 operations at all major international airports of the country for customs clearance of exports and imports.

ii. Risk Based Management System(RMS) which was only applicable to import consignment, has been extended to export cargo as well.

iii. Some of the International Airports such as Cochin, Coimbatore and Mangalore have been provided the facility of Plant Protection office stations.

iv. Key decisions of the Board which are

under implementation, include setting up of Air Freight Stations on the lines of ICD/CFS and laying down service level standards at the air cargo complex for various agencies.

### 1.15 Air Freight Stations:

Air Freight Station (AFS) is an Off-airport Common User-Facility equipped with fixed installations of minimum requirements and offering services for handling and temporary storage of import and export cargo etc. AFS is the counter part of Inland Container Depot (ICD) and to a great extent Container Freight Station (CFS) for Maritime Cargo. Ministry of Civil Aviation issued the Policy Guidelines for setting up Air Freight Stations in India on 28th October, 2014. The guidelines were adopted by Inter Ministerial Committee of Ministry of Commerce.

### 1.16 Civil Aviation Policy:

Hon'ble Minister for Civil Aviation has unveiled a Draft Civil Aviation Policy on 10th November, 2014 to address various issues related to the sector. Main features of policy related to Development of airports, Rationalizing the cost of Aviation Turbine Fuel (ATF), Development of the Cargo sector, Institutional reforms, Enhancing Regional Connectivity, Maintenance, Repair and Overhaul (MRO) facilities, Modernization of Air Navigation Services (ANS), Development of Helicopter Aviation, DGCA and e-Governance. The Ministry invited comments/ suggestions of the public / stakeholders/ State Governments on the draft policy. Finalisation of Civil Aviation Policy is being done on the basis of comments/suggestions received on the draft policy.

## 2. MINISTRY OF CIVIL AVIATION

**2.1 Organization**

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

**(i) Attached Offices / Organisations**

(a) Directorate General of Civil Aviation (DGCA)

(b) Bureau of Civil Aviation Security (BCAS)

(c) Commission of Railway Safety (CRS)

(d) Aircraft Accident Investigation Bureau (AAIB)

**(ii) Autonomous Body**

(a) Indira Gandhi Rashtriya Uran Akademi (IGRUA)

(b) Airports Economic Regulatory Authority (AERA)

**(iii) Public Sector Undertakings**

(a) Airports Authority of India (AAI)

(b) Air India Limited (AIL)

(c) Pawan Hans Limited (PHL)

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

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

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

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.

## Annexure
## ORGANIZATIONAL STRUCTURE OF MINISTRY OF CIVIL AVIATION



Cabinet Minister
(Shri Ashok Gajapathi Raju Pusapati)

Minister of State
(Dr. Mahesh Sharma)

Secretary
( Shri V. Somasundram )

Additional Secretary &
Financial Advisor
(Shri S.S. Mohanty)

Shri Anil Srivastava
Joint Secretary

Shri B. S. Bhullar
Joint Secretary

Shri Arun Kumar
Joint Secretary

Shri G. Asok Kumar
Joint Secretary

Dr. Renu Singh Parmar
Economic Advisor

| Attached Offices | Directorate General of Civil Aviation: Smt. M. Sathiyavathy, DG |
| | Bureau of Civil Aviation Security: Shri B.B. Dash, Commissioner(Incharge) |
| | Commission of Railway Safety: Shri R.K. Kardam, CCRS |
| | Aircraft Accident Investigation Bureau: Shri Bir Singh Rai, DDG |
| Public Sector Undertakings | Airports Authority of India: Shri R.K. Srivastava, Chairman |
| | Air India Ltd.: Shri Rohit Nandan, CMD |
| | Pawan Hans Limited: Shri B.S. Bhullar (Incharge) CMD |
| Autonomous Bodies | Airports Economic Regulatory Authority: Shri Alok Shekhar, Secretary |
| | Indira Gandhi Rashtriya Uran Akademi: Shri V.K. Verma, Chairman |

### 2.2 Organisation and Method

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

### 2.3 Record Management

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

### 2.4 Modernization of office

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

### 2.5 Public Grievances Redressal Machinery

The Public Grievances Redressal Machinery (PGRM) is headed by a Joint Secretary who has been designated as the "Public Grievances Officer". All organizations working under the administrative control of the Ministry too have full-fledged public grievance redressal machinery headed by respective designated "Nodal Officers". The Centralized Public Grievances Redressal and Monitoring Systems (CPGRAMS), which is a web-based on-line public grievance handling system, was introduced and developed by the Department of Administrative Reforms & Public Grievances (DARPG). The system has been implemented in the Ministry for prompt and effective disposal of the grievances from 01.01.2008. Up to the end of the year 2014, a total of 5742 public grievance cases were received on-line, out of which, 5085 cases, i.e. 89% approximately, have been disposed of through the CPGRAMS.

### 2.6 Administrative & Staff Grievances Redressal Mechanism

Director (Administration) of the Ministry of Civil Aviation also functions as Director (Grievance) of the Ministry and is available every Wednesday from 10.00 AM to 01.00 PM to listen to the grievances of the employees of this Ministry personally. In addition to this, Administration Section in the Ministry

functions as Grievance Cell and all complaints received from the Staff are handled by this Section. Under Secretary (Admn) has been designated as 'Grievance Officer' in the matter related to Pension cases. Further, all required steps are ensured to maintain harmonious relations between the members of staff for increasing the efficiency in the output of the Ministry.

## 2.7    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, 10 CPIOs and 8 Appellate Authorities have been designated in this Ministry. With the increased awareness among the people about RTI Act, 2005, a large number of applications / appeals were received in this year through online/mail. A total of 966 applications and 168 appeals were received during the year 2014. All efforts were made to dispose of these applications and appeals within the prescribed time.

In compliance of section 4(1)(b) of the RTI Act, 2005, steps are being taken to disclose as much information suo moto to the public at regular intervals on

Ministry's website

www.civilaviation.gov.in.



## 2.8    Welfare of Minorities

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

## 2.9    Vigilance activities

The Vigilance Section of this Ministry is headed by the Part-time Chief Vigilance Officer (CVO) of the rank of Joint Secretary, appointed in consultation with the Central Vigilance

Commission, who functions as the nodal officer in the vigilance set up of this Ministry. The CVO in this Ministry is assisted by the Director (Part-time), Under Secretary (Part-time) and a Vigilance Section of this Ministry. The Vigilance Section in this Ministry, inter-alia, monitors and coordinates vigilance activities of the Offices and Public Sector Undertakings/ Autonomous Bodies under its administrative control.

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

In pursuance of Central Vigilance Commission's directions, "Vigilance Awareness Week" was observed in this Ministry, its attached offices as well as in the PSUs under the administrative control of this Ministry from 27th October (Monday) to 1st November (Saturday), 2014. The Secretary, Ministry of Civil Aviation administered the 'PLEDGE' to all the employees of this Ministry at 11.00 AM on 27th October, 2014.

Quarterly meeting of all CVOs/VOs of PSUs/ attached and subordinate offices are held in this Ministry to review the pending vigilance cases in PSUs/attached and subordinate offices under the administrative control of this Ministry. A meeting of CVOs of PSUs was held on 9th April, 2014, under the Chairmanship of Secretary, MoCA regarding review the progress of disciplinary cases in PSUs.

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

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

## 2.11 Welfare of Senior Citizens

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

• Remove all physical barriers to facilitate easy entry, movement and exit at all airports and in airlines;

• Change the design of the frisking booths in the security hold area so that the elderly are not required to climb and descend while undergoing security checks;

• Pay special attention for providing help / assistance to them particularly after alighting from vehicles at the airports and un-till the person reaches the check-in counters;

• Pay special attention to the elderly and those needing assistance at the booking offices of airlines;

• Give preference in reservation and earmarking of seats in the airlines;

• Give widows special consideration in the matter of settlement of benefits accruing / compassionate appointments on the demise of the spouse; and

• Fix responsibility for any delay caused in the settlement of pension, provident fund, gratuity and other retirement benefits.

## 2.12 Protection of Environment

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

## 2.13 Implementation of Official Language:

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

• In compliance with the Official Language Policy all the required documents have been translated in Hindi on time by the O.L. Division.

• All the efforts were made in the Ministry to achieve the targets laid down by the Deptt. of Official Language in their Annul Programme for the year 2014-15

• Four meetings of Official Language Implementation Committee were
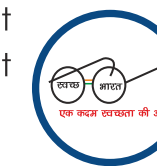
organised on regular intervals under the Chairmanship of the Secretary, Civil Aviation.

• It is the responsibility of the O.L. Division to ensure the implementation of the O.L. policy of the Union in the ministry and its attached offices/PSUs as well. In this regard, appropriate monitoring has also been carried out through inspections, meetings, review of various reports by the O.L. Division of the ministry.

• Follow up action was taken on the assurances given by the ministry during the inspection meeting taken by the second Sub-committee of the Parliamentary Committee on Official Language. Subsequently action taken report has also been sent to the Committee.

• During the period under report, Official Language inspection of five offices namely, AERA, AI Raipur, AAI Raipur, Pawan Hans Limited Mumbai and AAI Udaipur was conducted by the ministry.

• As per the target, fixed by DOL, MHA in their Annual Programme, four sections of the ministry were also inspected to check the implementation of OL policy

· Official Language officers of the ministry attended the meetings of OLICs of the Delhi based offices linked with the ministry.

• Quarterly Hindi Progress Reports received from attached offices/PSUs have been reviewed regularly.

• The officers of the level of Joint Secretary and Director (O.L) have participated in the inspections conducted by the Parliamentary Committee on Official Language in respect of attached offices/PSUs situated in Madurai and New Delhi.

• A Hindi Pakhwara (fortnight) was organized in the ministry from 15 to 30 September, 2014. During this various Hindi competitions were organized and a total of around 52 Winner officers/officials were given cash prizes. A Memento has given to all the Participates.

• Two new incentive schemes were introduced during the year under report for the attached officers/PSUs of the Ministry to induce the healthy competition among them for during maximum work in Hindi. Accordingly, PHL and AAI were awarded the first and second prize respectively in the form of Shields.

• Similarly one Shield as the first Prize was given to the C&W Section of the Ministry for doing the best work in Hindi in the Ministry.

• As per the Official Language Policy of positive persuasion, Quarterly Hindi workshops were organized regularly in the Ministry, where in 72 officers/officials Participated.

• Action has been initiated for reconstitution of the Hindi Consultative Committee under the Chairmanship of Honourable Minister of Civil Aviation.

# 3. DIRECTORATE GENERAL OF CIVIL AVIATION

## 3.1 INTRODUCTION

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

## 3.2 ORGANISATION

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

## 3.3 FUNCTIONS

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

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

ii)   Registration of civil aircraft;

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

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

v) Licensing of aerodromes and air carriers;

vi) Rendering advice to the Government on matters pertaining to civil aviation;

vii) Processing amendments to Aircraft Act, 1934 and the Aircraft Rules 1937, and other Acts relating to aviation, with a view to implementing in India the provisions of the Chicago Convention and Annexes thereto and other International Conventions relating to aviation;

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

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

x) Supervision of training activities of Flying/ Gliding Clubs;

xi) Type certification of aircraft.

### 3.4 INTERNATIONAL RELATIONS

#### 3.4.1 Air Services Agreements

During the Calendar year 2014, bilateral air talks were held with United Arab Emirate (Dubai); Arab Republic of Egypt; Seychelles; and South Korea. In addition, informal talks were held with 21 countries during the 7th International Civil Aviation Negotiations Conference (ICAN)-2014, which was held at Bali, Indonesia from 17 – 21 November, 2014.

#### 3.4.2 Legislation

To keep the statutory provisions abreast with the international standards and the latest developments in the sphere of civil aviation, comprehensive amendments were made in the Aircraft Rules, 1937 viz. Rule 49E; 49F; 49G; 49H; 50 and 62 relating to certificate of airworthiness, Air worthiness Review Certificate; and fee for issuance and revalidation thereof. Amendment to the Rules 88 and 88A pertaining to passenger services and aviation security fee were also carried out.

The process to insert Communication, Navigation and Surveillance Rules along with to operationalise the functioning of Light Sports Aircraft into the ambit of Aircraft Rules are also in progress. The steps are also taken to amend Rule 39C—Validity of Air Transport Pilot Licence, Rule 133B, Schedule-XI , to bring in consonance with latest ICAO amendments, of the Aircraft Rules, 1937.

### 3.5 AIR TRANSPORT

#### 3.5.1 Tourist Charters

A total number of 728 Inclusive Tour Package Charter Flights were operated during the calendar year 2014 bringing 1,61,741 tourists to India.

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

As on 31st December, 2014 a total number of 122 companies are holding Non-Scheduled Operator's Permit, as against 129 companies during the last calendar year 2013.

#### 3.5.3 Domestic Scheduled Operators

In addition to Air India Limited, Alliance Air and Air India charters Ltd., there are at present eight private scheduled operators viz. Jet Airways Ltd., Jetlite Ltd., Spice Jet Ltd., Go Airlines (India) Pvt. Ltd., Interglobe Aviation Ltd. (Indigo), Air Asia Pvt. Ltd., LEPL Projects Ltd., LEPL Projects Ltd (Air Costa) and Tata SIA Airlines Ltd. operating on the domestic sector providing a wide choice of flights and connectivity to various parts of India. Two cargo airlines viz. Blue Dart Aviation Pvt. Ltd. and Deccan Cargo & Express Logistics Pvt. Ltd. are also operating scheduled cargo services in the country. During the calendar year 2014 (upto November, 2014), scheduled domestic airlines operated a total no of 558112 flights (scheduled) and carried a total no. of 60.36 million passengers (scheduled) as against 522776 flights carrying a total of 54.94 million passengers during the previous year i.e. 2013 (upto Nov). The domestic passengers carried by Scheduled Domestic Indian Carriers have witnessed a growth of 9.87 percent during the calendar year, 2014, while the international passenger traffic has grown by 11.72%.

### 3.6 AIRWORTHINESS

**3.6.1** A total of 64 aircrafts were registered by Airworthiness Directorate during the year 2014 making total number of aircrafts registered under various categories to 1652. This year 20 AME Licenses were issued. The total number of Foreign Aircraft Maintenance Organisations approved under CAR 145 in the year 2014 are 53.

#### 3.6.2 Examination

The Central Examination Organisation is vested with the responsibility of conducting examination for Aircraft Maintenance Engineers (AMEs), Pilots, Flight Engineers, foreign Aircrew Temporary Authorisation (FATA), flight Instructor Ratings (FIR) and Assistant Flight Instructor Ratings (AFIR). During the period 1st April, 2014 to 31st December, 2014 a no of 12414 candidates appeared for AME, 14030 candidates appeared for Pilots (including AFIR/FIR & FATA) and 68 candidates appeared for Flight Dispatchers. The following steps have been taken to bring more transparency and create a hassle free environment:

(I) Coloured photograps of the candidates have been permitted on attendance sheets and the candidates have also been provided the facility to print their admit cards.

(ii) The results of examination are being displayed on the respective computer screen of the examinee in the examination hall immediately after completion of the examination.

(iii) In the online examination, a candidate can pay fee using credit/debit card of any bank in addition to the existing net banking facility of bank and demand draft.

### 3.7. TRAINING AND LICENSING OF AIRCREW

During 1st April 2014 to 31st December, 2014, 659 CPL(A), 3037 CPL(H), 413 ATPL(A), 18 ATPL(H), 218 PPL(A), 01 PPL(H), 667 (IR) (A), 37 (IR) (H), 631 FRTOL, 367 FRTOL(R), and 411 FATA (issue & renewal), 18 AFIR and 17 FIR were issued by the DGCA. In addition, 3148 renewals/endorsement on Boeing/Airbus/Other Aircrafts Endorsements of licenses were carried out.

### 3.8. FLIGHT STANDARDS

During the year 2014, Flight Standard Directorate carried out 115 No. of surveillance Inspection of domestic Scheduled, 10 for non-scheduled and 1 for State Government were carried out. Approvals were granted to 136 approx. Training Captains (Check Pilots/Instructors/Examiners) of various scheduled airlines. Approximately 300 nos. of flying training syllabus on different types of aircrafts/helicopters were approved to individuals and various operators. SOPs for various airlines/operators at various airports were examined and approved. Operations/Training manual of various Scheduled/Non-scheduled operators have been approved during the year.

### 3.9 AERODROME STANDARDS

The Directorate of Aerodrome Standards deals with inspection and licensing authorisation of aerodrome / heliport and monitoring of the aircraft operations at aerodromes vis-à-vis the facilities provided at the aerodrome and heliports approved / licensed by this Directorate. During the period 1-1-2014 to 31-12-2014, License of 19 airports and 7 private airports were renewed. Surveillance Inspection of 54 airports was done. Activation of Greenfield International Airport at Shirdi, Maharastra was done as temporary unlicensed aerodrome.

### 3.10 AIR SAFETY

During the period 01.04.2014 to 30.11.2014 a total of 2664 occurrences have been reported. There were 28 Airprox incidents and 659 Wildlife Strike incident were reported. A total of 07 incidents have been classified under Rule 13(1) of the Aircraft (Investigation of Accident and Incident) Rules 2012. Investigations are being carried out in all the 7 cases. During the above mentioned period 20 Audits (Regulatory Audits/Safety Audits) and 395 Surveillance Inspections of Scheduled Airlines & various Non-schedule & Private Operators were carried out. The discrepancies pointed out during the inspections have been taken up with the operators for taking remedial measures. DGCA teams have carried out surveillance inspections to access the suitability of operations and ensure that the deficiencies are rectified by the operators before start of pilgrimage operations to Shri Kedarnath Ji and Shri Amarnath Ji. Audits of East Coast and Bombay High off shore oil installations were also carried out to access their suitability for continued operations. A total of 96 cockpit & cabin crew and 1 AME were found under the influence of alcohol during the period 1.4.2014 to 30.11.2014 and were suspended from flying duties. During the period 1.4.14 to 30.11.14, a total of 3 Air Safety Circulars have been issued.

### 3.11 AIRCRAFT ENGINEERING DIRECTORATE

Type Design of 9 aircraft certified by foreign Civil Aviation Authorities have been evaluated and Type Acceptance granted from design view point. Type Design of thirty six modifications certified by foreign Civil Aviation Authorities have been evaluated and Type Acceptance granted. Six Civil Aviation Requirements (CARs)/ Circulars have been issued. On the basis of Indian Technical Standard Order Authorization (ITSOA) certificate issued by DGCA to M/s HBL Power System Ltd., Hyderabad and to M/s UTC Aerospace Systems (formerly Goodrich Aerospace Services Pvt. Ltd.) FAA has issued the letter of Technical Standard Order (TSO) Design Approval (LODA) to both the above firms to manufacture

Nickel Cadmium Battries and 4-seat liferaft respectively for fitment in USA manufactured aircraft. Carbon Footprint Report for the year 2013 has been released. Nine surveillances and seven regulatory audits have been carried out on various design organizations. In order to make air travel related information accessible to passengers in a user friendly manner a portal "Know Your Rights" has been created on DGCA website.

### 3.12 AIR SPACE & AIR NAVIGATION SERVICES

Safety Audit/ Inspection at Chennai, Porbandar, Mumbai, Ahmedabad, Jaipur, Kullu, Shamshabad, Rajahmundry and Juhu Airports of ATM facilities and Aurangabad, Port Blair, Lengpui, Jodhpur and Leh Airports for CNS facilities were done. Inspection of GAGAN at INMCC Bangalore. Certification/ approval of Commissioning of MSSR at Porbandar, Katihar, Trivandrum and Cochin airports. Certification/approval of ATS Automation system at Guwahati, Trivandrum, Indore, Dimapur, Raipur, Ranchi, Mangalore, Ahmedabad, Vadodara, Gaya, Kolkata, Amritsar and Bhavnagar airports. Certification / approval of DVOR-DME installed at Guwahati, Dimapur, Trichi, Chennai and IGI airports. Certification / approval for commissioning of ASR/MSSR facility,

ELDIS RL 2000 and MSSRI at Ahmedabad, Jharsuguda and Kolkata airports. Certification/approval of ADS-B ground system installed at Varanasi, Calicut, Amritsar, Ahmedabad, Nagpur, Jaipur, Cochin, Lucknow, Trivandrum, Guwahati, Agartala and Port Blair airports.

### 3.13 FLYING TRAINING

Directorate of flying Training conducts Oral Examinations for FIR/AFIR (A)/FIR (H) on quarterly basis. At present there are 37 functional Flying Training Organization in India. Two refresher courses for chief flying instructor/flying instructor in charge, one in India Aviation Academy IAA Delhi and another in IGRUA Raiberaly were conducted.

### 3.14 ADMINISTRATION

### 3.14.1 Implementation of Official Language Policy

All general orders, establishment orders, notifications and circulars were issued bilingually in the office of the Director General of Civil Aviation. Air Accident Report, Statistical Report and Annual Report were brought out in bilingual form. The News Letter `Nai Udan` related to the activities of DGCA has now been transformed into a new magazine named 'Kankouva' which will

be published twice in a year. A dictionary of the Technical Terms used in DGCA on Civil Aviation (English-Hindi) was prepared and released by Director General of Civil Aviation on 6-11-2013 is now being uploaded on DGCA's website. The meetings of the Official Language Implementation Committee were conducted regularly in every quarter of the year.

### 3.14.2 Representation of S.C. S.T. & O.B.C. employees in DGCA as on 31.12.2014 (Except Ministerial Staff).

| Name of the Organization | Total No. of Employees | Total No. of SC Employees | Percen-tage | Total No. of ST Employees | Percen-tage | Total No. of OBC Employees | Percen-tage |
|---|---|---|---|---|---|---|---|
| O/o the DGCA | 362 | 65 | 17.95% | 20 | 5.52% | 62 | 18.23% |

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

(i)    Nineteen disciplinary cases were under process in the year 2014-15 out of which four cases have been disposed off.

(ii)  Vigilance Awareness week was observed during 27th October to 2nd November, 2014 in the office of the Director General of Civil Aviation and its Regional offices. During the week, apart from discussions on various relevant issues like transparency, fair competition and integrity of purpose and means ethics in Government etc., the Vigilance Division at DGCA Hqrs. organized various competitions like essay writing, poster making and ex tempore speech delivery competition on vigilance related topics. There was an overwhelming response and participation by DGCA officials.

(iii)  DGCA is now following stringently the IT based technological solutions to ensure transparency and automation in its functions, Service Deliveries and database management to eliminate human interface and facilitate mostly on-line public dealings. This is definitive preventive step for eliminating human errors and corrupt practices. DGCA is in the process of introducing the e-Governance in Civil Aviation (e-GCA), e-office – the office procedures automation system for paperless offices, Smart Card and Biometrics based Personnel Licensing and on-line use fee collection.

## 4. BUREAU OF CIVIL AVIATION SECURITY

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

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

**4.3.** The Bureau has eight Regional Offices at Delhi, Kolkata, Mumbai, Chennai, Hyderabad, Ahmedabad, Amritsar and Guwahati, each under a Deputy Commissioner of Security (Civil Aviation), regulating, monitoring and conducting regular security inspections and audits of the airports in their areas of jurisdiction.

**4.4.** The Bureau has developed Contingency 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.

**4.5.** Regulations are enforced through AVSEC orders and AVSEC circulars pertaining to different aspects of aviation security. A total of 24 numbers of AVSEC Orders/ Circulars/ other communications have been issued in 2014 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.

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

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

**A. INITIATIVES TAKEN TO IMPROVE SECURITY AT AIRPORTS**

(I) It has been decided to induct CISF in all airports in the country to bring in cohesion and uniformity in procedures and practices in regard to security at Airports. At 59 Airports in the country, CISF has already taken over the security duties.

(ii) A comprehensive schedule has been drawn up for audits, inspections, surprise checks and dummy checks for ensuring compliance of all AVSEC Orders, Acts and Instructions at all airports to detect weakness in the security system implementation and the

same are being taken up for remedial action with concerned agencies. For the year 2014, 75 audits, 91 inspections, 330 surprise checks, 53 Surveys and 157 Tests have been carried out by BCAS. Technical visits for USA airports have been conducted. Further, Indian carrier audits have been conducted at Dhaka.

(iii) Regulations are enforced through AVSEC orders and AVSEC circulars pertaining to different aspects of aviation security. 24 AVSEC orders / Circulars / other instructions have been issued this year.

(iv) Airline Security programme and airport security program templates have been put up on website. 32 Non – Scheduled Operator manuals , 11 Foreign airlines Security Manuals and 05 Schedule Operators security manuals have been approved as per the latest template and 19 Airport Security Programme have been approved.

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

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

**4.8. MODERNISATION**

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

RF link from NIC Headquarters to Bureau is being utilized to enable quick and easy access to Internet and NICNET. E-mail facility has been extended to senior officers. Internet connectivity has been provided to enable access to international databases and various websites of Aviation Security Organizations.

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

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

**4.9 STRUCTURING / STRENGTHENING OF BCAS**

69 additional posts in various grades have been created in 2011. Four new Regional Offices at Amritsar, Guwahati, Hyderabad and Ahmedabad have been created. Steps are being taken to fill up the posts and operationalising the new Regional Offices fully. Apart from the above, a complete restructuring plan based on a recommendation of team of ICAO, which conducted a study in 2011 to enhance aviation security procedures in India, has been submitted. The plan envisages 20 regional offices, 2 training academies and BCAS presence at all operational airports with a revised manpower of 970.



**4.10 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

### 4.11 POLLUTION CONTROL

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

### 4.12 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.

### 4.13 TRAINING

I. Online AVSEC Basic exams has been introduced by BCAS from the month of August 2013 and examination is being conducted successfully at Delhi, Mumbai, Chennai, Hyderabad, Cochin, Bengaluru and Kolkata.

II. Two ICAO workshops namely Crisis Management and ICAO Instructor Course were conducted at IAA New Delhi in the year 2014.

III. A Common training material for AvSec Basic Course, X-ray Screener Certification test and Inline baggage screening system were approved by competent authority and circulated to all stake holders to use as training materials to maintain uniformity in all ASTIs.

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

V. Total 20 ASTIs has been accredited by BCAS compared to 09 at the beginning of 2010.

VI. ICAO has endorsed our training centre as ASTC which will be the training hub for aviation security in Asia. So far, seven ICAO sponsored courses have

been conducted at the ASTC, which includes 77 participants from 17 countries.

VII. A Common training material for AVSEC Basic Course and Screeners Certification has been prepared and distributed to all Aviation Security Training Institutes. This will further increase the uniformity in the training material.

VIII. Details of Training programme organized by BCAS for Security personnel in Aviation Sector during the year 2014 as mentioned below:

### AVSEC Courses organized in the year 2014

| | |
|---|---|
| AVSEC Awareness Training- 01 day | 77157 |
| AVSEC Training (Different Courses) 02-12 Days | 24803 |
| **Grand Total** | **1,01,960** |

### 4.14 REPRESENTATION OF SC/ST and OBC

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

| Name of the organi zation | Total No. of Emplo yees | Total No. of SC Emplo yees | Percentage of Employees | Total No. of ST | Percentage of ST Employee | Total OBC Emplo yees | Percent age |
|---|---|---|---|---|---|---|---|
| 1. | 2. | 3. | 4. | 5. | 6. | 7. | 8. |
| BCAS | 116 | 22 | 18.97 | 3 | 2.6 | 22 | 18.97 |

**TABLE 4.13**

## 4.15 IMPLEMENTATION OF OFFICIAL LANGUAGE

During the year, a "Hindi Pakhwara" was organised in September 2014. During this period, Hindi Typing, Hindi Dictation, Hindi Essay, Noting & Drafting and Quiz Competitions were organized for all officers and staff of this Bureau.

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

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

## 4.16 STAFF GRIEVANCES CELL

In pursuance of Government instructions, a Staff Grievances Cell operates in this Bureau with the 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.



CAT-III runway lights
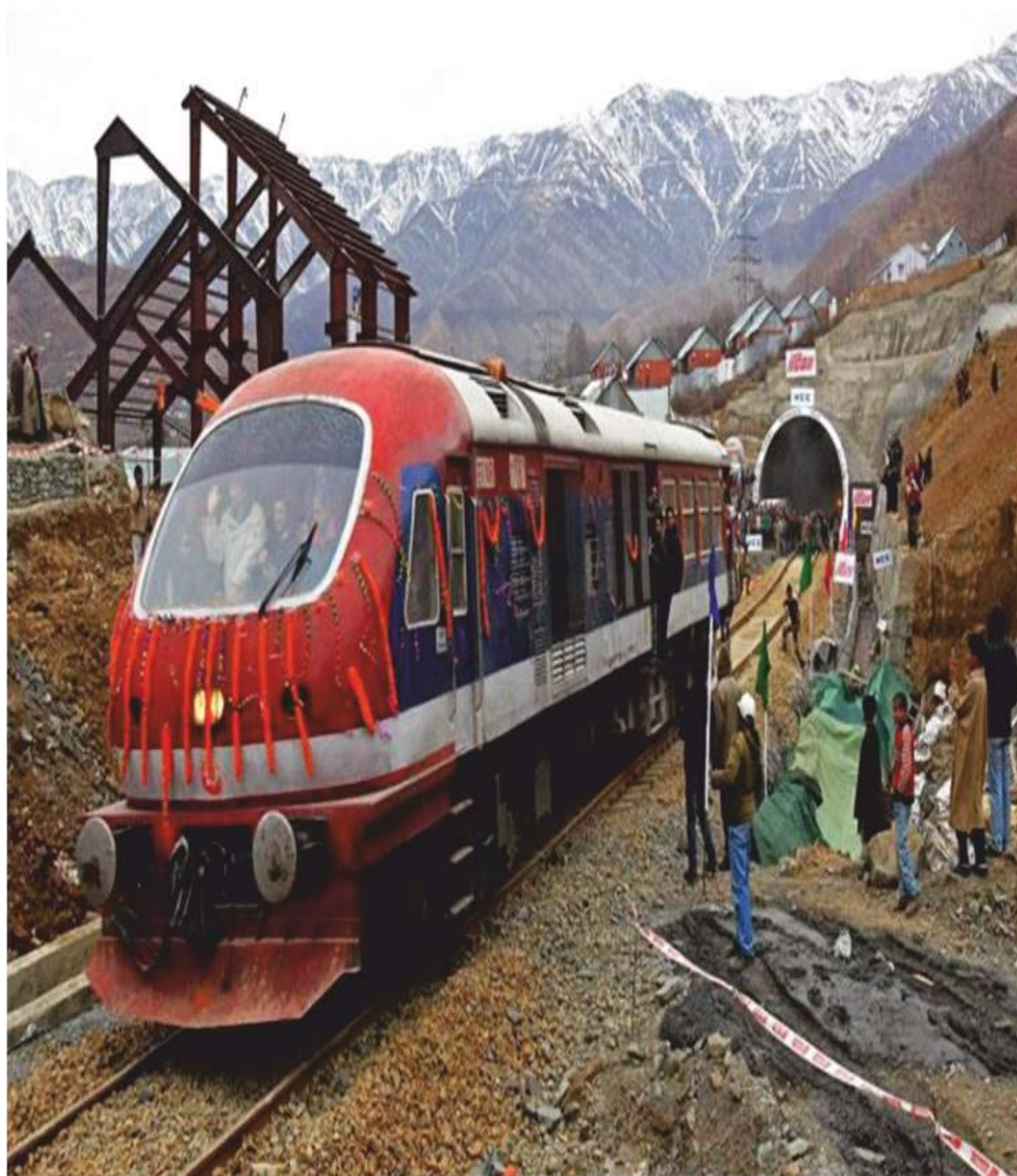
# 5. COMMISSION OF RAILWAY SAFETY

## 5. BRIEF HISTORY

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

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

## 5.1 ABOUT THE ORGANISATION

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

The Chief Commissioner is assisted by a Deputy Commissioner of Railway Safety (General).

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

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

All the posts of Dy. Commissioners (technical) were upgraded to Selection grade w.e.f.14.06.2010. Recruitment rules for Dy. CRS (technical) in selection grade were notified vide GSR No. 136 dated 29.5.2012.

### 5.2 DUTIES & RESPONSIBILITIES

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

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

(ii) to sanction the execution of all new works and installations on the running track affecting the safety of the traveling public such as rebuilding of bridges, remodelling of station yards, line capacity works, resignalling works, etc.

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

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

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

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

(vii) to recommend and sanction infringements to the schedule of dimensions prescribed by the Government of India.

(viii) to grant dispensation from general rules under approved special instructions subject to stipulated safeguards.

(ix) to oversee the accident prevention efficacy of the zonal railway administrations by reviewing the reports of departmental enquiries into less serious accidents.

The Chief Commissioner submits an annual report on the activities of the Commission in the preceding financial year as required under Section 10 of the Railways Act, 1989 which is laid on the table of both the Houses of Parliament.
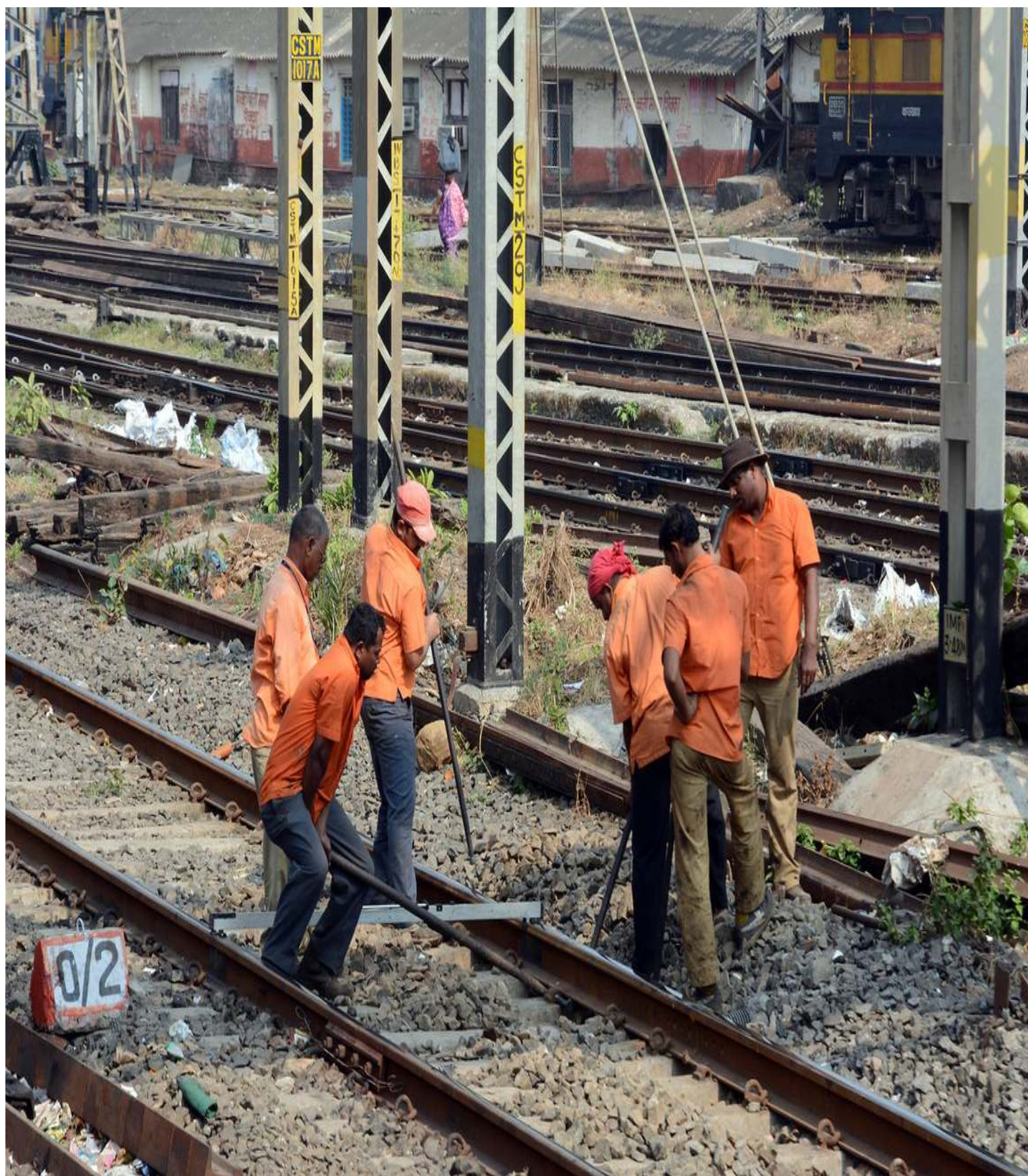
**5.3   ACTIVITIES/ACHIEVEMENTS**

A list of main activities performed during the years 2013-14 and 2014-15 (upto 31st December, 2014) is as under :-

| MAIN ACTIVITIES | 2013-14 | 2014-15 (Upto December 2014) |
|---|---|---|
| (i)   Statutory inquiries held into serious railway accidents. | 20 | 09 |
| (ii)  Lines inspected and authorized.(in kms.) (a) New Lines (b) Double Lines (c)   Sections Electrified (d)   Conversion of Gauge (e)   Deviation lines | 401.712 251.715 502.287 790.953 9.228 | 286.969 332.022 1078.837 157.003 7.097 |
| (iii ) No. of applications New Minor works sanctioned | 3104 | 2733 |
| (iv) Periodic inspection conducted | 16468.246 | 6796.79 |
| (v)   New types of locomotives/rolling stock recommended/sanctioned for introduction. | 155 | 141 |
| (vi)  Applications for condonation of infringements dealt with. | 47 | 12 |
| (vii ) No. of over-dimentional consignments authorized for movement. | 7 | 7 |

### Role in monitoring safety on Urban Transportation System

#### (Metro Rail)

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

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

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

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

#### 5.4 PROGRESS IN USE OF HINDI

In pursuance of the annual programme of progressive use of Hindi, achieving the target of 100% Hindi correspondence in the year 2014-15 has been stressed upon. Upto December, 2014, the 'A', 'B' & 'C' region circle offices of the Commission had corresponded 89.8%, 95.73% and 92.96% in Hindi respectively. The Commission published its 2014 edition of Hindi Home Magazine 'Suruchi' on 16th September, 2014 at the commencement of Hindi Fortnight. The

Southern Circle of Commission was awarded with the Rajbhasha shield due to First position for its outstanding work in Hindi. Northern Circle and North Eastern Circle were awarded with Second & Third prizes respectively.

All the Circle Offices of the Commission observed the Rajbhasha Day in the month of September, 2014 in which Rajbhasha prizes were distributed. Dy. CRSs are awarded with cash award of Rs. 2,000/- for doing their work in Hindi.

#### 5.5 POLLUTION CONTROL

All possible steps are being taken to control pollution in the offices of Commission of Railway Safety. The office premises are kept always neat and tidy. Smoking is strictly prohibited in the office premises. The vehicles used by the Officers and Staff are free from pollution.

#### 5.6 Women Welfare including gender budgetary data

The offices of the Commission of Railway Safety are generally located in Railway office Complexes and facilities provided there such as toilets, crèche, Tiffin room etc are availed by the female employees of the Commission also. The Women employees also participate and hold office in Mahila Samiti, the Women's Welfare Organisation of

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

#### 5.7 PUBLIC REDRESSAL GRIEVANCES MACHINERY

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

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

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

#### 5.9 VIGILANCE ACTIVITIES:

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

**REPRESENTATION OF SCHEDULED CASTES, SCHEDULED TRIBES AND OTHER BACKWARD CLASS EMPLOYEES IN THE COMMISSION OF RAILWAY SAFETY AS ON 31.12.2014:**

| Name of the Organisa tion. | Total No. of employ ees | Total No. of SC employe es | Percent age | Total No. of ST employe es | Percent age | Total No. of OBC employe es | Percent age |
|---|---|---|---|---|---|---|---|
| Commis-sion of Railway Safety | 111 | 42 | 37.83 | 06 | 5.40 | 12 | 10.81 |

# 6. AIRPORTS AUTHORITY OF INDIA

## 6.1. INTRODUCTION

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

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 terminal at international and domestic airports

• Provision of passenger facilities and information systems in the passenger terminals

AAI owns and maintains 125 airports comprising 68 operational airports, 26 Civil Enclaves, i.e. Civil Air Terminals at Defence controlled airports where AAI handles civil flight operations and 31 non-operational airports.

## 6.2. AIR NAVIGATION SERVICES

AAI provides Air Navigation Services (ANS) at all civil airports in the country. AAI manages the designated Indian air space measuring 2.8 million square nautical miles which includes land area measuring 1.05 million square nautical miles and oceanic air space measuring 1.75 million square nautical miles. Air navigation Services are also provided by the AAI at 9 other airports that are not managed by AAI namely Bangalore, Hyderabad, Cochin, Lengpui, Diu, Latur, Mundra, Nanded and Sathya Sai Puttaparthy Airports, which are joint venture airports, State Government owned airports and private airports.

### 6.3 ANS INFRASTRUCTURE UPGRADATION:

Infrastructure Upgradation through Implementation of new Radars, ADS-B, operationalising ATM Automation systems across the country, Installation of new CNS-ATM facilities at the new iconic ATS Tower at Mumbai has contributed significantly to enhanced safety and efficiency of aircraft operations across the country in addition to environmental protection.

8 more Instrument Landing Systems (ILS) and 5 Advanced Surface Movement Guidance and Control Systems (ASMGCS) are under implementation.

Wide Aperture Antenna improving the performance of ILS at Delhi has been commissioned.

In the aftermath of the devastating Hudhud cyclone in Vizag, the essential CNS facilities were restored in a record time of 48 Hours, enabling resumption of aircraft operations at the airport.

**GAGAN:** Another milestone that we have accomplished is the Phase I certification of GAGAN for enroute operations in the Indian FIRs for suitably equipped aircraft ,pitch-forking India as one of the elite Nations in the world to transition to Satellite Based Navigation.

**GBAS:** AAI driven by its commitment towards enhanced Safety of Aircraft operations particularly in the crucial phase of Approach to Land , has taken up the challenge of implementing

Ground Based Augmentation System ahead of many major ANSPs in the world. GBAS, under implementation at Chennai, will provide CAT I landing minima alternative to Instrument Landing System

**CATFM:** Central Air Traffic Flow Management (CATFM) is under implementation. The ATFM will ensure that the available airspace is optimally and dynamically shared among all airspace users and will streamline the flow of air traffic across Indian airspace. CATFM places Airports Authority of India as one of the few ANSPs in the world to implement the system facilitating regional harmonization.

### 6.4 AIR SPACE MANAGEMENT INITIATIVES:

**Upper Airspace Harmonization :** Having successfully implemented substantial benefits to all stakeholders in terms of fuel savings, emission reduction, ANS has implemented the Upper Airspace Harmonization Project in Kolkata FIR. As a major enabler of this project, state-of-the-art Automation System has been installed, providing the Controllers with safety alerts, traffic resolution tools and the aircraft with enhanced safety. Further, as a major technological innovation, surveillance data from Radars at various locations in the region and ADS-B have been successfully integrated in the automation system.

Integration of surveillance data into the Automation system provides extensive surveillance coverage (pic enclosed) with required redundancy, thereby enhancing safety of aircraft operations in the Region. Further, in a first-of-its kind initiative, IP based communication systems have also been installed.

#### 6.4.2 Route Optimization

Reduced separation of 30 NM between RNP 4 approved aircraft, on 4 routes have been implemented in Chennai and Mumbai Flight Information Regions enabling aircraft to get their optimum flight profile leading to reduced fuel consumption and carbon emission.

In place of the existing routing of R460/W33/W127, revised conditional routing of B209/J1 has been implemented between Kolkata and Jaipur resulting in a distance saving of 66 Miles and corresponding fuel savings and emission reduction.

#### 6.4.3 Flexible Use of Airspace:

Another major area is implementation of Flexible Use of Airspace, which has received major fillip in the year as the Manual for its systematic implementation has been developed. The National High Level Airspace Policy Body along with the Advisory Committee is making rapid progress, which will pave way for early

implementation of FUA in India and lead to equitable sharing of airspace among all Airspace Users.

### 6.5 ATM PROCEDURES :
#### Performance Based Navigation:

As a consultancy project of first-of-its kind, ANS have designed the PBN procedures of Sharjah International Airport showcasing our PBN expertise in the Region.

Exploiting our capability and expertise in Performance Based Navigation, Airports Authority of India offered technical assistance to Male in successfully evaluating the PBN procedures designed by Male.

Displaying a spirit of Civil-Military cooperation and exploiting our PBN capability, PBN procedures for Goa Naval Airport have been designed.

### 6.6 RESEARCH AND DEVELOPMENT

As part of the R&D initiative, AAI has successfully acquired Total Airspace and Aerodrome Modeling capability under the USTDA agreement, which is being utilized in optimizing airport and airspace planning/analysis leading to enhanced safety and operational efficiency.

### 6.7 TRAINING AND SKILL DEVELOPMENT:

CATC India and ENAC-the Aviation University in France, have agreed to jointly develop and conduct a one year advanced Masters' program in ANSP management in India with the objective of training the operational Supervisors and Technical Managers of middle and higher level management of the Air Navigation Services department in Airports Authority of India. This will ultimately enable the ANS personnel of AAI to successfully manage the growth-oriented challenges and contribute to continued excellence of Air Navigation Services in India.

More than 500 students have been provided with industrial training in the CNS technical field as part of CSR.

### 6.8. MAJOR AERODROME WORKS COMPLETED AND IN PROGRESS

Airports Authority of India (AAI) as a State run airport operator has made all round development in airport infrastructure, management and operations during the year 2014. Some of its major initiatives and achievements are given below:

### 6.9 AIRPORT INFRASTRUCTURE: As an ongoing process, AAI's achievements in developing ground infrastructure at airports are as follows:

• New Integrated Terminal Building at Goa airport for Peak hour capacity - 2750 PAX.Annual capacity - 4 million PAX has been commissioned in Feb-2014 to meet the growing requirement of tourist traffic at the cost of Rs 340 Cr.

• Secondary Runway 12-30 at Chennai had a length of 2085 mtrs which was extended by 1030 mtrs including construction of bridge across Adayar river for a length of 200 mtrs. making total runway length 3115 mtrs. Now runway can also be used for operating E type aircrafts and has been put in operation from May 2014.

• A new ATC tower and Technical block completed at Mangalore at cost of Rs. 20 Crores for better visibility of the terminals, extremities of runway and flights taking off or coming in to land.   This major addition to the airport infrastructure would make flights safer and help to have more secure skies in view of rise in air traffic.

• For improving the regional connectivity, development of new civil enclave at Bikaner &Jaisalmer (Rajasthan), Bhatinda (Punjab) and airport at Kadappa (Andhra Pradesh) completed.

• Constructon of integrated offices for DGCA, BCAS and AAI at 6 different locations i.e. Lucknow, Amritsar, Guwahati, Bhubaneswar, Ahmedabad and Mumbai taken up under MOU with DGCA & BCAS.  Integrated offices at Lucknow and Bhubaneswar are constructed for DGCA & AAI, whereas Ahmedabad, Amritsar and Guwahati integrated offices are for BCAS and AAI. Mumbai Integrated office will accommodate DGCA, BCAS & AAI.

• To provide better multi model urban transport connectivity to passengers at Chennai, Airport AAI has taken up the work of construction of metro station along with connected elevated corridor including parking at the cost Rs. 48.71 Crores.

• Construction of New Terminal Building at Tirupati Airport having peak hour capacity of 700 PAX. (500 Domestic + 200 international), progressed substantially which will facilitate pilgrimage tourism to Tirupati.

• Resurfacing of runway at Nagpur completed at the cost of Rs. 26.80 Crores.

• Restoration of Vishakhapatnam

Airport, which was severely damaged due to devastating Hud-hud cyclone which hit the coast of Vishakhapatnam on 12.10.2014. The cyclone developed intensity of winds which was not witnessed during the past 140 years. Despite all odds, operations at Airport were brought to normalcy within a week and airport restoration works taken up on war footing and work is likely to be completed by 15 March, 2015.

• For enhancing the passengers comfort at boarding and disembarking the aircraft, Passenger Boarding Bridges are commissioned at Ranchi, Raipur, Bhopal, Bhubaneshwar, Indore& Vizag.

• To meet the requirement of growing domestic and international passenger traffic at Portblair Airport, work for construction of New Terminal Building with peak hour capacity of 1200 passengers (600 Arrival + 6000 Departure) at cost of Rs 314 Cr has been taken up.

• To provide air connectivity to un served areas AAI has taken up development and upgradation of five airports, i.e. Teju in Arunachal Pradesh; Jharsuguda in Odisha; Kishangarh in Rajasthan and Hubli and Belgaum in Karnataka.

• MoU signed between AAI and Government of UP on 24.02.2014 for development of Meerut, Moradabad and Faizabad Airport and new civil enclave at Agra, Allahabad, Kanpur and Bareilly. State Government has initiated the process for land acquisition.

• MOU signed on 30.07.2014 between AAI and State Govt. of Odisha for development of Jharsuguda Airport for A-320 operations.

• In the process of establishment of common user domestic air cargo terminals, AAI has commenced facility for domestic outbound cargo at Lucknow airport w.e.f. 16.11.2014.

• Open access power system taken up as pilot project at Jaipur and Amritsar airports with expected saving in energy cost of Rs.56 lakhs per annum.

• Development of New Civil Enclave at Chandigarh Airport (Mohali side) in progress. Cost Rs.490 Crore. New Integrated Terminal expected to be completed by April'2015.

• To meet the growing requirement of skilled qualified personnel and to create a strong base with a pool of professionals in Civil Aviation Sector, AAI has taken up construction of National Aviation University at IGRUA, Fursatganj as a Deposit Work.

## 6.10 SUSTAINABILITY:

• To conserve electricity, Energy Audit, of Electrical and Mechanical facilities provided at various airports under control of AAI at 10 airports has been completed during 2013-14 through Energy Auditing Agency, certified by Bureau of Energy Efficiency under Ministry of Power. Actions on the outcomes of energy audit has been initiated to save electricity.

• In continuation to energy conservation activity, another 30 Airports has been identified for conducting Energy Audit during 2014-15 Energy Audit at 15 airports has been completed and for balance airports audit will be completed by March, 2015.

• Sewage treatment plant of 150 cum/day operationalized in April, 2014 at Bhubaneshwar Airport with Zero discharge concept.

• Rain water harvesting completed at Bhubaneswar Airport to improve under ground water table.

• Taxiway halogen fittings have been replaced with LED fittings at Rajkot, Bhubaneswar, Trichy, Ranchi, Bhopal and Ahmedabad Airports.

## 6.11 AWARDS & RECOGNITION

It is a matter of great pride that professionalism clubbed with hard work adopted by AAI has been recognized in various forums and the organization earned a number of awards, notable among them being:

"India Pride Award 2013-14 for Excellence in Infrastructure" in the category of Public Sector Undertaking-Central' and 'Outstanding Contribution in Infrastructure Development' by Economic Times at INFRAFOCUS in September, 2014.

**Airport specific award for NSCBI Airport Kolkata:**

i. "Excellence in Built Environment by Indian Building Congress".

ii. "Best Improvement Award-Asia Pacific (First) by Airport Council International (ACI) for 2013-14". "Vishwakarma Award 2014 under category Best Construction Projects' by CIDC".

iii. National Competition for the Structural Steel Design Award by Indian Institute of Steel Development & Growth, December 2014".

• "National Tourism Award, for Raipur Airport under category of Best Non-Metro Airport by Ministry of Tourism, Government of India" and "Outstanding Concrete Structure Award" for Goa Airport by Indian Concrete Institute.

## 6.12 CONSERVATION OF ENERGY RESOURCES:

During 2014, AAI has taken major initiative to tap solar energy which will partially substitute its energy requirements at airports otherwise being met through energy from conventional resources. In this direction, AAI achievements are as follows:

• Roof mounted solar PV projects at Jaipur, Coimbatore, Ahmedabad, Ranchi, Patna and Vadodara taken up with a capacity to produce 2.0 MW solar power. In addition to this, action has been taken to tap 4 MW solar energy at Kolkata, Guwahati, Calicut and Allahabad airports.

## 6.13 CUSTOMER SERVICES

· On customer service delivery, AAI has achieved significant improvement during 2014. As per Airport Service Quality (ASQ) surveys conducted by

ACI at 11 major AAI airports, average Customer Satisfaction Index (CSI) has improved from 4.14 to 4.32. Kolkata airport of AAI has achieved the highest rating of 4.66.

• Recognizing the increasing use of mobile phones for communication, AAI has added an additional facility for lodging the grievances by implementation of a mobile based application (using QR code) at 65 AAI airports. On redressal part, AAI has further improved its responsiveness setting another benchmark by responding to the grievances received through electronic modes. Considering 24 x 7 working, AAI has responded to 86% of the grievances within 4 hours and 99.85% of the grievances were attended in 20 hours. These efforts of AAI have been appreciated by users of airport services at large.

### 6.14    AIRPORT SYSTEMS

• Using airport operation database as an airport management tool, AAI has taken up implementation of multi airport model of AOCC at 10 airports. This shall help in optimum use of airport capacity. At airport level, it is being implemented through establishment of Airport Operation Control Centers (AOCCs). This system will pick up and provide real time information for various decisions

through integration of various resources such as apron management, baggage conveyor gate management, check-in counters, etc. along with ATC and AFTN interfaces.

First of its kind, AOCC was made operational at Chennai airport on 06.06.2014. This was followed by operationalization of AOCC at Kolkata airport on 15.09.2014.Implementation at remaining 8 airports is at various stages.

### 6.15    FINANCIAL PERFORMANCES

### A) Financial Highlights

Rs. in crores

| Sl No. | Particulars | 2007-08 | 2008-09 | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 RE |
|---|---|---|---|---|---|---|---|---|---|
| a) | Revenue | 4289.21 | 4185.95 | 4615.29 | 5139.21 | 5878.66 | 6917.36 | 8170.04 | 8743.05 |
| b) | Expenditure | 2549.84 | 3070.23 | 3386.85 | 3792.92 | 4514.53 | 5580.16 | 5649.73 | 6265.34 |
| c) | Profit before tax | 1739.37 | 1115.72 | 1228.44 | 1346.29 | 1364.13 | 1337.20 | 2520.31 | 2477.71 |
| d) | Provision for tax | 776.07 | 535.57 | 575.65 | 566.90 | 667.70 | 782.00 | 1446.95 | 975.00 |
| e) | Deferred tax liabliity (Asset) | -118.57 | -107.06 | -59.5 | -67 | -162.58 | -179.78 | -67.70 | -30 |
| f) | Profit after tax | 1081.87 | 687.21 | 712.29 | 846.39 | 859.01 | 734.98 | 1441.06 | 1532.71 |

### B) Capital Structure of AAI

(Rs. In crores)

| Sl. No. | Particulars | 1.4.2007 | 1.4.2008 | 1.4.2009 | 1.4.2010 | 1.4.2011 | 1.4.2012 | 1.4.2013 | 1.4.2014 |
|---|---|---|---|---|---|---|---|---|---|
| a) | Government Capital | 463.63 | 501.13 | 573.76 | 623.34 | 655.61 | 656.56 | 656.56 | 656.56 |
| b) | Reserves and Surplus | 4381.76 | 5299.86 | 8789.83 | 669.24 | 6960.97 | 7610.44 | 8174.58 | 9318.37 |
| c) | Borrowings | 65.28 | 60.85 | 230.05 | 671.94 | 1225.24 | 2142.24 | 1927.19 | 1657.21 |
| d) | Net Worth | 4542.99 | 5409.21 | 6209.56 | 7134.31 | 7616.58 | 8266.99 | 8831.14 | 9935.79 |
| e) | Capital Employed | 3627.69 | 3606.29 | 3230.54 | 3284.98 | 3891.6 | 4658.16 | 7498.64 | 8571.32 |
| f) | Working Capital | 1467.18 | 832.04 | 313.6 | 1030.99 | 1468.55 | 1254.27 | 168.6 | 752.75 |

## C) Contribution to Exchequer by AAI

(Rs. In crores)

| Sl.No. | Particulars | 2006-07 | 2007-08 | 2008-09 | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 |
|---|---|---|---|---|---|---|---|---|---|
| a) | Income Tax** | 805.92 | 793.94 | 688.00 | 611.40 | 562.20 | 671.00 | 767.13 | 1058.57 |
| b) | FBT | 13.41 | 14.50 | 18.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| c) | Service Tax | 298.81 | 399.83 | 351.49 | 314.23 | 310.26 | 394.89 | 539.40 | 607.21 |
| d) | Dividend to Govt. of India | 172.00 | 216.38 | 137.40 | 142.50 | 169.30 | 171.90 | 147.00 | 288.00 |
| e) | Tax on Dividend | 27.45 | 36.77 | 23.35 | 23.67 | 27.46 | 27.89 | 23.84 | 57.58 |
| f) | Interest payments on Loan Portion of Budgetary Support | 0.54 | 0.30 | 1.44 | 4.77 | 2.77 | 0.17 | 0.00 | 0.00 |
| g) | Guarantee Fee | 0.59 | 0.49 | 2.19 | 2.10 | 2.90 | 2.10 | 2.15 | 2.18 |
| | Total | 1318.72 | 1462.21 | 1221.87 | 1098.67 | 1074.89 | 1267.95 | 1479.52 | 2013.54 |

** This represents Advance Tax & TDS



### 6.16    TRAFFIC HANDLED

The details of  aircraft movement, passengers and cargo handled at all the Indian Airports for the period of 2014-15 vis-a-vis 2013-14 are given below:-

| Category | FY 2012-13 (Apr-March) 2012-13 | FY 2013-14 (Apr-March) 2013-14 | FY 2014-15 (Apr-Nov) 2014-15 | FY 2014-15 (Nov - March) 2014-15 Projected | FY 2014-15 (Apr-Mar) 2014-15 |
|---|---|---|---|---|---|
| **A/c Mts(in "000)** | | | | | |
| Int'l | **313.91** | **335.97** | **227.97** | **113.99** | **341.96** |
| Dom. | 1164.9 | 1200.65 | 841.61 | 420.81 | 1262.42 |
| **Total** | **1478.81** | **1536.62** | **1069.58** | **534.80** | **1604.38** |
| **Passen ger(in lakh)** | | | | | |
| Int'l | 43.03 | 46.62 | 32.66 | 16.33 | 48.99 |
| Dom. | 116.37 | 122.3 | 90.08 | 45.04 | 135.12 |
| **Total** | **159.40** | **168.92** | **122.74** | **61.37** | **184.11** |
| **Freight('000 tonnes)** | | | | | |
| Int'l | 1406.33 | 1443.07 | 1036.22 | 518.11 | 1554.33 |
| Dom. | 784.22 | 836.09 | 660.81 | 330.41 | 991.22 |
| **Total** | **2190.55** | **2279.16** | **1697.03** | **848.52** | **2545.55** |

### 6.17 FACILITIES PROVIDED TO PERSONS WITH DISABILITIES

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

• Door: Sensor fitted doors / manned doors at entrance are provided for easy accessibility. Door opening are wide enough for easy access for wheel chair passengers.

• Toilet: Specially designed separate handicapped toilets are provided with appropriate signages.

• Vending Machine: Coin slot vending machines are provided at major airports.

### 6.18 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCES REDRESSAL MACHINERY

• Implementation of Mobile based QR Code System for handling Public Grievance Redressal system at 60 operational airports

• AOCC commissioned at Chennai and Kolkata Airport. Work is in progress at another 08 airports.

• Commissioning of PBB/VDGS at 06 airports viz. Kolkata, Raipur, Bhubaneswar, Bhopal, Indore and Ranchi.

• Weighted average score of ASQ of 11 airports has improved from 4.14 in QI (Jan-Mar 2014) to 4.32 in QIII (Jul-Sep

2014) on 5-point scale against the world average of 4.04 and 4.07 respectively.

• Out of 11 major AAI Airports, 10 Airports have achieved the score higher than the MOU target for excellent ASQ rating i.e., 4.20 for the year 2014-15.

• NCSBI Airport, Kolkata improved its ASQ rating from 4.42 (41st rank) in QII to 4.66 (27th rank in world) in QIII and was top amongst the AAI Airports.

• NSCBI Airport, Kolkata received ASQ award in best improvement category in Asia Pacific Region for the year 2013.

• AAI is in the process of introducing Automated Self Check-in and Baggage Drop System at selected airports and EOI for the same has already been issued.

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

#### OPERATIONAL AIRPORTS

#### Works completed / in progress

#### Guwahati Airport: -

• Guwahati has to be developed as the Inter Regional Hub. Construction of three numbers of Maintenance Hangers which can house A-321 / ATR-72 type of aircrafts (One A-321 + Four ATR-72) has been taken up and completed in Nov. 2014.

• Regional Office Building for AAI and BCAS is being constructed

#### Dibrugarh Airport:-

For extension of Runway from 6000ft to 7500ft including the allied works, tenders have been called. The preparatory works in progress

Shillong (Barapani) Airport:-

• For construction of New ATC Tower-cum-Fire Station and allied works, tender has been called.

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

#### Works Planned

#### ASSAM

Guwahati Airport (being developed as Inter Regional Hub)

• Expansion of existing terminal building. including two PBBs

• Construction of Parallel taxi-track.

• Construction of New ASSR / MSSR Building.

• Strengthening & Extension of Runway by 550m for 'E' Cat Aircrafts.

• Construction of New Terminal Building.

• Construction of New Technical Block & Control Tower & Fire Station (Cat-IX)

Dibrugarh Airport (being developed as Intra-Regional Hub)

• Construction of one Hangar and Apron for A321. DPR submitted to NEC for Grant-In Aid.

• Construction of new Control Tower cum Technical Block.

• Up gradation of Safety & Security Infrastructure in Operational Area

#### Lilabari Airport

• Installation of ILS.

#### Jorhat Airport (CE)

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

#### NAGALAND

#### Dimapur Airport

• Up gradation of Safety & Security Infrastructure.

## MANIPUR

Imphal Airport (being developed as Intra Regional Hub)

- Extension of Runway upto 11,500 ft. to accommodate bigger aircraft based on demand.

- Construction of one hangar for A321 / ATR-72. DPR submitted to NEC for Grant-In Aid.

## MIZORAM

### Lengpui Airport (State Govt.)

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

## MEGHALAYA

### Shillong Airport (Barapani)

- Projects planned – For upgradation of airport for A320 type of Aircraft

- Expansion of Apron for 4 bays.

- Expansion & Strengthening of Runway upto 7500 ft including installation of ILS. DPR for Apron & Runway Extension submitted to NEC for Grant-in Aid

- Safety and Security Infrastructure including Perimeter Road, Perimeter Lighting etc.

- Isolation Bay and other ancillary works.

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

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

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

### TRIPURA

Agartala Airport (being developed as Intra-Regional Hub)

- Construction of New Integrated Terminal Building and Ancillary works.

- Construction of One Hangar for A321 / ATR-72 type of Aircrafts. DPR submitted to NEC for Grant-in-Aid.

- Upgradation of safety and security infrastructure in operational area.

### GREENFIELD AIRPORTS

#### Itanagar Airport (Arunachal Pradesh)

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

- AAI has submitted the Pre-Feasibility Report to MoCA on 31st August 2012 for processing formal approval from the Steering Committee for the new Greenfield Airport. Steering Committee had it's first meeting on 20.06.2014 and decided to Curtail the Phase-I development for ATR-72 type of aircraft.

· NOC for construction of the new Greenfield Airport has been obtained from the Ministry of Defence (MoD), Ministry of Home Affairs (MHA) and Ministry of Finance (Economic Affairs).

- The preparation of DPR and Environment Impact Assessment documents are in progress.

### Pakyong Airport (Sikkim)

- New Greenfield Airport which can cater for ATR-72 type of aircraft operations is under construction by AAI. AA&ES Rs.310 Cr

- Present Physical Progress 85%. PDC June, 2016. (Work again stopped by local people on re-habilitation issue).

## NON-OPERATIONAL AIRPORTS
## ARUNACHAL PRADESH

### Tezu Airport (by AAI)

- Presently suitable for Helicopter operations only. AAI has been entrusted to develop, operate and maintain the airport for ATR 72 -500 operations.

- Govt. has approved construction of Tezu airport at a cost of Rs. 79 crores with 100% Grant-in-Aid by Govt. of India.

- State Govt. had handed over the airport along with 208.25 acres of land to AAI.

- Construction of Boundary wall completed.

- Pavement works (Runway, Apron, Taxiway), Terminal Building and other ancillary building works are in progress.

- Tezu Airport is expected to be operational by Dec.2015.

### Daparizo Airport (by AAI)

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

- State Govt. was requested to provide 34.3 acres of land for extension of Runway and for provision of other

structures.

• DPR submitted to NEC for Grant-in Aid.

### Along Airport (by Defence)

• Presently suitable for Helicopter operations only. To be developed by Ministry of Defence as per Govt. decision.

• 7 Acres of land to be acquired by State Govt. for development of Civil Enclave for ATR-42 operations. AAI to develop Civil Enclave.

• DPR submitted to NEC for Grant-in Aid.

### Passighat Airport (by Defence)

• Presently suitable for Helicopter operations only. To be developed by Ministry of Defence as per Govt. decision.

• AAI to develop Civil Enclave.

• DPR submitted to NEC for Grant-in Aid.

### Ziro Airport (by Defence)

• Presently suitable for Helicopter operations only. To be developed by Ministry of Defence as per Govt. decision for ATR-42 operations.

• AAI to develop Civil Enclave for

which State Government to acquire 10.00 acres of land.

• DPR submitted to NEC for Grant-in Aid.

### ASSAM

### Rupsi Airport by Defence

• IAF to develop the airport for operations for ATR-72 type of Aircrafts and AAI will construct a Civil Enclave. (Denotification of 858.04 acres land by Forest Department is required).

### TRIPURA

### Kamalpur Airport

• Master plan prepared for development of airport for ATR72-500 type of aircraft.

• State Govt. has to acquire 50.5 acres land

### Kailashahar Airport

• Master Plan prepared for development of airport for ATR 72-500 type of Aircraft.

• State Govt. has to acquire 75 acres land.

### 6.20 AERODROME LICENSING

1. 10 Aerodrome licenses have been renewed by DGCA & 5 Aerodrome

licenses will be renewed by end of March 2015.The total licensed aerodrome for the current financial year 2014-15 will be 15 aerodromes. The details follows;-

Raipur, Cooch Behar, Bhubaneshwar Aurangabad, Madurai, Dimapur, Dibrugarh, Bhopal, Hyderabad, Guwahati, Mysore, Tiruchirappalli, Indore, Vadodara & Udaipur .

2. Quarterly ATRs (DGCA Inspection reports, CAR Non-compliances and DGCA Surveillance Inspection report etc. have been submitted to DGCA on regular basis.

3. All documents of Safdarjung, Patna, Gondia, Kolhapur, Jalgaon & Kadapa Airport have been submitted to DGCA for issuing of Aerodrome License. Sholapur Aerodrome licensing is in process and will be submitted to DGCA.

4. Total 55 airports have been licensed till date.

### 6.21 HIGHLIGHTS OF CARGO

### PHYSICAL PERFORMANCE

At present AAI is managing Cargo operations at Ten Airports, namely Chennai,Kolkata, Coimbatore, Amritsar, Lucknow, Guwahati, Trichy, Mangalore, Portblair& Jaipur Airport.

### Cargo tonnage handled at AAI managed airports:

(Source: Individual Cargo Units)

• International cargo tonnage handled

    Up to October, 2014  = 147936 MT

• Projected

    up to March, 2015    = 253604 MT

• Domestic cargo tonnage handled

    up to October, 2014  = 66143 MT

• Projected

    up to March, 2015    = 113388 MT

• Total cargo handled (Intl. + Dom.)

    Up to October, 2014  = 214080 MT

• Projected

    up to March, 2015    = 366992 MT

• Total cargo handled

    during 2013-14      = 338511 MT

• Growth %age in cargo tonnage

    over previous year    = 8.4%

- Unclaimed Cargo e-auctioned at

  Chennai & Kolkata = 9478 Pkgs./ (combined)

  **Pkgs./MT 75.163 MT**

**Common User Domestic Cargo Terminal (CUDACT) to be established during the year 2014-15:**

Under AAI Policy, CUDACTs are to be established at 24 airports by modification of old terminal buildings. In the same line, CUDACT at 5 airports viz. Chennai, Kolkata, Madurai, Vizag and Mangalore including Raipur airports are to be commissioned up to March, 2015. (NITs on these airports are at the final stages of the contract).

The Directorate of Cargo is considering to provide Incentives to Cargo-Freighters in order to attract the concerned Carriers to operate at AAI Managed Airports.

**6.22 VIGILANCE**

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

- Integrity Pact (IP) was implemented in AAI from 01.04.2008. So far 131 numbers of projects valued at Rs.11,688.79 crores came under the purview of IP (Status up to 04.12.2014).

**(b) Vigilance Issues and Activities**

- In compliance of directions given by CVC, Quarterly Vigilance Review

Meeting (QVRM) for the period ending 30.06.2014 was held on 14.07.2014. The Meeting was chaired by Chairman and attended by Members and CVO. Several important issues were discussed in the meeting for streamlining the system.

- Annual Zonal Review Meeting (AZRM) chaired by Chief Vigilance Commissioner (CVC) was held on 23.07.2014 in CVC. The meeting was attended by CVO, AAI.

**(c) Observance of Vigilance Awareness Week (VAW), 2014**

In accordance with CVC's guidelines, 'Vigilance Awareness Week – 2014' was organized from 27.10.2014 to 01.11.2014 in all the offices, airports and units of AAI. The highlights of its observances at Corporate Headquarter are as follows:

I. Administering of pledge and inauguration of Observance of VAW-2014' by Chairman, AAI.

ii. Quiz on 'AAI (ECDA) Regulations, about AAI and basic Vigilance Principles' and on the spot prize distribution to quiz winners.

iii. Lecture on 'Ethics in Workplace' by Sh. Alexander Daniel, IPS (Retd., DGP)

iv. Lecture on 'Vigilance Perspective in Contract Management' by Sh. M.P. Juneja, Ex-CTEO, CVC.

v. Motivational Lecture' by Swami

Nikhilananda Saraswati, Chinmaya Mission

vi. Lecture on 'Use of latest technology in prevention of frauds & Corruption' by Sh. Sandeep Baldava, Partner, Earnest & Young Pvt. Ltd.

vii. Closing address by Chairman, AAI.

**(d) Workshops/ Training Programmes**

- Eight Vigilance Officers attended a course on 'Total Quality in Vigilance' w.e.f. 24.06.14 to 26.06.14 conducted by Engineering Staff College of India, Hyderabad.

- A Workshop on 'Departmental Inquiry & Disciplinary Proceedings' was organized from 14.07.2014 to 15.07.2014 at Indian Aviation Academy, New Delhi.

- A training programme on 'Green Building/Energy Conservation' conducted by IAA, New Delhi from 27.08.2014 to 28.08.2014 was attended by Dy. CVO(T).

- A workshop on 'Effective Management of Contract – Promoting Good Governance' was organized at Kolkata on 18.09.2014 to 19.09.2014.

- Four Vigilance Officers attended a training programme on 'Corporate

Governance' at IAA, New Delhi from 18.11.2014 to 21.11.2014.

- Two Vigilance Officers attended a training programme on 'e-office/e-filing' organizaed by IT Dte. at CHQ.

**(e) CTE Type Inspections**

Vigilance Department had conducted Seven CTE Type Inspections of major works pertaining to Civil and Electrical works etc. at Kadappa, Mangalore, Ahmedabad, Pune, Kolkata and Chennai & Guwahati Airports.

**(f) Periodic & Surprise Inspections**

27 & 19 nos. of Periodic and Surprise Inspections were conducted by CVD.

**(g) Leveraging of IT**

Online Vigilance Clearance System has been tested for implementation under SAP Platform for bringing transparency and minimizing the time taken in processing clearances. The same shall be put into operations when SAP system is restored.

## (h) Issuance of Technical / Administrative Instructions

During this period 09 number of Technical Instructions/Circulars and 6 numbers of Administrative Circulars have been issued for bringing clarity and improvement in the system.

### (i) Deliberations on updation of Commercial Manuals

A Commercial Consultative Meet was held at CHQ on 11.11.14 to 12.11.14 in which Member(Fin.), CVO, REDs and APDs from Kolkata, Chennai and other major airports have participated to deliberate and finalize the updation of Commercial Manual.

### (j) Disciplinary Cases

During this period, 19 major penalty cases and 11 minor penalty cases have been finalized.

### (k) Vigilance Investigation

Vigilance Investigation has been completed in 29 cases involving 45 officials during the reference period.

### (l) Recovery due to initiatives of CVD

On the basis of amounts quantified so far, a total amount of Rs.2,29,06,132/- has been recovered as a result of vigilance initiative on the basis of investigation and inspections.

### (m) Projected activities in the year 2015

Vigilance Department as a part of its proactive role will urge various key departments to codify their work procedure and revise their Manuals in an endeavour to bring transparency at work place and reduce the scope for discretion. Vigilance Department on the basis of outcome of deliberations took place in forthcoming workshops and field inspections will make suggestions to the Management on systemic improvement on important issues.

## 6.23 HUMAN RESOURCES MANAGEMENT

### (a) REPRESENTATION OF SC/ST/OBC & PWD AS ON 31/10/2014:

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

| Total No. of Emp. | Total No. of SC Emp | % of SC Emp | Total No. of ST Emp | % of ST Emp | Total No. of OBC Emp | % of OBC Emp |
|---|---|---|---|---|---|---|
| 17744 | 3871 | 21.82 | 1188 | 6.70 | 2537 | 14.30 |

Total No. of employees and the number of persons with disabilities as on 31/10/2014:

| Total No. of Emp. | Visually handicapped | Hearing handcapped | Ortho. handicapped | Total No. of PWDs | % of PWDs |
|---|---|---|---|---|---|
| 17744 | 26 | 23 | 165 | 214 | 1.21 |

### (b) Important policy initiatives

1. Internal Deputation Policy (IDP-2014) for AAI employees.

2. Rationalization of promotional prospects of employees as a sequel to merger of seniority – clarification reg.

3. Expeditious disposal of disciplinary / vigilance cases.

4. Local Recruitment at Leh, Srinagar, pakyoung, Agatti, Port Blair and stations in North East Region.

5. Employees Service Charter.

6. Provision of additional medical facilities to serving and retired employees.

7. Stagnation Relief 2014 for blind alley cadres and similarly stagnation employees- Clarification.

8. The Lokpal and lokyuktas Act, 2013 – Submission of declaration of assets and liabilities by the public servants.

9. Amendment in retention of residential quarters at the last station on posting to tenure / hard station.

### 10. Mission 'Swachh Bharat'.



### 11. AAI Policy on Prevention of Sexual Harassment.

### (c) SPORTS ACTIVITIES

**Participation in the activities of All India Public Sector Sports Promotion Board.**

• AAI's Chess Team participated in All India Public Sector Chess Tournament held at Vadodara from 15th to 19th November 2014 and secured Bronze Medal.

• AAI's Athletics Team participated in All India Public Sector Athletics Meet-2014 held at Delhi from 8th to 11th December, 2014 wherein Arjun khokar, inducted under AAI Sports Contract Scheme won the Bronze Medal in 800M Run and AAI's Athletics Team won the Bronze Medal in 4 X 100 M Relay held at Delhi from 8th to 11th December, 2014.

### Participation in National Tournaments.

• AAI team participated in the Inter-institutional Badminton Tournament held at Vijayanagram (Telangna) from 22-24 August, 2014 where our teams (both men & women) emerged winners of the tournament.

• AAI Men & Women's Team participated in the 44th All India Inter-Institutional Table – Tennis Championship held at New Delhi from 17th to 22nd August, 2014 and finished runners up in women's team event.

### Achievements of sportspersons in International / National events.

### International Achievements

• Ms. N. Sikki Reddy, Ms. Pradanya Gadre inducted under AAI Sports

Contract Scheme received Bronze Medal in badminton Team Event (Women) in Asian Games 2014 held at Incheon, South Korea.

• Ms. Ayhika Mukerjee inducted under AAI Sports Contract Scheme and won two consecutive Gold Medals in International Event Namely "Slovak open ITTF Junior Circuit Table Tennis Championship held at Senec (Slovakia)' from 22nd to 25th May 2014 and in 2014 Polish Junior & Cadet Open – ITTF Premium Junior Circuit, Wladyslawowo, Poland from 28th May – 01st June 2014, in Girls Singles Event.

• Ms. Padminia Rout inducted under AAI Sports Contract Scheme, has become the first Indian Chess Player to win a gold Medal (on Board 5) in Chess Olympiad held at Tromso, Norway from 01st to 14th August, 2014.

### National Achievements

• Master Manav D. inducted AAI Sports Scholarship Scheme won 2 Gold medals (with 2 new national records ) and 4 Silver Medals in 41st Junior National Aquatic Championships – 2014 held at Bhopal from 12th to 16th July, 2014.

• Ms. Padmini Rout inducted under AAI Sports Contract Scheme, has become National Women Chess Champion by winning the National Women premier

Chess Championship 2014 on 05th November, 2015 at Sangli (Maharashtra).

• Arjun Khokar, Contract Player, won the Gold Medal in 800M Steeplechase in 30th Junior National Athletics Championship held at Vijayawada in November, 2014.

• Ms. Priya inducted under AAI Sports Scholarship Scheme, won Silver Medal (60 KG) in Junior National Boxing Championships – 2014.

### PROGRESSIVE USE OF HINDI

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

At present in-house journal ' Arpan' are being published quarterly in Hindi by CHQ.

Translation & Official language Implementation Training Programme has been organized by CHQ in Inian Aviation Academy, New Delhi in August 2014 for the Officers / Staff of Official Language cadre about Official Language Policy & means of its implementation.

### CORPORATE SOCIAL RESPONSIBILITY

Airports Authority of India (AAI) made important strides in CSR during 2014-15 - with the increased employee awareness and valuable progress in all priority areas of AAI CSR policy. During the year 2014-15 MoU weightage for CSR is 3%. Three projects have been identified for MoU parameters. These three MoU projects are progressing as per the targeted completion time. A sum of approx. Rs. 44.63 crores has been earmarked for the CSR projects in 2014-2015.

### Paper Recycling Unit, New Delhi (MoU parameter 2014-15)

AAI continued to implement the ongoing project of handcrafted paper recycling unit in 2014-15. This is one of the MoU projects under CSR. The paper recycling unit converts paper waste from AAI offices across the country, into useful paper stationery products like file covers, file folders, visiting cards, envelopes, letter heads, corporate gifts,

calendars and several other paper products. The initiative is a model to promote eco-friendly practices of Energy conservation, water conservation and zero waste. For 2014-15 target is to produce 50 tonnes of environment friendly handcrafted paper.

### Project in backward district of Udaipur (Mou parameter 2014-15)

Baseline study and implementation community development programme related to water/sanitation and health care facility i.e. Medical Mobile Unit, Up-gradation of Primary Health Centre and solar lighting.

Provision of one Mobile Medical Unit for the local Public Health Clinic and safe drinking water for schools has been taken up. State government has agreed to enter upon an agreement for operation and maintenance of the MMU.

### Sensitization training on CSR to AAI employees (MoU parameter 2014-15)

During the year a target was set for to sensitize 80 AAI officials on Corporate Social Responsibility initiative of AAI through conducting in house CSR Workshops.

AAI is taking up a project for developing of 100 beded home for senior citizens at Manna Camp near SVI Airport, Raipur at an estimated expenditure of Rs. 2 crores

in partnership with state Govt. & NGOs with user friendly facilities. For operation and maintenance of the home, State Government shall support by providing financial assistance @ Rs. 4000/- per person. One NGO shall be engaged for day to day management.

### Project on development of Health facility

Cancer detection cum community mental health clinic AAI in partnership with state Govt. Rs. .65 crores.

### Project on development education facility

Under education, AAI has undertaken relocation of existing Dum Dum Airport Girls High School located in AAI colony (primary & higher secondary level) by constructing a new building at an estimated cost of Rs. 5.98 crores at Kolkata.

### Project on development of livelihood generation

For livelihood generation and clean environment, AAI is taking up a Coconut shell powder production unit, Agatti at an estimated expenditure of Rs. 0.33 crores in partnership with Local Government Department.

### Project on 'Swachh Vidyalaya' initiative

Under the National Mission "Swach Vidyalay", AAI committed to construct toilets in schools for girl students in 765 schools across the country as per design prepared by MHRD i.e per toilet block includes 1 WC, 3 Urinals and 1 incinerator; Rs. 80,000 for connecting to water source; and annual maintenance for 2 years @ Rs. 20,000/- per year. The schools are identified in near vicinity of operational airports. Total estimated expenditure shall be Rs. 26.77 crores during 2014-15.



Lucknow Airport at night

# 7. AIR INDIA LIMITED

## 7.1 INCORPORATION

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

## 7.2 BOARD OF DIRECTORS

### (as on 31 December 2014)

As on 31 December 2014, the Board of Directors of Air India comprised of the following :

Shri Rohit Nandan
Chairman & Managing Director

Functional Directors

Shri Venkat
Director (Finance)

Shri N K Jain
Director (Personnel)

Shri Pankaj Srivastava
Director-Commercial

### Government Directors

MR. S.S Mohanty,
Addl.Secretary & FA, MoCA

Shri Arun Kumar,

Jt. Secretary, MoCA

### Non–Official Directors

Shri Gurcharan Das,
Management Consultant & Author

Dr. PremVrat,        Pro-Chancellor & Professor of Eminence, ITM University, Gurgaon

Air Marshal (Retd) K.K.Nohwar,  P V S M VM

Dr. Ravindra H. Dholakia,
Professor, IIM, Ahmedabad

Smt. RenukaRamnath,   MD  &  CEO, Multiples Alternate Asset Management Private Limited, Mumbai

## 7.3 CAPITAL (as on 31 December 2014)

### 7.3.1   Authorised Share Capital

The Authorised Share Capital of the Company is Rs.250,000,000,000 divided into 25,000,000,000   equity shares of Rs.10/- each.

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

As on 31 December 2014 the Issued, Subscribed & Paid-up Share Capital of the Company was Rs.17,178,00,00,000 crores  divided into  17,178,000,000 fully paid up equity shares of Rs.10 each.  The entire share capital is held by the President of India.

### 7.4  SUBSIDIARY COMPANIES

The following are the wholly owned subsidiaries of Air India Ltd., and as on 31 December 2014  and the Company's investments in these Companies was as under :

- **Air India Air Transport Services Ltd**        Rs.       5.00 lakhs

- **Air India Charters Ltd**        Rs.       30.00 crores

- **Air India Engineering Services Ltd**        Rs.       5.00 lakhs

- **Airline Allied Services Limited**        Rs.       2.25 crores

In addition to the above, Air India Ltd. has another subsidiary viz. Hotel Corporation of India Ltd (HCI) in which it has invested Rs. 40.60 crores, which amounts to approx. 80% of it's paid up share capital. An amount of Rs. 10 crores has been invested in HCI by the Government of India. Additionally an amount of Rs.12 crores has been granted by the Government by way of Equity infusion and the Equity share to that extent will be issued shortly as the same is under process.   Apropos Air India and Government will hold shares in the ratio of 65:35 in HCI.

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

(Rs. in Crores)

| Particulars | 2013-14 | 2012-13 |
|---|---|---|
| Total Income | 101.82 | 75.00 |
| Profit/(Loss) Before Tax | 2.54 | .98 |

AIATSL, a wholly owned subsidiary of Air India was operationalised on 1 February 2013. AIATSL presently provides ground handling services at 63 airports.  Apart from handling the flights of Air India Limited and its Subsidiary Companies, ground handling is also provided for 29 foreign airlines and 4 domestic airlines for 115000  flights (Air India and Subsidiaries) and 27256 flights of customer airlines. 3999 employees have been transferred/deputed from Air India to AISATS as on 31 December 2014. AISATS has its own 4218 employees who are on Fixed Term Contract basis.

#### 7.4.2  Air India Charters Limited (AICL):

(Rs. in Crores)

| Particulars | 2013-14 (Provisional) | 2012-13 |
|---|---|---|
| Total  Income | 2364.54 | 1782.93 |
| Profit/(Loss) Before Tax | -345.32 | -351.97 |

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

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

#### 7.4.3   Air India Engineering Services Limited (AIESL):

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

#### 7.4.4   Airline Allied Services Limited (AASL):

(Rs. in Crores)

| Particulars | 2013-14 (Provisional) | 2012-13 |
|---|---|---|
| Total  Income | 242.39 | 281.14 |
| Profit/(Loss) After Tax | -249.40 | -133.39 |

AASL, a wholly owned subsidiary company of Air India Limited, which operates under the brand name Alliance Air, commenced operations from 15 April 1996.  It provides connectivity to Tier II and Tier III cities and acts as a feeder to Air India and Air India Express.  It has four bases viz. Delhi, Mumbai, Bangalore and Kolkata.  Currently, it operates passenger services with 8 leased aircraft (4 ATRs and 4 CRJs).  It operates to 19 destinations and daily carries approximately 1100 passengers.

#### 7.4.5   Hotel Corporation of India Limited (HCI):

(Rs. in Crores)

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

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

#### 7.4.6   Vayudoot

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

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

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

**7.6. Financial Performance of Air India Ltd.**

(Rs. in Crores)

| Particulars | 2014-15 (Apr-Dec'14-Prov) | 2013-14 (Actuals) | 2012-13 (Actuals) | 2011-12 (Actuals) |
|---|---|---|---|---|
| Total Revenue | 14523.66 | 19093.49 | 16072.11 | 14713.81 |
| Total Expenses | 18867.71 | 26420.19 | 23703.95 | 23459.48 |
| Profit/(Loss) before Extra - Ordinary/ Exceptional Items & Tax | (4344.05) | (7326.70) | (7631.84) | (8745.67) |
| Extra -Ordinary Items | 118.77 | 613.39 | 1021.78 | 265.57 |
| Exceptional Items | (4225.28) | 433.71 | 1119.90 | 922.41 |
| Profit/(Loss) after Extra-Ordinary/Exceptional Items & Tax | (4225.28) | (6279.60) | (5490.16) | (7557.69) |
| Less: Provision for Tax | 0.0 | 0.00 | 0.00 | 2.05 |
| Net Profit/(Loss) | (4225.28) | (6279.60)* | (5490.16) | (7559.74) |
| EBIDTA | 166.10 | 256.21 | 221.78 | (2236.95) |

*Loss in Airlines Business is Rs 5935.93 Crores

**7.7 – Physical Performance Air India Ltd.**

| Particulars | Unit | 2014-15 (Apr - Dec'14-Prov) | 2013-14 (Actuals) | 2012-13 (Actuals) | 2011-12 (Actuals) |
|---|---|---|---|---|---|
| ASKMs (Scheduled Services) | Millions | 36269 | 45428 | 39909 | 45015 |
| PKMs (Scheduled Services) | Millions | 26246 | 33279 | 28879 | 30577 |
| Passenger Load Factor | (%) | 72.4 | 73.3 | 72.4 | 67.9 |
| No. of Pax Carried (Scheduled Services) | Millions | 12.4 | 15.4 | 14.1 | 13.4 |

**7.8:  Analysis of the Physical/Financial Performance**

**(I)    2013-14**

The company has shown a considerable improvement in Operational/Financial parameters during FY 2013-14 as reflected below:

- Capacity in terms of ASKMs has increased from 39909 million in 2012-13 to 45428 million in 2013-14, which is an increase of 13.8%

- **Pax Load Factor** has increased from 72.4% in 2012-13 to 73.3% in 2013-14.

- **No. of Revenue Pax Carried** has increased by 9.4% from 14.10 million to 15.43 million.

- The company has achieved **EBIDTA positive of Rs. 256.21**crores in 2013-14 as compared to positive EBIDTA of Rs.221.78 crores in 2012-13.

- During the year 2013-14 the company has suffered a Net Loss after tax of Rs 6279.60 crores during 2013-14 (out of which the Airline Business reported a Net Loss of Rs 5935.93 crores) as compared to the Net Loss of Rs 5490.16 crores in 2012-13 mainly because of the devaluation of the Rupee against the USD by almost 10% resulting in the exchange losses for the year. Apart from this the company also

had to account for the increase in fuel prices, higher aircraft maintenance costs due to ageing fleet, higher depreciation and lease charges due to expansion of capacity and loss on newly introduced routes.

**(II)    2014-15 (April to December 2014)**

The company has continued to show an improved performance both in terms of financial and physical performance during 2014-15 also. The salient features of the performance so far during the current financial year are given as under:

**a)    Performance in April to December 2014**

The performance during April to Dec'14 has shown a considerable improvement when compared to the corresponding period of previous year as per details given hereunder:

- The Operating Loss during the period was Rs 1446.66 crores as compared to the figure of Rs 2164.47 crores during April to Dec'13 thereby **leading to a reduction in Operating Loss by Rs 717.81 crores  i.e. almost 33%**

- *The Net Losses during the period has also reduced from Rs 4427.87 crores during April to Dec'13 to Rs 4225.28 crores in April to Dec'14    i.e. a reduction in Net Loss of Rs.202.60 crores i.e., 4.6 .*

- The **EBIDTA** during April- Dec 2014 was **positive by Rs 166.10 crores** as compared to the negative EBIDTA of Rs 191.52 crores in April- Dec 2013.

- On Operational front, the capacity in terms of **ASKM has been improved by 2588 Million i.e., 7.7%** (from 33681 million in April - Dec 2013 to 36269 Millions in April-Dec 2014).

- Similarly the capacity utilisation in terms of **RPKM has also improved by 7.5%** i.e., 24419 million in April - Dec 2013 to 26246 Millions in April- Dec 2014.

- The **yield per RPKM** improved from Rs.4.26 in April- Dec 2013 to Rs.4.36 in April- Dec 2014, showing an **increase of 2.3 %**.

- The **passengers carried** increased from 11.38 million to 12.41 million a **growth of 9.1 %**.

- The **Passenger Load Factor** has remained almost the same i.e. 72.5 % in April- Dec 2013 and **72.4%** during April- Dec 2014 on the enhanced capacity. However, the Domestic Seat Factor improved from 76 % in April-Dec'13 to 78 % in April-Dec'14.

## 7.9 Infusion of Additional Equity-Linked to the Turnaround Plan of the Company

The Government infused Equity Capital of Rs 60000 Million during 2013-14 thus bringing the total paid up Capital to Rs.153450 Million. During the year 2014-15 the Government was expected to bring Equity Capital of Rs.71060 Million including the arrears of the earlier years. However, the Government could infuse only Rs.57800 Million due to certain budgetary constraints. During the year 2013-14, the Company could achieve significant improvements in its operating performance as compared to the corresponding period last year. Its On time punctuality (OTP) improved on domestic sectors to 80.4% and on International to 73.6% resulting in a network OTP of 77.9%. Similarly, its domestic load factors improved to 75.3% despite many challenges faced from the Low Cost Carriers and International Load factors improved to 72.4% taking the Network Load factor to 73.3%. There was also an increase in the yield per kilometer throughout the network with domestic yield improving to Rs.6.05 and international to Rs.3.52. The utilization of the Airbus fleet continued to improve to 10.3 hours a day on total fleet and 12.8 hours on operating fleet and that of the Boeing 777 fleet to 11.1 hours a day on total fleet and 14.9 hours on operating fleet. Similarly, the 787 aircraft averaged around 12.5 hours a day. During the year 2013-14 seven Dremaliners (787) were delivered to AI by M/s Boeing Company which were deployed in its network. These 787 were used both for domestic and international operations from Delhi. The domestic routes which were covered were Kolkata, Chennai and Bangalore and the international routes covered were Paris, London, Frankfurt, Sydney, Melbourne, Singapore, Hong Kong, Osaka, Tokyo, Birmingham, Seoul, Dubai and Shanghai. The 787 will continue to be the mainstay of the Company's wide body operations as the Company plans to take delivery of 9 more aircraft up to the period September 2016. So far 18-B787 aircraft have been inducted in the fleet.

## 7.10 STAR ALLIANCE

Air India joined Star Alliance, the largest alliance in the world with effect from 11 July 2014 after fulfilling 64 joining requirements of which technology integration and safety were the most critical ones. During the Safety Audit conducted by an Independent Audit Company from USA chosen by United Airlines, the Auditors had expressed their satisfaction that Air India met all the safety parameters.

By joining Star Alliance the passengers would have great advantage as they would be able to accrue and burn miles on any airline in the alliance, get access to more than thousand lounges, book and check-in through to final destination, priority boarding etc. Air India is likely to achieve incremental revenues on account of commercial cooperation with the various Star partners.

Just six months into the Alliance, Air India has already seen positive effects from the membership. There has been a 33% increase in the number of passengers transferring between Air India and other Star Alliance member airlines. A key benefit has been the frequent flyer programme. Over 80,000 frequent flyers have earned miles while flying Air India since July and more than 20,000 Air India Frequent Flyer Members have miles credited for flights on other Star Alliance member carriers.

## 7.11

### (A)  Air India Website

- Air India launched its new Website (www.airindia.in) effective 04Sept'13 and the same has been updated as per Star Alliance requirements, thereby increasing revenue for Air India.

- Download speed is 0.92 milli seconds which is comparable to world standards.

- Air India has made constant efforts to increase its web sales and has achieved growth as under :

| Financial Year | Domestic (Crores) | International (Crores) | Total (Crores) | % Increase |
|---|---|---|---|---|
| Apr'13 to Dec'13 | 660.60 | 642.57 | 1303.17 | |
| Apr'14 to Dec'14 | 859.87 | 876.39 | 1736.26 | 33 % |

Note : Web sale constitutes 15-16% of the total AI Network Sales on daily basis.

- **Website – Promotions**

- Get Lucky Offer launched on 15Aug'14 where every 100th ticket booked online was eligible for a free ticket on the Domestic sector of Air India

- eSuper Saver scheme which was launched on 19Aug'14 and the same was promoted and sold through Air India website

**(B)    Air India Mobile Application Module**

- Air India has launched its Mobile Application Module for its domestic network on both Android and iOS platform effective 21Oct'14 and 29Oct'14 respectively. The total download as on 15th January 2015 was 95545 (Android- 71245 and iOS- 24300). The average sale is 120 tickets per day.

**Mobile Application Promotion**

10% discount on Basic Fare were introduced to enhance sale which is valid till 28Feb'14.

**(C)    Social Media Initiatives**

- **Facebook** 2 lac followers plus

- **Twitter @airindiain** 10K followers plus

- **Hangouts –** Air India launched Google Hangout, a first by any airline in India, to expand the reach on social media during the coming cricket World Cup. Air India cricketers who had represented India in earlier World Cups, participated in the Hangout. This initiative was available on Google platform, Youtube, Twitter and Facebook and received wide publicity for Air India and its flight India – Australia.

**7.12  Fleet Size ( as on 31 December 2014)**

| Aircraft type | Owned | Sale & Lease Back | Dry Lease | Total |
|---|---|---|---|---|
| **Operational Fleet** | | | | |
| **Wide Body** | | | | |
| B777-200LR | 3 | - | - | 3 |
| B777-300ER | 12 | - | - | 12 |
| B747-400 | 3 | 2 | - | 5 |
| B787-800 | 11 | 7 | - | 18 |
| A330-200 | - | - | - | - |
| Wide Body Total | 29 | 9 | - | 38 |
| **Narrow Body** | | | | |
| B737-800 (AIX) | 17 | 0 | 0 | 17 |
| A320 | 18 | 0 | 0 | 18 |
| A319 | 19 | 0 | 3 | 22 |
| A321 | 20 | 0 | 0 | 20 |
| Narrow Body Total | 74 | 0 | 3 | 77 |
| **Regional Aircraft** | | | | |
| CRJ-700 | 0 | 0 | 4 | 4 |
| ATR42 | 0 | 0 | 3 | 3 |
| Regional Aircraft Total | 0 | 0 | 7 | 7 |
| Total Operational Fleet | 103 | 9 | 10 | 122 |

**During April-October/December 2014**

| Aircraft Type | Block hrs flown/day/ aircraft | Tech Despatch  Reliability (%) |
|---|---|---|
| A320 | 9.40 (upto Oct'14) | 98.10 (upto Dec'14) |
| A319 | 10.40 (upto Oct'14) | 99.33 (upto Dec'14) |
| A321 | 11.00 (upto Oct'14) | 99.49 (upto Dec'14) |
| A330 | 6.00 (upto Oct'14) | 98.86 (upto Oct'14) |
| B777-200LR | 5.14 | 97.24 |
| B777-300ER | 12.82 | 98.19 |
| B787-8 | 14.00 | 97.10 |
| B747-400 | 5.41 | 97.28 |

**7.14  The pattern of international operations during 2014-15**

| ROUTES | Winter 2014 (Flights/week) | Summer 2014 (Flights/Week) |
|---|---|---|
| India/New York | 07 | 07 |
| India/London | 21 | 21 |
| India/Birmingham | 07 | 04 |
| India / Chicago | 07 | 07 |
| India/Frankfurt | 07 | 07 |
| India/Newark | 07 | 07 |
| India/Paris | 07 | 07 |
| India/Gulf | 143 | 143 |
| India/Australia | 07 | 07 |
| India/Tokyo | 03 | 03 |
| India/Shanghai | 04 | 04 |
| India/Hong Kong/Osaka | 03 | 03 |
| India/Hong Kong/Seoul | 04 | 04 |
| India/Singapore | 21 | 14 |
| India/Bangkok | 14 | 14 |
| India/Colombo | 07 | 06 |
| India/Male | 14 | 07 |
| India/Kabul | 06 | 06 |
| India/Dhaka | 11 | 14 |
| India/Kathmandu | 22 | 22 |
| India/Rome/Milan | 07 | 07 |
| India/Moscow | 04 | 04 |

**ENGINEERING**

**7.13    Fleet Utilisation & Dispatch Reliability**

Utilization in terms of average daily utilization per aircraft in block hours and the Technical dispatch reliability after considering technical delays of 15 minutes and above are given hereunder for the year 2013-14 andfor the period April to December 2014:

**During 2013-14**

| Aircraft Type | Block hrs flown/day/ aircraft | Tech Dispatch Reliability (%) |
|---|---|---|
| A320 | 9.60 | 98.57 |
| A319 | 9.80 | 99.48 |
| A321 | 11.60 | 99.61 |
| A330 | 7.90 | 98.56 |
| B777-200LR | 7.92 | 99.42 |
| B777-300ER | 12.35 | 99.02 |
| B787-8 | 10.80 | 88.74 |
| B747-400 | 5.06 | 98.48 |

## 7.14.1 Air India Current operations to North-East

| Routing | Freq | Aircraft |
|---|---|---|
| Kolkata-Dibrugarh-Dimapur-Kolkata | 3/wk | A320 |
| Kolkata- Dimapur-Dibrugarh-Kolkata | 2/wk | A320 |
| Kolkata- Dimapur-Kolkata | 1/wk | A319 |
| Kolkata-Aizawl-Imphal-Kolkata | 3/wk | A319 |
| Kolkata-Imphal-Aizawl-Kolkata | 4/wk | A319 |
| Kolkata-Guwahati-Kolkata | 7/wk | A319 |
| Kolkata-Agartala-Kolkata | 7/wk | A319 |
| Kolkata-Silchar-Kolkata | 4/wk | A319 |
| Delhi-Guwahati-Imphal & vv | 7/wk | A321 |

### 7.14.2 New flights / Destinations introduced during 2014-2015

- Started daily flight to Rome / Milan from Delhi effective 06th June, 2014

- Commenced 04 weekly flights on Delhi-Moscow-Delhi route with effect from 18th July'2014.

- Commenced operations on Delhi-Gaya-Yangon route with 01 flight/week effective 18th Nov'2014.

- Frequency of flight between Delhi-Bhopal-Delhi increased from 01 daily to 02 daily flights with effect from 26th Oct'14.

- Daily direct flight started on Delhi-Vijaywada-Delhi route with effect from 15th Jan'15.

### 7.15  SC/ST and OBC representation as on 31.12.2014 (including AIESL  and   AIATSL) :

| Total No. of Employees | Total No. of SC Employees | % of SC Employees | Total No. of ST Employees | % of ST Employees | Total No. of OBC Employees | % of OBC Employees |
|---|---|---|---|---|---|---|
| 21615 | 4454 | 20.60 | 1549 | 7.16 | 1340 | 6.19 |

### 7.15.1 Facilities to Persons with Disabilities :

i. Professional Taxes are not being deducted from the salary.

ii. Seats are reserved on staff transport.

iii. Preference in accommodation in Housing Colonies are done sympathetically.

iv. Preference in transfer/posting are considered sympathetically.

v. Conveyance allowance of Rs. 100/- p.m.  are being paid for certain workmen category.

vi. Accessibility and barrier free environment at work place is provided

### 7.16    Haj Operations 2014

Haj 2014 operations were carried out from 28th August 2014 to 11th November 2014. Air India operated from 14 stations and carried 50,249 pilgrims.

### 7.17 Citizen's Charter:

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

## 8. INDIRA GANDHI RASHTRIYA URAN AKADEMI

### 8. INTRODUCTION

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

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

### 8.2 OBJECTIVES

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

a) Ab-Initio to CPL Course on fixed wing aircraft. Instrument rating and multi engine endorsement is part of this course.

b) Three years Graduation programme leading to award of B.Sc. (Aviation) degree through Chhattrapati Shahuji Maharaj University, Kanpur.

c) CRM & Multi Crew Conversion Course on DA 42 aircraft.

d) Refresher Course for Certified Flying Instructors and Pilot Instructors of Flying Training Institutes.

e) Courses for Assistant Flight Instructor Rating (A) and Flight Instructor Rating (A).

f) Skill Tests for renewal of Licence for Ex-students of IGRUA on requirement basis.

g) To provide Simulator training & checks and other facilities to outside aviation agencies for their Pilots Selection & Interview.

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

### 8.3 INFRASTRUCTURE

The Akademi is equipped with most modern and sophisticated trainer aircraft, up-to-date audiovisual training aids and other facilities for effective ground training. It employs qualified flying and ground instructors, with long experience in the field of aviation and flying training. The aim at IGRUA is not only to train to make a pilot but also to

make him an effective systems manager in aeronautics. The flying trainees of the Akademi acquire the standards required for their transit with ease into the cockpits of the airlines.

The Akademi has fantastic infrastructure that permits the growth of a school pass level individual to a confident commercial pilot fit to be absorbed by the airlines. It has three hostels (including a separate Girl's hostel) which can house 248 boys and 40 girls on a twin sharing basis. IGRUA campus also has residential accommodation for its staff. Its ground school is housed in the residential area. The operational area has a 6080 feet runway with a parallel taxy track, dispersal area and three hangars. The complete area is equipped with night flying facilities including a PAPI. IGRUA airfield has its own nav and landing aids in terms of VOR/DME and ILS. It has its own safety services, Fuel Storage tanks and Air Traffic Services. IGRUA also has dedicated air space earmarked for it to enable uninterrupted training. This unique model wherein IGRUA owns the airfield and its operating services allows it the freedom to provide quality training.

### 8.4 ORGANISATION

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

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

### 8.5 GROUND TRAINING

#### (a) Basic Training

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

The Ground Training in Aviation subject comprising 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.

#### (b) Audio Visual Aids

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

### 8.6 FLYING TRAINING

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

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

#### (b) SIMULATOR TRAINING

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

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

#### (c) AIRCRAFT

(I) The Akademi has Thirteen DA40 aircraft equipped with glass cockpit.

(ii) The Akademi also has Five Trinidad TB-20 aircraft. TB-20 aircraft is a piston single engine aircraft with variable pitch propeller, retractable undercarriage and is equipped with modern Nav Aids.

(iii) In addition, the Akademi has Four Zlin Z242L aircraft. It is a piston single engine aircraft with fixed under carriage and is equipped with modern Navigational Aids.

(iv) The Akademi has Two DA 42 aircraft. The final stage of training is carried out on this aircraft. This is a twin-engine aircraft. The aircraft is equipped with modern and sophisticated radio & navigational aids. Particular attention is paid to Line Oriented Flying Training. The students graduate with multi-engine endorsement and instrument rating on their Commercial Pilot Licence.

## (d)FLYING TRAINING SYLLABI
**For Ab-initio to CPL trainees**

### Single Engine

For Ab-initio to CPL trainees - 20.00 hrs. Simulator training on FNTP.

- 185.00 hrs flying on TB -20/DA-40/Zlin aircraft.

### Multi-Engine Training

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

## (e)CREW RESOURCE MANAGEMENT (CRM) AND MULTI CREW CONVERSION COURSE (MCC)

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

## 8.7 MAIN ACHIEVEMENTS

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

| Particulars | Total No. of Trainees | |
|---|---|---|
| | Completed (2007-08-2013-14) | Under Training |
| Fixed Wing (CPL/IR/ME) | 433 | 187 |
| Multi-engine endorsement (other than regular trainees) | 39 | - |
| **TOTAL** | **472** | **187** |

**Flying training of 144 trainees is in progress.**

## (b)NUMBER OF HOURS FLOWN DURING THE LAST 07 FINANCIAL YEARS
## (APRIL – MARCH)

| Year (April to March) | Hours Flown |
|---|---|
| 2007-08 | 9557:05 |
| 2008-09 | 10756:25 |
| 2009-10 | 11993:25 |
| 2010-11 | 16231:35 |
| 2011-12 | 16760:00 |
| 2012-13 | 16006:00 |
| 2013-14 | 18774:25 |
| 2014-15 (Till 31.12.2014) | 10224:35 |

The standard achieved by the students during their training at the Akademi is comparable to international standards. The performance of the graduates of the Akademi, who have joined Air India and other private Airlines has been appreciated by their respective employers. An MoU with Qatar Airways is nearing finalization for placement of IGRUA product with them. The quality of training imparted at IGRUA is showcased by the fact that even Indian Navy and Indian Coast Guard send their pilots for abinitio training to IGRUA.

## (c)Internet/LAN facility

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

## (d)Web Camera

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

## 8.8 POLLUTION CONTROL

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

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

(i) Vehicle engines are properly maintained within the prescribed limits of emission.

(ii) Solid waste is burnt in a manner as to cause minimum fumes.

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

**(b) Waste Water Disposal:**

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

**(c) Solid Waste Disposal:**

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

**8.9    CITIZEN CHARTER**

Citizen Charter of IGRUA has been prepared and uploaded on our web site.   A Citizen can visit the website of IGRUA at www.igrua.gov.in.   Citizens can make request to our Public Information Officer (PIO) Mr. R.K. Dwivedi and Appellate Authority (Director IGRUA) for any information under RTI Act.

**8.10    WOMEN'S WELFARE**

IGRUA has Thirteen women employees (3 Regular + 10 Contractual) and their welfare is being looked after through normal administrative channels. A committee comprising three members is also looking after the women welfare issues pertaining to sexual harassment.

**8.11    STEPS TAKEN TO IMPROVE PUBLIC GRIEVENCE REDRESSEL MACHINERY**

The nature of operation of the Akademi is such that it hardly involves any public dealing.    However, Manager HR is assigned the task of dealing with public grievance.    At present no public grievances exist.

**8.12    ISSUE RELATED TO DEVELOPMENT ACTIVITIES TAKEN IN NORTH EAST**

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

**8.13    WELFARE OF SENIOR CITIZEN**

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

**8.14    REPRESENTATION OF SCs/ STs/ OBCs**

The details of representation of SC/ST/OBC as on 31/12/14 is given in the chart below:

| Name of Organisation | Total No. of Emp. | Total No. of SC Emp. | %age | Total No. of ST Emp. | %age | Total No. of OBC Emp. | %age |
|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| Indira Gandhi Rashtriya Uran Akademi | 182 | 38 | 20.88 | 01 | 0.55 | 73 | 40.10 |

**8.15    IMPLEMENTATION OF OFFICIAL LANGUAGE**

The Akademi continues to take necessary steps for ensuring the implementation of all provisions of the Official Language Act & Rules. Employees are being trained in Hindi, Devnagri Typing Test.  Computers have been modified with special Hindi Software for use of Hindi and one Hindi software has been purchased for Akademi and it is in operation.  A Hindi magazine **"KSHITIJ"** is published regularly by IGRUA.

**8.16    SPORTS FACILITIES**

IGRUA has indoor and outdoor sports facilities for games like squash, badminton, basketball, volleyball, football, table tennis, pool table and a well equipped gym with multi-gym equipments. A swimming pool is nearing completion..

**8.17    CULTURAL ACTIVITES**

IGRUA has a Musical Instruments Room. Cultural programs are periodically organized to encourage extra-curricular activities.

**8.18    IMPLEMENTATION OF PERSONS WITH DISABILITY (PWD) ACT 1995**

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

GRUA is a flying training institute the nature of job in Group A, B and some of the C posts is highly technical.  Hence, the possibility of appointing disabled person in these jobs does

not exist. However, two disabled persons are working in IGRUA.

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

### 8.19    FEE STRUCTURE

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

### 8.20    FUTURE PLANS

Ministry of Civil Aviation plans to upgrade IGRUA campus to a knowledge and training hub.  To this end a National Aviation University is under construction at IGRUA campus.

An AME school will be established at IGRUA.  Construction of the building has commenced.  International tie up for European Certification along with DGCA certification is in plan.

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# 9. PAWAN HANS LIMITED

## 1. ORGANIZATION

Pawan Hans Limited (PHL) (name changed from Pawan Hans Helicopters Ltd. w.e.f. 14.1.2013) was incorporated in October, 1985 (under the name of 'Helicopter Corporation of India Limited') as a Government Company under the Companies Act, 1956 with the primary objective of providing helicopter support services to the oil sector in offshore exploration, operate in hilly and inaccessible areas and make available charter flights for promotion of travel and tourism. The Company has added more objects in 2009 namely for setting up of Training Institute of AME, pilots, operation of Sea Plane and setting up of specialised Institute for Safety Audit and Excellence and setting up of Heliport and joint ventures for O&M of helicopters. The Registered Office of the Company is located at Safdarjung Airport, New Delhi and its Regional Offices are at Mumbai, New Delhi and Guwahati. Pawan Hans shifted its Corporate Office to its new office building at C-14, Sector-1, Noida in April, 2010.

## 2. CAPITAL AND ORGANIZATION STRUCTURE

The Company's authorized capital was increased from Rs.120 crores to Rs.250 crores on 03.12.2010. The paid up share capital of the Company was also increased to Rs.245.616 crores comprising of Rs.125.266 crores in the name of President of India (from Rs.89.266 crores earlier) and Rs.120.35 crores in the name of ONGC Ltd. (from Rs.24.50 crores earlier) after equity shares allotted on 14.2.2011. Accordingly, the shareholding of the Government of India and ONGC in the Company stand changed from 78.46% and 21.54% respectively to 51% and 49% respectively.

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

## 3. FLEET PROFILE

Pawan Hans has emerged as one of Asia's largest helicopter operators having a well-balanced own operational fleet of 46 helicopters at present with pan India presence. The Company has been able to secure long-term contracts with Institutional clients mainly in the Oil Industry and Government Sector mainly under competitive tender conditions.

Pawan Hans has transited from its Quality Management Systems under ISO 9001:2008 standards to ISO 14001 and 18001 Certification which is known as Integrated Management System covering Environment and Safety aspects. The Company has achieved flying of more than 7.00 lakhs hours and 25 lakhs landings on its fleet since its formation.

The Company's operational fleet profile as on 31.12.2014 is as follows:

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

During the last four years the revenue hours and average monthly deployment of helicopters was as under:-
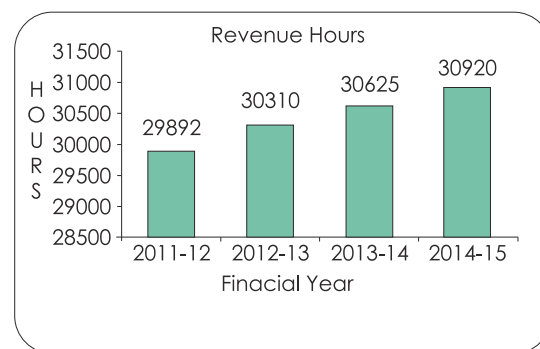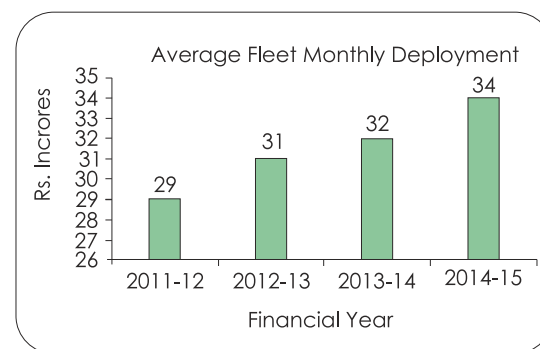


The Company has Operation & Maintenance Contracts of 6 Dhruv helicopters owned by BSF (MHA) with M/s. HAL. These Dhruv helicopters are being used by BSF for Anti-Naxal activities.

## 4. FLEET DEPLOYMENT

### • Operations for ONGC

Pawan Hans has been providing helicopter support for offshore operation of ONGC for carrying its men and vital supplies round the clock to drilling rigs situated in Bombay off-shore platforms. Pawan Hans operates to ONGC's Rigs (mother platforms and drilling rigs) and production platforms (wells) within a radius of 130 nm. from the main land at Mumbai. The tender for Production Task contract for providing 7 Nos. Dauphin N3 helicopters with vintage of 5 years was awarded to Pawan Hans by ONGC under International competitive bidding. As on 31.03.2014, the Company had on contract 10 Dauphin N3 helicopters with ONGC for their off-shore task out of which 2 Dauphins are stationed overnight at the main platforms in addition to a dedicated Night Ambulance to meet any emergency evacuation.

### • Other Customers including North East States

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

During the year the Company had deployed additional 4th Dauphin helicopter with Administration of Andaman & Nicobar Islands and one Mi-172 helicopter to Government of Arunachal Pradesh.

### • Passenger Services

The Company had got contract for operating helicopter services from Mata Vaishno Devi Shrine Board from Katra to Sanjhichat under competitive conditions April 2008 to March 2011 and again from April 2011 to March 2014. Pawan Hans runs the helicopter services from Phata to the Holy Shrine of Kedarnath during the May-June and September-October seasons every year. Pawan Hans has also been awarded contract by Shri Amarnath Shrine Board for operating "Helicopter services for Shri Amarnathji Yatra 2012 and 2013" on Pahalgam-Panjtarni sector and provided services during season from June-August 2012 & 2013. Further, the Company was again awarded contract for Shri Amarnathji Yatra on Sohnmarg-Panjtarni sector and operated from June-August 2014 with 2 Bell 407 / AS350B3 helicopters.

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

### 5. FLEET AUGMENTATION

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

### 6. FUNDING FOR FLEET AUGMENTATION

ONGC had funded loan of Rs.261 crores, being 80% cost of acquisition of 7 numbers Dauphin N3 helicopters. ONGC has subsequently converted part of this loan (Rs.95.85 crores) into paid up equity capital in the Company. NTPC has funded loan of Rs.52.84 crores for the acquisition of one Dauphin N3 helicopter with long term charter lease of the new helicopter for 10 years. The Company availed term loan of Rs.90.82 crores from EXIM Bank for financing 80% cost of 2 Dauphin N3 helicopters and

avail term loan of Rs.95.18 crores from Vijaya Bank for financing 80% cost of 2 Mi-172 helicopters with tenor of 10 years. The Company had also got sanctioned fund based limits of Rs.40 crores from Vijaya Bank for working capital requirements. The Company had got credit rating from India Ratings on the term loans of "Ind A" (stable) which has been upgraded recently to Ind A+ (stable).

As on 31.3.2014 the long term borrowings was Rs. 171.04 crores (Previous Year Rs.274.69 crores). The Company has repaid the entire term loan taken from Vijaya Bank and Exim Bank. At present the total outstanding loan is Rs.87.22 crores with ONGC Rs.45.92 crores and NTPC Rs.41.30 crores.

### 7. HELIPORT/HELIPAD IN DELHI AND ADJOINING AREAS

DDA had allotted 25 acres land in Rohini New Delhi in June, 2009 in the name of Ministry of Civil Aviation for construction of the Heliport. Pawan Hans has taken possession of the land and has been assigned the task of Development of Rohini Heliport at a Project cost of Rs.64 crores with funding by the Government towards the Land cost and 80% cost of development. The Ministry of Civil Aviation has contributed Rs.19.07 crores towards land cost as

Grant and on 31.08.2010 further contributed towards equity capital of Rs.36 crores for project cost of Rs.64 crores for Heliport at Rohini. The Company created basic Helipad facilities at Rohini for the CWG, 2010. The Environment clearance and Master Plan & Building drawings have been approved by DGCA, BCAS and AAI. Architect cum Project Management Consultant (APMC) has been appointed and DDA has given clearance to the project on 22.1.2014. Contract for construction has been awarded on 18.7.2014. The construction has commenced in end October 2014.

### 8) TRAINING ACADEMY AND HELIPORT AT HADAPSAR, PUNE

Pawan Hans has been assigned the task to develop a Helicopter Training Academy cum Heliport at the existing Gliding Center at Hadapsar, Pune which is owned by DGCA. Project has been approved by Ministry of Civil Aviation and the DGCA has released an amount of Rs.10 crores as GBS for the purpose. Pawan Hans signed MoU with DGCA on 17th May, 2010 for utilizing land and other infrastructural facilities for this purpose at the Gliding Centre, Pune on behalf of DGCA. Pawan Hans has got planning, designing and construction

work done through NBCC on deposit work basis at the cost of Rs.10.40 crores with construction upto 93% completed. The project cost has been revised to Rs.11.30 crores and NBCC has been requested to complete the balance work.

### 9) MOU WITH MINISTRY OF CIVIL AVIATION



Pawan Hans signs MoU with the Ministry of Civil Aviation every year after Task Force negotiation meeting in Department of Public Enterprises. For the year 2013-14 as per Performance Evaluation Report submitted by Pawan Hans, the MoU rating "Very Good" likely to be assigned to Pawan Hans.

### 10) ENGINEERING / MAINTENANCE ACTIVITIES.

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

and extensive workshops with in-house facilities provide the back up. Maintenance capability has been upgraded to carry out major 'G' Inspections on Dauphin helicopters totally in-house without any foreign assistance which leads to saving of foreign exchange on account of lower cost of repairs/inspections. The scope of approval of maintenance facilities at Mumbai has been extended to include 'G' inspection (Airframe overhaul at 6000 hours) on Dauphin N3 helicopters during the year under review. A total of 22 inspections consisting of T/2T/5T(600 hrs./1200 hrs./3000 hrs.) inspection and 2 'G' inspection (5400 hrs.) on Dauphin helicopters was carried out by the Company from within its resources.

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

## 11) H U M A N - R E S O U R C E S DEVELOPMENT

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

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

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

## 12) SAFETY MEASURES

Pawan Hans has undertaken Safety Initiatives to upgrade the operation and maintenance systems to avoid recurrence of such incidents. Pawan Hans is implementing Safety Management System (SMS) for its operations and maintenance activities as per ICAO/DGCA guidelines and has already implemented two phases of SMS out of four which includes management of safety through reactive processes. A new Safety Oversight department has been created and a Voluntary Reporting System and Hazard Reporting System has been introduced in the company. The company has introduced FOQA (Flight Operations Quality Assurance) system in its operations to analyze and monitor operation of helicopters. Safety Policy of the company has also been revised to include Safety as a core activity of the company. The Company has started in June 2010 National Institute of Aviation Safety & Services at Delhi for Safety Management System and Safety Awareness in the country. The Institute is conducting courses on Aviation Safety and would also provide consultancy services to other clients, new start-ups and audits of various helipad / heliport / offshore installations.

Many of the Safety initiatives undertaken by PHL are already implemented and comprehensive internal audits of all operational bases of PHL is carried out regularly by PHL team. Safety Meetings are conducted at all detachments periodically wherein all safety issues are debated in detail and action taken wherever required. There has been a considerable improvement in sense of safety preparedness and safety culture of the organisation. However, the process is continuous and now part of PHL business policy. The safety initiatives and monitoring mechanism are being implemented. To fulfill the above objectives, safety audits as mentioned in MOE are being strictly followed. Quality audits of organizational procedure, quality audits

of aircrafts and remedial action procedures as per C.A.R. 145-A 30-C are being followed. All Engineering Department Heads at Regions, Quality Manager, Maintenance personnel at Bases / Detachments have been advised to promptly ensure compliance as per the above C.A.R. and ensure proper and timely corrective actions on the reports of internal audits. The Accountable Manager is also being informed for further corrective action.

## 13. INFORMATION SYSTEM & TECHNOLOGY PLAN

In order to implement Information System & Technology Plan in the critical functional areas of Operations, Engineering, Materials & Finance, the integrated software developed by M/s.Tata Consultancy Services Ltd. has enhanced efficiency, effectiveness and

customer satisfaction. Further integrated LAN/WAN infrastructure for NOIDA, Safdarjung Airport, Guwahati and Mumbai Offices has been implemented. An integrated Voice Communication for Corporate Office, Regional Offices and Detachments has also been implemented. The Company has also carried out e-ticketing in respect of its passenger services operations for Kedarnathji and Amarnathji. The Company's website http://pawanhans.co.in has been updated regularly. The Company has implemented e-office system recently.

## 14. FINANCIAL PERFORMANCE

The financial performance during the period from 2009-10 to 2014-15 (Estimated) is as under:

| Particulars | 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 | 2014-15 Estimated |
|---|---|---|---|---|---|---|
| A) Total Revenue including other income | 396.09 | 430.47 | 438.15 | 482.05 | 543.05 | 549.45 |
| B) Expenditure | | | | | | |
| i) Operating & non Operating expenses including Prior Period adjustments | 309.79 | 336.36 | 376.75 | 380.32 | 408.65 | 416.05 |
| ii) Depreciation Total | 38.21 | 46.53 | 60.30 | 73.79 | 79.71 | 66.90 |
| | 348.00 | 382.89 | 437.05 | 454.11 | 488.36 | 482.95 |
| C) Profit before prior period/ extraordinary | 48.09 | 47.58 | 1.09 | 27.94 | 54.69 | 66.50 |
| D) Extra ordinary/ Exceptional Items | 7.05 | 1.85 | 21.34 | - | 6.54 | - |
| E) Profit/(Loss) after adjustments | 55.14 | 49.43 | 22.43 | 27.94 | 61.23 | 66.50 |
| F) Provision for Income Tax/ Deferred tax liability. | 19.55 | 30.93 | 32.78 | 16.24 | 22.66 | 22.96 |
| G) Net Profit / (Loss) after tax | 35.59 | 18.50 | (10.35) | 11.70 | 38.57 | 43.54 |
| H) Dividend Inclusive of Corporate (Tax) | | | | 2.74 | 9.26 | |

Around 85% of total operating revenue of the Company comes from contracts through competitive tenders. ONGC has recently issued Crew Change Tender with improved vintage condition from 5 years to 7 years which has resulted in the Company being able to offer 3 to 4 Dauphin N3 helicopters to ONGC in Crew Change tender closing on 26.12.2014. Non-availability of offshore AS-4 qualified pilots in the market is a major constraint and therefore, regular walk in interviews are conducted to induct experienced as
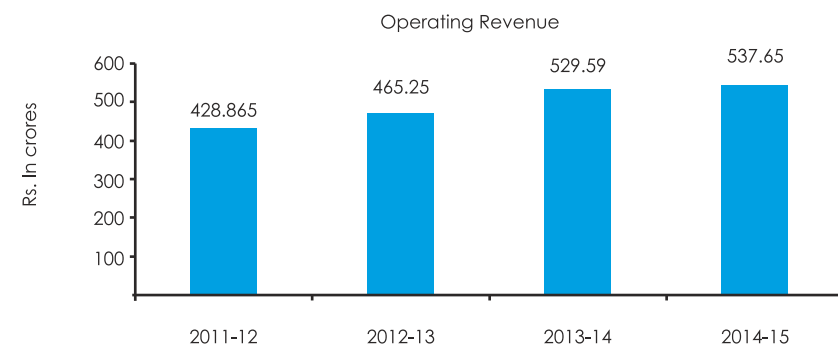
well as fresh pilots.

The Company had done total flying of 1200 hours with revenue of Rs.32.21 crores and incremental revenue of Rs.23.14 crores approx. during flying by deploying 11 helicopters for General Election of Lok Sabha during March-May 2014. The Company has been able to get insurance for the period 1.8.2014 to 31.7.2015 on the sum assured value of Rs.1228 crores for Operating Helicopter fleet and inventory value of Rs.300 crores with the annualized premium

works out a net decrease (Rs.23,56,33,885 – Rs.12,48,86,624/-) in total premium of Rs.11,07,47,261/- which is 47% over previous year's premium. Improved safety standards in the Company also contributed to reduction in insurance premium rates.

As part of turn around strategy many transformation programs and cost cutting measures were undertaken from April, 2012. The cost reduction measures resulted in substantial reduction in expenditure primarily by saving in over overtime and strict monitoring of expenses on advertisement, travel expenses, TA//DA overheads and business promotion expenses. Inventory management system was implemented for efficient and effective control of inventory budget. Strict control of time schedule for ONGC helicopter deployment to avoid delay in provisioning helicopters. To improve operational efficiency and MIS all the bases were instructed for daily manifest entry logged in computer system. Cross conversion of pilots on different type of helicopters was encouraged which led to their efficient utilization and higher flying hours per pilot as per CAR on all type of fleets. Strict control/ monitoring to avoid delay in departure and AOG in provisioning of helicopters for ONGC to generate more revenue and minimizes total loss. A dedicated team for speedy Recovery of outstanding amount was formed primarily for North Eastern States.

Operating Revenue

| Year | Rs. In crores |
|------|---------------|
| 2011-12 | 428.865 |
| 2012-13 | 465.25 |
| 2013-14 | 529.59 |
| 2014-15 | 537.65 |

* Figures of 2014-15 are based on estimates.

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

## 15) PENDING ISSUES

### CLAIM TO GOVERNMENT OF INDIA

In respect of pending issue of Government of India claim, the Ministry of Civil Aviation submitted a proposal to Ministry of Finance in December,2007 that the Government may reconsider the claim by Ministry of Finance and waive off the total amount of Rs.470.22 crores (Principal amount Rs.130.91 crores and interest upto 31.03.2001: Rs.339.31 crores) claimed from the Company so that the existing funds could be utilized

for fleet expansion and other capital outlay programmes which are essential for the survival of the Company under the competitive environment prevailing in the Civil Aviation industry in India. The Ministry of Finance has not agreed to this proposal and has advised that the Company be asked to deposit the said amount in Government Treasury. The Board of Directors of the Company in their 115th Meeting held on 21/08/2008 decided that the Company may pursue with the Ministry of Civil Aviation for full waiver of the claim of Ministry of Finance and appointed a Financial Advisor to examine the matter along with other related issues. The Financial Advisors submitted their Report on the impact of claim of GoI on valuation of the Company and recommended the same options. According to this Report, payment of the amount claimed by Ministry of Finance is not a viable option for the Company. As per the decision of the Board of Directors, the Company has submitted in January, 2009 a draft Note for Committee of Secretaries to Ministry of Civil Aviation seeking waiver of the claim of GoI aggregating Rs.470.22 crores from PHHL.

Consequent to the meeting with Ministry of Finance held on 29.04.2012 regarding Settlement of MoF Claim, it was decided that a Business Plan for the Company be formulated for XII Five Year Period (2012-17) keeping in view the prevailing competitive conditions and ONGC requirement of 5 years vintage of Helicopters under Tenders and how the MoF claim of Rs.470.22 Crores would be an impediment to the overall growth of the Company. SBI Capital Market Services Ltd. Report after its approval by Board was submitted to MoCA on 02.07.2012 for onward submission to Ministry of Finance. A meeting was called on 7th August 2013 by Ministry of Finance to discuss the issue. The matter is under consideration between Ministry of Civil Aviation and Ministry of Finance. The Company has considered the claim of GoI as Non-current liability under the Revised Schedule-VI.

The Company had earlier made provision of Rs.339.31 crores during the financial years 1999-2000, 2000-01 and 2002-03 towards interest and other charges upto 31.3.2001 as claimed by the Ministry of Finance and the same is being carried forward.

## 16) EMERGING SCENARIO

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

## WOMEN WELFARE

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

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

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

REPRESENTATION OF SC/ST AS ON 31.12.2014.

| Name of the Organisation | Total No. of Empls. | Total-SC Empls. | Percen- tage(%) | Total ST Emps. | Percen- tage (%) | OBC Emps. | Percen- Tage(%) |
|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 78 | |
| Pawan Hans | 457 | 75 | 16.41 | 38 | 8.31 | 38 | 8.31 |

Pawan Hans has also employed persons with disabilities.

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

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

**VIGILANCE**

The Company has a Vigilance department headed by Chief Vigilance Officer. As per CVC's guidelines, e-tendering, e-ticketing, e-payment and file tracking have been implemented. To ensure transparency in procurement an integrity pact has been signed with Transparency International India in November 2011. An independent External Monitor (IEM) has also been appointed with the approval of CVC. The Whistle Blower Policy of the Company has been approved by the Board of Directors. Conscientious functioning of the Vigilance department had added to the efficiency and image of the organization as well as to the code of accountability. The vigilance has released second hand book educating employees about tendering, procurement and CVC guidelines relating to procurement and tenders.Vigilance department has also been carrying out various case studies so as to improve, simplify the existing procedure and practices prevailing in the organization especially in the areas requiring system improvement so as to increase the efficiency, curtail expenses and impart transparency.

**USE OF OFFICIAL LANGUAGE**

During the year under review, the Company has made significant progress towards implementation of various provisions of Government's Official Language Policy by celebrating Hindi Day/Week, holding Hindi workshops, granting monetary incentives

and issuing bilingual advertisements and compliance to Section 3(3) of Official Language Act, 1963.

**CITIZEN CHARTER/WELFARE OF SENIOR CITIZENS**

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

**PENDING AUDIT PARAS**

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

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## 10. AIRPORTS ECONOMIC REGULATORY AUTHORITY OF INDIA

The Airports Economic Regulatory Authority of India Act, 2008 was enacted to establish Airports Economic Regulatory Authority of India (AERA) to regulate tariff and other charges for the aeronautical services rendered at major airports and to monitor performance standards of such airports. Pursuant to its establishment, the Authority had issued a 'White Paper' on 22.12.2009, listing out major issues impacting its regulatory philosophy, objectives, principles systems and procedures. The stake holders were also made part of the consultation process and comments/submissions were received from the stake- holders on the 'White Paper'. Besides, the Authority also considered the statutory procedures, contractual requirements, international practices, etc. Based on the inputs received from the stake holders and other sources, AERA prepared a 'Consultation Paper' listing out the major issues, the Authority's proposed position/approach and the rationale thereof.

**2.** The Consultation Paper laying down the proposed approach of the Authority on various issues relating to regulation of Airports and Air Navigation Services (ANS) was issued on 26.02.2010. AERA classified its regulatory ambit in three broad categories and proposed to adopt following approach to economic regulation thereof:

| S. No. | Aeronautical Services | Proposed approach |
|--------|----------------------|-------------------|
| 1 | Services provided by the airport operators | Price Cap regulation on 'single till' basis |
| 2 | Air Navigation Services | Cost plus fair rate of return based regulation. |
| 3 | Services provided for cargo facility, ground handling and Supply of fuel to aircraft. | (a) If service is <br> • 'not material'; or <br> • 'material but competitive' or <br> • 'material and not competitive' but Authority is assured of the reasonableness of existing User Agreements, <br><br> Then the Authority shall determine tariff(s) under light touch approach. <br><br> (b) If service is 'material and not competitive' and Authority is not assured of the reasonableness of existing User Agreements, the Authority shall determine tariff(s) based in price cap approach for the duration of the control period. |

3. AERA has, after extensive stakeholder consultation, finalised and laid down its approach in respect of the three broad categories. In the meantime, AERA also tested its proposed systems and procedures, applying draft policy and approach, in the cases relating to determination of user development fee (UDF) at the international airports at Ahmedabad, Thiruvananthapuram and Hyderabad.

4. Pursuant to the issue of guidelines for Independent Service Providers [ISP(s)], AERA has received tariff proposals from the ISP(s) for determination of tariff and has been determining the Multi Year and Annual Tariffs for these ISPs operating at the major Airports.

5. As regards the guidelines for determination of tariff for the Airports Operators (excluding the Airports at Delhi and Mumbai and Civil Enclaves at Pune and Goa) the same have also been finalised and issued on 28.02.2011 after stakeholder consultation.

6. The approach and the guidelines for determination of tariff for ANS is under consideration.

7. During the year 1st April 2014 to 31st December 2014 the Authority issued 15 Consultation Papers and 14 Orders based on its approach towards regulation of Airports and aeronautical services details of which are on the website of the Authority (www.aera.gov.in).

8. Steps were also regularly taken for effective implementation and usage of official language. Apart from usage of Hindi in day to day file processing, the annual "Hindi Pakhwada" was also organized in the month of September 2014 which included various competitions such as Hindi Essay Writing, Translation, Notings etc. involving cash prizes, to motivate and encourage increased usage of official language amongst employees. There was good response to the same from the employees. The usage of official language, thus, in the day to day functioning has increased during the year.

### 9. Financial Performance
In terms of Section 34 of the AERA Act, AERA receives funds as Grants-in-Aid from the Central Government. An amount of Rs. 9.25 crores was projected in BE 2014-15 against which Rs. 6.45 crores were allocated at the BE stage and subsequently increased to Rs. 8.45 crores at RE stage.

### 10. Gender Budgetary Data
There are 18 Women employees, including deputationists from other offices, from AAI and working on outsource basis. Adequate women welfare amenities have been made available. Further steps are being taken, in consultation with the Ministry of Civil Aviation, to ensure the welfare of these officials.

11. Steps taken to improve Public Grievance/Redress Public Grievances: An officer of the level of Deputy Secretary has been appointed as the Public Grievances Officer. Draft Citizen Charter was forwarded to Ministry of Civil Aviation for approval. MOCA's approval is awaited.

12. **Pollution Control:** AERA mainly sources its vehicles from various taxi-operators and it ensures that all vehicles are duly certified as non-polluting. AERA does not use generator and tries to use environment friendly equipment as far as possible. Further, plants are also arranged in the corridors to maintain purity of air.

13. **SC/ST and OBC representation as on 31.12.2014:** AERA recruits officials/officers on deputation basis only and hence reservation policy is not applicable.

14. **Issues relating to developmental activities taken in North-East:** Not Applicable to AERA

15. **Welfare of Senior Citizens:** Not Applicable to AERA

16. **Facilities to persons with disabilities:** At present there is no disabled official on the working strength of AERA.

17. **Details concerning activities and achievements of vigilance department:** No Vigilance case is initiated against AERA Employees during the period.

18. **Miscellaneous**
AERA has initiated steps for welfare of its employees. The Authority has adopted CS (MA) Rules and its officers can avail medical services from the hospitals empanelled under CS (MA) Rules.

# 11. AIRCRAFT ACCIDENT INVESTIATION BUREAU

## 11.1 Establishment and Achievement

In accordance with the International Civil Aviation Organization (ICAO) SARPs and to provide independence of investigation function from the regulatory function, the Central Government decided to establish a Bureau independent of the DGCA. The Aircraft (Investigation of Accidents and Incidents) Rules 2012 were made and notified on 5th July 2012 through a gazette notification. In accordance with these Rules and for the purposes of carrying out investigation into accidents, serious incidents and incidents the Central Government has set up a Bureau in the Ministry of Civil Aviation on 30th July 2012, known as the Aircraft Accident Investigation Bureau (AAIB) of India. The Bureau has started functioning though a comprehensive manpower assessment is being carried out for the organization to have sufficient number of officers familiar with aircraft accident investigation procedures.

The AAIB functions under overall supervision and control of Government of India, Ministry of Civil Aviation. AAIB has got immediate and unrestricted access to all relevant evidence without requiring prior consent from judicial bodies or other authorities. It has been made amply clear that the sole objective of investigation is accident prevention. AAIB is required to carry out India's obligation towards ICAO as per Annex 13.

• A detailed proposal for restructuring of Aircraft Accident Investigation Bureau has been sent to MoCA.

• In view of the ICAO ICVM finding, a proposal for training of the officers of AAIB along with the Chairman/ Members of Committee of Inquiry has been sent to MoCA.

• As per the latest amendments in ICAO Annex-13, a proposal to amend the Aircraft (Investigation of Accidents & Incidents), Rules 2012 has been sent to MoCA.

## 11.2    Accidents/Serious Incidents Report

During the year 2014 a total of 07 accidents and 08 serious incidents have been reported to AAIB. All the Accidents and Serious Incidents are under investigation by Committees of Inquiry constituted for the purpose under Rule 11 of Aircraft (Investigation of Accidents and Incidents) Rules 2012.Prior to the formation of AAIB the Accidents and Serious Incidents were investigated under The Aircraft Rule 1937.

01 accident report submitted by Inspector of Accident formed under Rule 71 of Aircraft Rules 1937 was reviewed by AAIB in order to make corrections/changes in the reportfor acceptance by MoCA before the report is made public.

07 accidents and 04 serious incidents reports submitted by committees of inquiry formed under Rule 11 of Aircraft (Investigation of Accident and Incident) Rules 2012 was also reviewed by AAIB and forwarded to MoCA for acceptance. 08 investigation reports submitted by Committee of Inquiry have been accepted by MoCA.

Implementation of Recommendations made by Committee/Court of Inquiry, Inspector of Accidents etc. were also followed up.

## 12. ACCOUNTING SYSTEM IN THE MINISTRY

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

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

**12.2    STATUS OF PENDING C&AG AUDIT PARAS AS ON 03.02.2015**

A total of 17 audit paras (commercial) included in the reports of the C&AG are outstanding as on 03.02.2015. Action Taken Notes (ATNs) have been sent to audit in respect 14 paras. Of these 14 paras, vetted remarks of audit have been received in respect of 10 paras and reply of audit in respect of remaining 04 paras is awaited. Further action in respect of those paras where remarks of audit have been received, is being taken. Organization-wise break-up of pending audit paras is as under:-

| Name of Organisation | Nos. of Pending Paras |
|---|---|
| 1. Airports Authority of India | 09 |
| 2. Air India Limited | 06 |
| 3. Pawan Hans limited | 02 |
| Total | 17 |

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

| SI No. | No. & Year of the report | No. of Paras/PAC reports on which ATNs have been submitted to PAC after vetting by Audit | Details of the Paras/PAC reports on which ATNs are pending | | |
|---|---|---|---|---|---|
| | | | No. of ATNs not sent by the Ministry to the Audit even for the first time | No of ATNs sent but returned with observation and Audit is awaiting their re submission by the Ministry | No. of ATNs which have been finally vetted by Audit but have not been submitted by the Ministry to PAC |
| 1. | Para No.3.3 of Report No.9 of 2010-11(Civil) | - | Yes | - | - |
| 2. | Report No. 18 of 2011-12 (Civil) | Yes | - | - | - |
| 3. | Report No. 5 of 2012-13 (Civil) | - | - | Yes | - |
| 4. | Para 3.1 of Report No.19 of 2013 | - | - | - | Yes |
| 5. | Report No.15 of 2014 (Civil) | - | Yes | - | - |

# 13.WELFARE OF WOMEN

## 13..1 Introduction

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

## 13.2 Gender Budgeting Cell

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

(i) To identify and ensure implementation of women welfare projects, laws and policies relating to women;

(ii) To look after various aspects concerning working women in the Civil Aviation sector so as to examine the need for formulation of any specific schemes for welfare of women;

(iii) Co-ordination with the Department of Women and Child Welfare and other concerned agencies in respect of budgeting exercise and allocating resources for women welfare programmes / schemes;

(iv) To review Plan schemes and other programmes of the Ministry of Civil Aviation to ensure that the aspects of women's welfare, development and empowerment are promoted through the programmes / schemes;

(v) Interaction with various organisations in the Civil Aviation sector on the Gender Budgeting issues; and

(vi) Dealing with all matters relating to Gender Budgeting and inclusion of Gender issues in the Annual Report/Programme Budget.

### 13.3 Bureau of Civil Aviation Security

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

### 13.4 Commission of Railway Safety

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

### 13.5 Air India Limited

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

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

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

Further, Complaints Committees for investigation of complaints & prevention of sexual harassment of women employees of Air India Limited, have been constituted at the Corporate level headed by an Executive Director and in all the Regions. These Committees include an NGO representative also. These Committees are empowered in terms of the guidelines issued by the Hon'ble Supreme Court to enquire into the complaints of alleged sexual harassment made by women employees.

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

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# 14. FACILITIES TO PERSONS WITH DISABILITIES

## 14.1 Implementation of Guidelines

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

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

## 14.2 Schemes / Budget Allocation

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

## 14.3 Facility to Disabled Passengers / Persons

• Free wheelchairs and ramps for physically challenged in the terminal building on city side and airside at the airports.

• Toilets for physically challenged in each of the facilitation area with appropriate signage and lifts for free movements of wheel chairs.

• A separate ramp and a loading dock on the airside for wheel chairs movement into the commissary truck and to remote parked aircraft.

• Allocated manned PCO booths for persons with disabilities and parking slots in the car parking area of airports, especially earmarked for physically challenged passengers driving their own vehicles.

• Barrier free booking facilities and security check enclosures are

designed to permit movement of wheel chairs in the security check at the airports

- Disabled friendly Immigration Counter at International Airports is being designed to provide the facility.

### 14.4 Concession in Air journey

### 14.4.1 Facilities to Persons with Disabilities

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

### 14.4.2 Blind Persons

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

### 14.4.3 Cancer Patients

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

### 14.4.4 Armed Forces Discount

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

## 15. REPRESENTATIVE OF INDIA (ROI) ON
## THE COUNCIL OF ICAO FOR 2014-15

### INTRODUCTION

The constitution of **International Civil Aviation Organization (ICAO)** is the Convention on International Civil Aviation, drawn up by a conference in Chicago in November and December 1944, and to which each ICAO Contracting State is a party. According to the terms of the Convention, the Organization is made up of an Assembly, a Council of limited membership with various subordinate bodies and a Secretariat. The chief officers are the President of the Council and the Secretary General.



**ICAO HEADQUARTER MONTREAL**

The Assembly, composed of representatives from 191 Member States, is the sovereign body of ICAO. It meets every three years, reviewing in detail the work of the Organization and setting 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 headings: 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 represented. As the governing body, the Council gives continuing direction to the work of ICAO. It is in the Council that 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 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 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).

## ICAO STRATEGIC OBJECTIVES 2014-2016

ICAO has established five comprehensive Strategic Objectives for the 2014-2016 triennium:

**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.

## FUNCTIONS OF ROI

As per the standing Assembly resolution, every Member State elected to the Council is required to maintain a permanent delegation office in ICAO and participate in the governance of the organisation through its Representative. Accordingly, India maintains a permanent office of the delegation of India in ICAO which comprises Representative of India, Technical Advisor and other staff.

The main function of ROI is to represent India in the Council of ICAO and attend all Sessions of the Council, various subordinate bodies of the Council, Working Groups, Special Groups, etc; participate actively and effectively in the governance of ICAO in taking policy decisions relating to Budget and Management of ICAO, Safety, Security, Environment, laying down/amending Standards and Recommended Practices (SARPs).

## Function of ROI also includes maintaining -

- diplomatic and social contacts with all delegations of states to ensure re-election of India to the Council and also network for common stand on various policy matters;

- close and cordial contacts with the President/Secretary General and senior Secretariat officials of ICAO for flow of information between ICAO and Government of India.

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

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

## CONTRIBUTIONS TO THE ICAO REGULAR BUDGET IN 2013

As a member State, India made a contributions of CAD 469,132.00 and USD 266,220.00 to the ICAO regular budget during 2014. As a member State, India would contribute CAD

480,080.00 and USD 271,958.00 to the ICAO regular budget during 2015.

## HIGHLIGHTS OF 2012-13

Following sessions of the Committee and the Council phase were held/scheduled from April 2014 to March 2015:

| Session No. | Committee Phase | Council Phase |
|---|---|---|
| 202nd Session | 28th Apr – 16th May 2014 | 9th May–27th June 2014 |
| 203rd Session | 15th Sep – 3rd Oct 2014 | 27th Oct–14th Nov 2014 |
| 204th Session | 12th Jan – 30th Jan 2015 | 23th Feb – 13th Mar 2015 (scheduled) |

• Meetings of the Air Navigation Commission (ANC) were held in parallel during the Committee/ Council phase to prepare Papers on Technical matters for the Council. The ANC meetings are attended by the Technical Advisor to ROI as a State observer to provided valuable inputs where ever required. Following ANC sessions were held/scheduled from April 2014 to March 2015:

| ANC Session No. | Period |
|---|---|
| 196th Session | 28th Apr– 27th Jun 2014 |
| 197th Session | 15th Sep–14th Nov 2014 |
| 198th Session | 12th Jan–13th Mar 2015 (scheduled) |

### PROPOSED AMENDMENTS TO ANNEXES

Since Amendments to Annexes will be approved by the Council during 204th Session, to be held during 23th Feb – 13th Mar 2015, the proposed amendments to Annexes envisaged for applicability from 10 November 2016 are appended below:

* ***Annex 14 Volume I*** on visual aids, clarification on light intensity distribution, marking and lighting of wind turbines over 150 m in height, location criteria for precision approach path indicator (PAPI) obstacle protection surface, mandatory instruction and information markings, prevention of foreign object debris (FOD) and installation of devices for their detection.

* ***Annex 14 Volume II*** on definitions, emergency response and frangibility requirements for heliports.

* ***Annex 15*** relating to the promulgation of information on RESA and arresting system in the AIP.

* ***Annex 3*** relating to aeronautical meteorology and consequential amendments to ***Annex 11***, PANS-ABC (Doc 8400) and PANS-ATM (Doc 4444).

* ***Annex 11*** relating to fatigue management approaches and consequential amendment to ***Annex 6, Part I***.

* ***Annexes 6, 13*** and ***19*** relating to the protection of safety information.

* ***Annex 10, Volume I***, concerning the global navigation satellite system (GNSS)

### AMENDMENTS TO PANS (Procedures for Air Navigation Services)

***Amendment 6 to the PANS-ATM*** related to Automatic Dependence Surveillance (ADS) and Controller-Pilot Data Link Communications (CPDLC) to improve surveillance and in-trail procedure (ITP) to facilitate en-route climb and descent in oceanic and remote continental airspace where the lack of air traffic services (ATS) surveillance coverage is a limiting factor; micro-offsets and introduce new procedures that will employ the capability of modern aircraft to offset in tenths of nautical mile; 5 NM terminal separation based on required navigation performance (RNP1), performance-based navigation (PBN) and VOR/GNSS lateral separation.

### PROPOSED AMENDMENTS TO PANS

❖ Amendment of Procedures for Air Navigation Services — ICAO Abbreviations and Codes (PANS-ABC, Doc 8400), relating to abbreviations and codes.

❖ Restructure the Procedures for Air Navigation Services — Training (PANS-TRG, Doc 9868) and to include competencies for air traffic controllers (ATCOs) and air traffic safety electronics personnel (ATSEPs).

❖ Amendment of the Procedures for Air Navigation Services — Air Traffic Management (PANS-ATM, Doc 4444) relating to emergency descent procedures.

### ESTABLISHMENT OF NEW PANEL

➢ Remotely Piloted Aircraft Systems Panel (RPASP) was established to develop Standards and Recommended Practices (SARPs), procedures and guidance material to facilitate the safe, secure and efficient integration of remotely piloted aircraft (RPA) into non-segregated airspace and aerodromes.

➢ Information Management Panel (IMP) was established to elaborate on necessary information management concepts and to develop a global and harmonized interoperable approach to ensure effective management of information within the global air navigation system.

➢ Accident Investigation Panel (AIGP) was established to formulate strategies, policies and provisions relevant to States' Accident Investigation Authorities, enabling development of investigations in a timely and cost-effective manner.

## GLOBAL FLIGHT TRACKING

Following the disappearance of the Malaysian Airlines flight MH370, a special Multidisciplinary Meeting on Global Flight Tracking (MMGFT) was held at ICAO Headquarters from 12 to 13 May 2014 to discuss possible recommendations and future actions by ICAO. Participants to this meeting included States represented in the ICAO Council, States that have nominated Air Navigation Commission (ANC) Commissioners, as well as representatives from industry and ICAO panels.

The MMGFT established an ICAO Ad hoc Working Group (AHWG) to develop a longer term, strategic aircraft tracking concept of operations (CONOPS) that would include search and rescue activities. The MMGFT also established the Aircraft Tracking Task Force (ATTF), led by IATA, to address the short-term response for aircraft tracking. As a matter of priority, the ATTF began researching available technology and reviewing best practices to develop recommendations for aircraft tracking performance criteria.  The strategic tracking concept as contained in the Global Aeronautical Distress and Safety System (GADSS) will be presented to the HLSC for further feedback before  its publication.

The ATTF report describes the characteristics of a routine flight tracking process taking into consideration existing aircraft capabilities. It also distinguishes between air traffic control (ATC) surveillance systems and those used by air operators for other flight-following purposes. While the former can be used for aircraft tracking purposes, the latter does not necessarily meet the requirements for ATC use. The ATTF report describes aircraft tracking in terms of existing coverage, practices, and technologies. It also notes its relation to the broader CONOPS which addresses the role of governments, air operators, and air navigation services providers in both routine and non-routine aircraft tracking situations. Finally, based on a review of existing technologies and best practices, the ATTF report outlines useful performance criteria which establish a baseline for air operators that elect to implement or enhance aircraft tracking capabilities in the near-term. The report provides a good indication on the state of the industry in this regard.

Given the compelling need for an aircraft tracking requirement in the short-term, as determined by the MMGFT and described in the Concept Steps of the GADSS, ICAO considers that it is important to expeditiously implement aircraft tracking provisions based on existing aeroplane equipage. Accordingly, the ICAO Secretariat has developed an amendment proposal to Annex 6 – Operation of Aircraft, Part I – International Commercial Air Transport – Aeroplanes for preliminary review by the ANC. The proposal which was presented to the ANC introduces, inter alia, a Standard requiring operators of aeroplanes having take-off mass in excess of 45 500 kg and a seating capacity greater than sixty to track an aircraft position every fifteen minutes during operations over oceanic airspace where air traffic services (ATS) surveillance systems are not used for the provision of air traffic control service.

In the interest of time, and conscious of the potential impact that new Standards may entail for industry, ICAO has been careful to propose an amendment that can be implemented without significantly changing air operator procedures or equipage requirements. Accordingly, the proposal contains requirements for aircraft tracking and data retention that are consistent with the performance criteria identified in the GADSS CONOPS and the ATTF report and they are not technology specific. These criteria are based on existing aircraft capabilities, equipage and industry's best practices, which should facilitate implementation even before the expected applicability date. Furthermore, ICAO will undertake to publish guidance material prior to the date of applicability.

## TASK FORCE ON RISKS TO CIVIL AVIATION ARISING FROM CONFLICT ZONES (TF RCZ)

The creation of the Task Force was a recognition that the tragic loss of flight MH17 over the Ukraine had brought to the attention of the world a new set of threats and challenges for global civil aviation. Three meetings of the TF-RCZ were held on 12-13 and 25-26 August and on 1-2 December 2015.

The considered view of the Task Force was that the existing framework for managing international civil aviation remains fit for purpose and that it is capable of rising to this new type of challenge and threat. This means that States continue to have the responsibility to ensure the safety of operations in their sovereign and delegated airspace; and that airspace users have the ultimate responsibility to decide where they fly.

Nonetheless, the Task Force also came to the view that there is significant room for improvement to reinforce and enhance the operation of the civil aviation system in the face of the identified challenges. In the course of its discussions, it elaborated objectives; a programme of work to ensure their delivery; and discussed a strategy for how this package of measures should come together.

*Three pilot projects that the Task Force had identified for immediate action:*

### Pilot Project 1 – Use of the NOTAM System

The Task Force's Notice to Airmen Working Group has done important work on how best to use the current NOTAM system, complemented by a web-based portal, to disseminate information regarding threats posed to civil aircraft from conflict zones. Further work remains to be done on determining what other types of information can be exchanged, and how the sources of information may be verified.

### Pilot Project 2 – Improved Risk Assessments

The information developed by the Working Group on Threat and Risk provides a sound basis for ICAO guidance on conducting risk assessments on this matter. The Task Force encourages the continued development of guidance material on risks, so as to offer more specific and useable guidance material that will enable the drafting of effective risk assessments.

### Pilot Project 3 – A Centralised Information System

The Task Force reiterated its support for this project to create a global centralized system for sharing conflict zone risk information and risk assessments while noting that there were legal, operational and resource issues that would need to be resolved before implementing such a global system. This is a central recommendation that should be driven forward with some resolve; and the planning assumption should be that ICAO should undertake at least a coordinating function in this area, subject to the resolution of the issues mentioned above. The Task Force agreed that a prototype of a possible system should be prepared by the Secretariat for presentation to the High Level Safety Conference. If, before then, the interesting and valuable pilot project launched by EUROCONTROL – which might also be presented to the Conference – should be studied so as to capture and disseminate any further lessons. Options for the implementation of the system were elaborated for further discussion. These included a global, 24/7 basis operational service under ICAO responsibility or a network of linked regional providers, with ICAO having overall responsibility for global coordination.

### Industry-Led Initiatives:

Industry members of the Task Force worked hard on three items in the work programme that were allocated to them on the information they required from States; the improvement of processes to share operationally derived risk information; and the need to share best practice on the provision of information to passengers and flight crew regarding the use of airspace over or near conflict zones.

The Task Force supported the need for industry to have access to good quality, timely and actionable information so as to conduct robust and coherent risk assessments and that this need should be recognised in future work of the Working Group on Threat and Risk; and it noted the difficulties encountered by industry in producing their own centralised system to share information.

The Task Force noted the work already done by Industry on best practices on the sharing of related information with passengers and crew, but suggested that further work be done between ICAO, Industry and States on what might be useful and appropriate.

The High-level Safety Conference (HLSC) that was scheduled to take place in Montréal from 2 to 5 February 2015, would consider issues arising from the work of the TF RCZ, following which the Council would have an opportunity to review the recommendations of the HLSC.

**IMPORTANT DECISION TAKEN BY THE COUNCIL DURING 202ND & 203RD SESSION**

### Review of the Report of the Twenty-fifth Meeting of the Aviation Security Panel

The Council approved the recommendations of AVSECP/25 except for replacing the term "criminalizing" with the term "penalizing" to read "States consider penalizing laser attacks on civil aviation, and that the Secretariat raise awareness of this issue among Member States through a State letter. The Secretariat agreed to review relevant ICAO aviation security- and facilitation-related guidance material, ensuring that it is as robust as possible on discouraging discrimination on any basis and thus reinforce the Council's message. With reference to the outcome of the recent United Nations Counter-Terrorism Committee (UNCTC) Open Briefing (New York, N.Y., 25 April 2014), Council agreed to promote the commitment to report on a regular basis lost and stolen travel documents to the INTERPOL Lost and Stolen Travel Documents (SLTD) Database; but also promote the regular consultation of that Database to prevent the use of such travel documents for acts of unlawful interference against civil aviation. Council also approved the conduct of impact assessments for all proposals for new and/or amended Annex 17 — *Security* Standards and Recommended Practices (SARPs).

## Report on the outcome of the review by ICAO of the limits of liability under the Montréal Convention of 1999

The outcome of the second review carried out by ICAO, pursuant to Article 24 of the Montréal Convention of 1999, of the limits of liability of air carriers for damages in relation to the carriage of passengers, baggage and cargo set forth in that Convention was reviewed by the Council consideration. The review had concluded that the threshold stipulated therein for adjusting the Convention's limits of liability (10 per cent accumulated inflation rate for the five-year review period) had not been met for the present review cycle and that consequently the limits would, for the time being, remain at the same level as had been established during the first review, conducted by ICAO in 2009.

## Report on the Diplomatic Conference on the draft Protocol to the Tokyo Convention of 1963

The Diplomatic Conference, convened under ICAO's auspices, had adopted, on 4 April 2014, the *Protocol to Amend the Convention on Offences and Certain Other Acts Committed on Board Aircraft* (the Montréal Protocol of 2014), the text of which was available on the ICAO public website and the ICAO-Net under *Treaty Collection*. The Council noted that, in order to promote the ratification of the Montréal Protocol of 2014, it might also be necessary to engage with relevant organizations, such as the International Air Transport Association (IATA), which were interested in the issue of unruly/disruptive passengers. The comments made during the discussion were noted as lessons to be learned by the Council in assessing the maturity of the subjects to be put forward to a Diplomatic Conference. Secretariat was asked to update ICAO Circular 288 – *Guidance Material on the Legal Aspects of Unruly/Disruptive Passengers* pursuant to the Resolution adopted by the Diplomatic Conference on 4 April 2014 and set forth in the Final Act thereof.

## International interests in mobile equipment (aircraft equipment)

The Secretary General provided information relating to the reappointment of the current Registrar of the International Registry for a third five-year term based on the recommendation of the Commission of Experts of the Supervisory Authority of the International Registry (CESAIR); and a draft report of the Supervisory Authority to the Contracting States to the *Cape Town Convention and Aircraft Protocol*, on the discharge of its functions for the period 1 January 2010 to 31 December 2013. The Council approved the reappointment of the current Registrar, Aviareto Ltd., for a third five-year term commencing 1 March 2016, delegated authority to the Secretariat to negotiate and conclude the contract with Aviareto Ltd., on behalf of the Supervisory Authority of the International Registry; and approved the draft Report of the Supervisory Authority of the International Registry for the period 1 January 2010 to 31 December 2013.

## Progress report of the Monitoring and Assistance Review Board (MARB)

The Secretary General reported on the activities of the MARB since its eighth meeting on 20 January 2014 and the last progress report. Updated information was provided orally by the Secretary General and the Observer from Lebanon. The Council noted the progress made by certain MARB-referred States in resolving their Significant Safety Concerns (SSCs) and Significant Security Concerns (SSeCs), on the understanding that the Secretariat would continue to work with other referred States in rectifying their deficiencies. It further noted that the AFI Group, together with the African Civil Aviation Commission (AFCAC), would assist the Secretariat in its efforts to obtain up-to-date contact information for the Directors General of Civil Aviation (DGCAs) of MARB-referred States in the African region so that ICAO communications would have the desired effect. The Secretariat took note of a proposal that future MARB progress reports provide more information regarding the situation in those States which were making minimal progress in resolving their SSCs and SSeCs.

## Consolidated annual report on Planning and Implementation Regional Groups (PIRGs) and Regional Aviation Safety Groups (RASGs)

The Council noted the outcomes of the PIRGs' and RASGs' activities, and the progress made in the implementation of air navigation and safety plans at the regional level. It requested that future consolidated annual reports include an indication that action had been taken to implement the PIRGs' and RASGs' recommendations directed to States or to those bodies themselves whenever such action had been carried out. Other suggestions to enhance the new reporting format, as well as the regional performance dashboards, were noted by the President of the ANC and Director of ANB.

## New regional Air Navigation Plan (ANP) template and procedures for amendments

The Council agreed to amend the revised procedure for the amendment of Volume I of regional ANPs and noted with appreciation, the work done by the Secretariat and the ANC in the very important matter of the development of the new regional ANP template and eANP web-based platform. The Council

approved the new ANP templates for Volumes I, II and III and the associated procedures for amendment, agreed on the need for consequential amendments to existing ICAO documentation referring to regional ANPs to ensure harmonization; and agreed on the action plan for further development/approval of the new regional ANPs.

**Proposal for the convening of a second High-level Safety Conference on Planning for Global Aviation Safety Improvement**

The Council approved the convening of the second High-level Safety Conference on Planning for Global Aviation Safety Improvement at ICAO Headquarters in Montréal from 2 to 5 February 2015, at the level of Directors General of Civil Aviation (DGCAs) and strategic decision-makers; and approved the draft Agenda with explanatory notes set forth in the Appendix to the paper, as amended above. In addition, the Council requested that the State letter inviting participation in the Conference and transmitting the Agenda also provide detailed information on the various activities to be held on its margins, including the envisaged two-day DGCAs training course.

**ICAO Civil Aviation Training Policy**

A number of proposals were made to amend the ICAO Civil Aviation Training

Policy and were accepted by the Secretary General and approved by the Council. It was agreed that the Policy be revised accordingly and circulated to Representatives for approval. With regard to the proposal to amend the second paragraph of the Policy's fourth pillar, cooperation and partnership agreements, it was further agreed to await the Council's consideration, during the next (203rd) session, of the draft Policy for Interactions by ICAO with Third Parties. Note was taken of a further proposal to include, as an appendix to the ICAO Civil Aviation Training Policy, the criteria for recognition by ICAO of aviation training activities once the latter had been developed and approved.

**Appointment of Members of the Evaluation and Audit Advisory Committee (EAAC)**

The Council appointed seven candidates to the EAAC for a period of three years commencing from 1 September 2014 as proposed by the President: Peter Maertens (Canada); Zhenghua Xu (China), Farizah Harman (Malaysia), Linda Makuleni (South Africa), Abdalrahman Bkheit Ali Bkheit (Sudan), Kurt Grueter (Switzerland) and Jonathan Moor (United Kingdom); and agreed to return to the issue of the EAAC's composition in one year`s time if attendance at the Committee's meetings remained a problem. The

Council retained Jonathan Moor as the Chairperson of EAAC in view of the excellent work which he had done previously in that capacity.

**_Flights over and in Iraqi territory_**

_A note was taken of a request by a Representative that the Secretariat provide, either bilaterally or to the whole Council, an assessment of the safety and security of flights over and in Iraqi territory at the earliest convenient date._

**Review of Addendum/Corrigendum to the Report of the Twenty-fourth meeting of the Dangerous Goods Panel**

Amendments to the Technical Instructions, which had been developed by the DGP Working Group on Lithium Batteries were presented for Council approval. The amendments reflected the need for additional measures to mitigate risks presented by lithium metal batteries by forbidding their transport as cargo on passenger aircraft. The Council agreed that a shipment of lithium metal batteries may be transported on passenger aircraft only with the prior approval of the appropriate authority of the State of Origin and the State of the Operator under the written conditions established by those authorities. The conditions must include the quantity limitations, size limitations and packing requirements established in the

Supplement. Copies of the documents of approval, showing the quantity limitations and packing requirements, must accompany the consignment. Authorities issuing approvals in accordance with this special provision must be sent to the Chief of the Dangerous Goods Section via email at DGS@icao.int, via facsimile at +1 514-954-6077 or via post. When States, other than the State of Origin and the State of the Operator, have notified ICAO that they require prior approval of shipments made under this special provision, approval must also be obtained from these States, as appropriate.

**Resolution of the Council on Malaysia Airlines Flight MH17 destroyed over eastern Ukraine**

The Council considered this subject on the basis of the working paper co-sponsored by all 36 States represented on the Council. The working paper was presented by Malaysia on behalf of all the sponsors, while statements in support of the adoption of the Resolution were delivered by Portugal (on behalf of the ABIS Group and the Netherlands); Saudi Arabia (on behalf of the ACAC Council Group); United Republic of Tanzania (on behalf of the African Group); Canada (on behalf of the host State); Dominican Republic (on behalf of the Latin American and Caribbean Group); Italy (on behalf of the European Group); Russian

Federation; United States; Australia (on behalf of the Asia-Pacific Group); Republic of Korea; China; and the Observer from Ukraine. The Resolution, which was adopted by the Council, condemned in the strongest possible terms the downing of MH17. In addition the Resolution reaffirms the need for all States to comply with international law that prohibits acts of violence that pose a threat to the safety of international civil aviation and stresses the importance of all States assisting with the continuation and finalization of a full, thorough and independent international investigation into the incident. The full text of the Council Resolution that was adopted is reproduced as an Attachment to this C-DEC.

**Environment Advisory Group (EAG) – Progress report**

At the 202$^{nd}$ Session of the Council, CAEP was tasked to conduct the first round of technical analyses of the Strawman. Since the 202$^{nd}$ Session of the Council, the EAG met twice: at the sixth meeting on 24 and 25 September 2014 (EAG/6), and the seventh meeting on 29 and 30 October 2014 (EAG/7).

*EAG/6*

Preliminary results of technical analyses of the Strawman requested by the Council were presented at EAG/6. CAEP was requested to consider new

formulations for the definition of early movers, investigate alternative cost metrics, e.g. cost as percentage of revenue; and explore carbon price assumptions, e.g. emission units with lower abatement cost. CAEP provided the EAG/6 meeting with an update of work to develop emission units criteria (EUC) as well as monitoring, reporting and verification (MRV) system. The EAG welcomed the progress of EUC work, and expressed its desire to maintain wider access to emission units. Regarding the MRV system, it was highlighted that CAEP would continue to work with the definition of "international flights" as contained in the Strawman. The EAG also recognized that CAEP would continue to work on registries in the context of both EUC and MRV. EAG/6 discussed Strawman Version 1.2, which incorporated comments submitted by EAG members on Version 1.1 during the 2014 summer period, and clarified a number of terminologies with the use of consistent wording across the Strawman text. EAG/6 focused on substantial changes made from Strawman Versions 1.1 to 1.2, namely: the new draft provisions on "Phased-in Period" and "Scheme Total Cost Safeguard"; and a proposal by some EAG members to revise the provisions on "Basic Calculation" by using past cumulative emissions of individual operators. EAG members were invited to provide their written

comments on Strawman 1.2 for further discussion at EAG/7, in particular pertaining to "Basic Calculation", "Adjustments" and "Safeguards".

*EAG/7*

At the EAG/7 meeting, CAEP presented its completed technical analyses as tasked by the Council, including additional information requested by the EAG/6 meeting. The EAG welcomed the results of the analyses completed by CAEP. It was noted that CAEP would be ready to undertake further technical analyses agreed by the EAG and approved by the Council. Comments on Strawman Version 1.2 were submitted by EAG members and discussed at the EAG/7 meeting. These included the views on the relative percentage between individual and sectoral rates for the Basic Calculation, and their interdependency with the need for adjustments for fast growers, early movers and new entrants. In addition, discussions continued on the proposal to use past cumulative emissions of individual operators, with an added rolling mechanism feature. Discussions also centred on two proposals on using route-based approaches for phase-in and for basic calculation. It was agreed that further discussions could be supplemented by appropriate technical analyses to be undertaken by CAEP.

Regarding the provision for a Scheme

Total Cost Safeguard, different views were expressed on the need for such a safeguard and its appropriate boundaries. The use of "triggers" for review of the scheme on a "force majeure" situation rather than safeguards was also suggested. While considering that any analysis on safeguards was not a priority, the EAG members were invited to submit further information on possible safeguards.

*MBM Global Aviation Dialogues (GLADS)*

At the EAG/6 meeting, the group discussed possible timing, venue(s) and contents of MBM Global Aviation Dialogues (GLADs). The EAG/6 meeting agreed that the EAG Chairperson would discuss this subject with a sub-group of the EAG. The sub-group was formed in consultation with the President of the Council, and comprised of 7 EAG members from China, Italy, Mexico, Russian Federation, South Africa, UAE and US. The EAG/7 meeting considered a proposed plan for MBM GLADs prepared by the EAG sub-group, whereby a number of comments were reflected. It was agreed that GLADs will be held in five Regional Offices by April 2015.

*EAG/8 and EAG/9*

The Council agree that, eight meeting (EAG/8) will be held on 13 November 2014, the EAG will define further

technical analyses to be undertaken by CAEP, which will be approved by the President of the Council acting under the delegated authority; and the ninth meeting (EAG/9) will be held on 21 and 22 January 2015.

## Man-portable Air Defence Systems (MANPADS) threat: Proposed actions to be taken by ICAO

The Council considered this subject on the basis of Working Paper presented by France, the United Kingdom and the United States; and an oral report thereon by the Committee on Unlawful Interference (UIC). It was recommended that, to address the MANPADS threat, a working group be established by the Organization to review existing ICAO instruments, Standards and Recommended Practices (SARPs) and available guidance material relating to MANPADS in liaison with both the Working Group on Threats and Risk (WGTR) and the Air Navigation Bureau (ANB). They were of the view that that task could be assigned to the Aviation Security Panel (AVSECP) or to a reactivated Aviation Security (AVSEC) Working Group on MANPADS. The Working Group could consider, in particular, the inclusion in Annex 17 – Security of a new preventive security measure and the updating of the Aviation Security Manual (Doc 8973 Restricted) and the MANPADS

Information and Vulnerability Assessment Guide. The Council endorsed the actions proposed and the UIC's recommendations, in particular that MANPADS be included in the AVSECP/26 Agenda. It was noted that AVSECP/26 would be informed of the Council's discussion on the MANPADS threat, the specific points raised in the UIC's oral report for consideration by the Panel, and the additional comments made by Representatives. It was further agreed that the Secretary General would send a letter to the United Nations Secretary-General (with a copy to the Executive Director of the UN Security Council's Counter-Terrorism Committee) outlining the action being taken by ICAO to address the MANPADS threat

## Update on the Ebola virus disease (EVD) outbreak

The Council expressed appreciation for the work done by the ICAO Secretariat and the Organization as a whole in addressing the EVD outbreak in collaboration with, inter alia, the WHO, the International Air Transport Association (IATA), Airports Council International (ACI), the World Tourism Organization (UNWTO) and the United States' Centers for Disease Control and Prevention (CDC). It endorsed the decisions taken by the WHO Ebola Emergency Committee at its Third Meeting (Geneva, Switzerland, 22

October 2014), in particular: that there should be no general ban on international travel or trade as it would cause economic hardship, which might consequently increase the uncontrolled migration of people from EVD-affected countries, thereby raising the risk of international spread; that emphasis should be placed on exit (departure) screening at airports rather than on entry (arrival) screening; and that emphasis should also be placed on extending assistance to EVD-affected States.

The Council highlighted the importance of States sharing information with ICAO on the assistance which they were providing to EVD-affected States so that the Organization would be aware of all efforts underway, in addition to those being made under the Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA). It was clear that EVD was not as dangerous as other diseases as it was not transmitted by air but by contact with an infected person. Hype and hysteria did not help to address the disease. It was also clear, from the experiences of two States, that EVD was beatable: even when it was imported, the disease could be easily dealt with if all of the necessary protocols were followed. Those States were encouraged to share information on the actions that they had taken to

eradicate EVD. In noting that only three States were affected by EVD, and not the whole of west Africa or the whole of Africa, the Council stressed the need to ensure that the measures being taken to address the EVD outbreak were not extrapolated beyond the three States which were currently battling the disease.

## Progress report on the implementation of the Universal Security Audit Programme – Continuous Monitoring Approach (USAP-CMA) transition plan

In noting the UIC's oral report, the Council took the action recommended by the Committee and noted the work conducted to date to implement the USAP-CMA transition plan and requested that the Secretariat continue to implement the said transition plan. The President of the Council invited all Representatives to encourage their States and the States in their respective regions, to complete, sign and return the new generic USAP-CMA Memorandum of Understanding (MoU) to ICAO at the earliest opportunity and before the end of 2014. The Secretary General outlined the available and emerging aviation security assistance performance indicators and proposed how the latter indicators could be used to measure the efficiency and effectiveness of aviation security assistance activities; and an oral report thereon by the Committee on Unlawful

Interference (UIC), which contained suggestions for refining the performance indicators. It was agreed, that the proposed aviation security assistance performance indicator relating to the training of aviation security personnel through ICAO-recognized ASTCs not be endorsed by the Council at the present time and that it instead be further considered during the envisaged enhancement of the performance indicators. The Council endorsed the aviation security assistance performance indicators proposed and requested that the Secretary General refine the aviation security assistance performance indicators on the basis of experience, taking into account the UIC's comments.

## Appointment of Members to the International Explosives Technical Commission (IETC)

The Council considered twenty-six nominations for reappointment or appointment to the IETC for the 2014-2017 period received from States Parties to the Convention on the Marking of Plastic Explosives for the Purpose of Detection (Montréal, 1 March 1991) in response to State letter AS 8/11.1 Restricted-IND/2014/2 dated 28 February 2014 (with Corrigendum dated 4 April 2014); and an oral report thereon by the Committee on Unlawful Interference (UIC). Taking into account

the need to ensure continuity by reappointing existing IETC Members, and that the number of nominations received exceeded the maximum size of the Commission (nineteen Members), the Council authorized the President of the Council, after consultation with Council Representatives, to appoint the IETC Members from among the nominees presented for a period of three years (2014-2017); and to inform Council Representatives accordingly.

## Progress report on the voluntary path for global flight tracking, including an initial plan for the development of SARPs

The Council noted the outcomes of the work carried out by the AHWG and the ATTF, particularly in enabling an integrated approach to derive information from a flight tracking system and to ensure the dissemination of such information in a timely manner, in an abnormal or distress situation, to the right people to support search and rescue, recovery and accident investigation activities. The Council also noted that while a timeframe has been outlined for the initial development of Standards and Recommended Practices (SARPs) related to routine flight tracking, the timeframe may need to be reconsidered based on experience gained through industry voluntary flight tracking measures. Other issues that were raised by the

Council in the course of the consideration of this item were noted by the Secretariat as requiring ongoing attention.

## Report of the ANC – Consideration of the recommendations contained in the Report of the 2014 Meteorology (MET) Divisional Meeting

In taking the action recommended by the ANC, the Council agreed that Secretariat may review of the working arrangements between ICAO and WMO, and develop guidance, through the Air Transport Bureau (ATB) and in coordination with WMO, addressing equitable cost recovery practices where aeronautical meteorological service is fulfilled on a multi-regional, regional or sub-regional (multi-State) basis. It was also agreed that ICAO should assist WMO in the further development of a competency framework for aeronautical meteorological personnel in view of future changes in working practices arising from a highly-collaborative, highly-automated operating environment. Council also requested that the Secretary General quantify the resources needed to implement all the recommendations that require action in the current and next triennium, to prioritize those actions accordingly, and to keep the Council informed of the progress being made in this regard.

## Report of the Council Retreat Planning Group (CRPG) - Establishment of a Council Working Group on ICAO Future Strategy and Planning

The Council expressed its appreciation to the President for his initiative to convene the first ever Council Retreat and to the Chairperson and Members of the Council Retreat Planning Group (CRPG) for the work that had been undertaken in organizing the event that had taken place from 12 to 14 June 2014 and agreed to adopt the recommendations, proposed actions and their implementation timelines as outlined by the Council Retreat Planning Group (CRPG) and requested the Secretary General to present regular progress reports to the Council. The council requested the Secretariat to give particular consideration to consultations with the relevant Member States in implementing the recommendation concerning the feasibility of establishing at least one ICAO standardized training facility in each region and agreed that the Council Retreat Planning Group (CRPG) would be renamed to the "Strategy Planning Group" (SPG), and would act as an ad hoc entity responsible to the Council, while recognizing that the goals and tasks of this new entity would be different to the CRPG, and that in the course of its ongoing work the SPG would take into

account the recommendations and list of tasks outlined inC-WP/14229. It was also agreed that a Council off-site strategy meeting should take place at least once each year.

**"No Country Left Behind" Campaign**

The ICAO launched this campaign on 5 December 2014 as part of the forthcoming events to mark the 70th Anniversary of the signing of the Chicago Convention. The campaign would seek to highlight ICAO efforts to assist States directly or facilitate coordination towards the resolution of significant safety concerns (SSCs), as well as in meeting other security and emissions related objectives. A draft outline of the proposal is to be circulated to the Council so as to provide Representatives with an opportunity to provide inputs before the campaign details are finalized.

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

| Part I (11) | Part II (12) | Part III (13) |
|---|---|---|
| States of chief importance to air transport | States which make the largest contribution to the provision of facilities for international civil air navigation | States ensuring geographic Representation |
| Australia | Argentina | Bolivia |
| Brazil | Egypt | Burkina Faso |
| Canada | Norway | Cameroon |
| China | India | Chile |
| France | Mexico | Dominic Republic |
| Germany | Nigeria | Kenya |
| Italy | Saudi Arabia | Libya |
| Japan | Singapore | Malaysia |
| Russian Federation | South Africa | Nicaragua |
| United Kingdom | Spain | Poland |
| United States | Portugal | Republic of Korea |
|  | Venezuela | United Arab Emirates |
|  |  | United Republic of Tanzania |

**ANNEXES TO THE CHICAGO CONVENTION**

*Annex 1—Personnel Licensing*

*Annex 2—Rules of the Air*

*Annex 3—Meteorological Service for International Air Navigation*

*Annex 4—Aeronautical Charts*

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

*Annex 6—Operation of Aircraft*

*Annex 7—Aircraft Nationality and Registration Marks*

*Annex 8 —Airworthiness of Aircraft*

*Annex 9—Facilitation*

*Annex 10—Aeronautical Telecommunications*

*Annex 11—Air Traffic Services*

*Annex 12—Search and Rescue*

*Annex 13—Aircraft Accident and Incident Investigation*

*Annex 14—Aerodromes*

*Annex 15—Aeronautical Information Services*

*Annex 16—Environmental Protection*

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

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

*Annex 19—Safety Management*
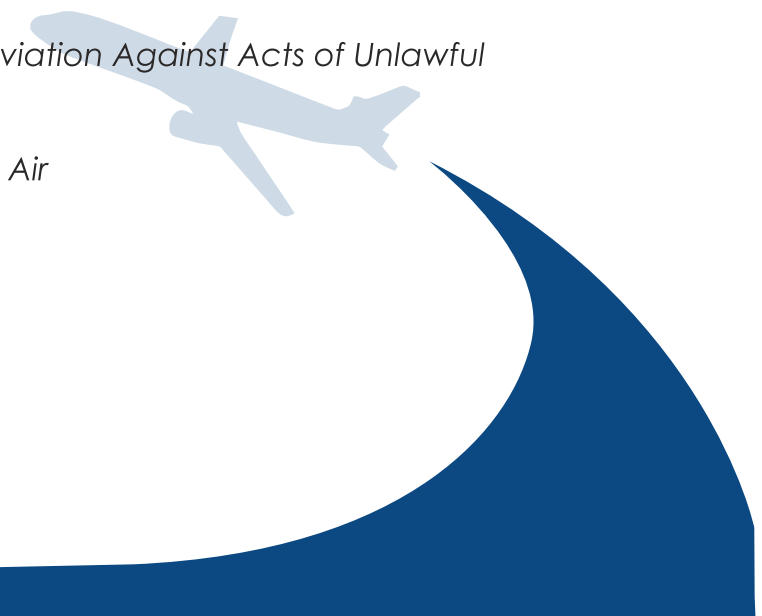
INMCC

# 16. GAGAN

India is the fourth country in the world to implement GPS Aided Geo Augmented Navigation (GAGAN) a joint project by AAI & ISRO to provide the certified satellite based augmentation services over Indian Flight Information Region, thus pitch-forking India as one of the elite Nations in the world to provide a platform for transition to Satellite Based Navigation. The GAGAN services are available since 14th February 2014 for lateral navigation.

GAGAN system configuration consists of multiple ground stations to provide necessary augmentations to the GPS standard positioning service (SPS) navigation signal. A network of precisely surveyed ground reference stations (Indian Reference Stations: INRES) is strategically positioned across the country to collect GPS satellite data. Using this information, the master control centre (Indian Master Control Centre: INMCC) generates messages to correct any signal errors. These correction messages are then up linked through (Indian Land Uplink Station: INLUS) and broadcast through communication satellites (Geostationary) to receivers on board aircraft using the same frequency as GPS.

The GAGAN provides the additional accuracy, availability, and integrity necessary to enable users to rely on GPS for all phases of flight, from en route through approach for all qualified airports within the GAGAN service volume.

GAGAN also provides the capability for increased accuracy in position reporting, allowing for more uniform and high-quality Air Traffic Management (ATM). In addition, GAGAN will provide benefits beyond aviation to all modes of transportation, including maritime, highways, and railways.

GAGAN project has successfully completed Technology Demonstration System (TDS) in August 2007.

Final Operation Phase (FOP) taken up from July 2009 has also successfully completed the following tasks which has provided the lateral navigation capability over Indian Airspace to suitably equipped aircraft:

a.    Establishment of additional seven reference stations, one additional master control centre, 2 additional uplink stations and two navigation payloads launched on GSAT-8 & GSAT-10 respectively.

b.    Development of unique Ionospheric algorithm by ISRO to mitigate equatorial ionospheric anomalies.

c.    Certification by Director General of Civil Aviation for enroute operations (RNP 0.1) over Indian Flight Information Region (FIR).

*The certification to provide approach with vertical guidance (APV 1/1.5) over Indian Landmass is in progress and expected to be completed by March 2015* which will provide vertical guidance to non-ILS runways and enhance runway utilization under all

weather conditions. India is the first country in the world which has developed unique Ionospheric algorithm to mitigate equatorial anomalies.

**Promotional activities for GAGAN signal utilization for Aviation and Non-aviation users**

1. While aviation will derive benefits once the aircraft equipages increases, the use of GAGAN for non-aviation has already been taken up by many industries and organizations. Inter-ministerial Group (IMG) has been formed by Govt of India under Chairmanship of Secretary MoCA to examine the potential use of GAGAN for non-aviation sector.

2. IMG had its first meeting on 23rd December 2014 with participation from various ministries and it is proposed to organize an user interaction programme / workshop on GAGAN to create awareness among various users to demonstrate various applications of GAGAN.

3. User interaction meetings, exhibition, seminars and conferences have been organized by ISRO, AAI & DGCA to sensitize airline operators. Coordination with adjacent countries in Asia Pacific Region has also been taken up.

4. GAGAN usage has been reported by various organization like National Remote Sensing Agency (NRSA) for evaluation tectonic plate movements, survey agencies for improved position accuracies.

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**INLUS AT BANGALORE**

INLUS AT DELHI



INRES ANTENNA

**Banglore INRES Facility**