Ministry of Civil Aviation
Government of India

ANNUAL REPORT 2020-21

VISION

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

MISSION

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

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1. HIGHLIGHTS

1.1 LIFELINE UDAN

Ministry of Civil Aviation launched 'Lifeline UDAN' on 26.03.2020 during pandemic COVID-19, when scheduled domestic flight operations were suspended from 25th March, 2020. Lifeline UDAN was an initiative to ensure a steady supply of essentials as well as medical supplies, PPEs (Personal Protective Equipment), test kits etc. to all parts of the country. For this purpose, the Ministry facilitated establishing Lifeline UDAN mechanism to match the requirements /consignments of States /UTs/MoHFW (HLL & ICMR)/other Ministries with special flight plans.

588 flights were operated under Lifeline Udan operations by Air India, Alliance Air, Pawan Hans Limited and some private airlines till 28th May, 2020. Approximately 1000 ton of cargo was transported by the Lifeline Udan flights covering an aerial distance of 5,45,000 Kms. The focus of the Lifeline Udan was on North Eastern region, the Islands and the hilly terrains. Lifeline Udan flights ensured quick movement of medical supplies, medical teams, setting up of COVID labs and RTPCR machines across the country. Lifeline Udan flights were also used to fly specialists, chemicals and equipment to Vishakapatnam after the gas leak tragedy.

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

The Regional Connectivity Scheme (RCS) - Ude Desh Ka Aam Naagrik (UDAN) was launched on 21.10.2016. The first RCS-UDAN flight was inaugurated by Hon'ble Prime Minister on 27th April, 2017.

303 routes connecting airports across the length and breadth of the country have commenced.

Within 3 years, 53 airports including 5 heliports and 2 water aerodromes have been developed and operationalized under UDAN as compared to 76 airports that have been developed in 70 years since independence.

Over five million passengers have travelled on UDAN flights, as on the end of November 2020.

Newer modes of air transportation have been introduced under UDAN including seaplanes, helicopters, flights via smaller aircrafts.

UDAN helped airline operators in developing sustainable business models and helped provide start-up and scale-up opportunities to small regional airlines.

UDAN led to a virtuous cycle with growth of profitable routes leading to more UDAN flights, which facilitate increased demand and growth for profitable routes.

UDAN has enhanced quality of life by providing enhanced comfort and reduced travel time at affordable prices to the common man. A large number of first-time flyers have been able to take to the skies due to UDAN.

UDAN has also enabled provision of fast medical services including transport of medical supplies, personnel etc. in remote regions which is critical in times of emergency. This was evident by operation Lifeline UDAN undertaken during the COVID-19 pandemic.

UDAN has provided an impetus to economic development of remote regions and contributed to a more equitable and inclusive growth in economic activity across the country.

1.3 PUBLIC-PRIVATE PARTNERSHIP (PPP) OF AIRPORTS

a) The Union Cabinet on 08.11.2018, had accorded "In-principle" approval for leasing out six airports of Airports Authority of India (AAI) viz. Ahmedabad, Lucknow, Mangaluru, Guwahati, Jaipur and Trivandrum for operation, management and development through PPP.

b) AAI completed the bidding process wherein M/s Adani Enterprises Ltd. (AEL) has quoted the highest bid for all the six airports.

c) AAI entered into Concession Agreement with M/sAEL on 14.02.2020 for Ahmedabad, Lucknow and Mangaluru airports.

d) AEL has taken over Mangaluru airport on 31.10.2020, Lucknow on 02.11.2020 and Ahmedabad on 07.11.2020.

e) AAI has issued Letter of Award for Jaipur, Guwahati and Thiruvananthapuram to the highest bidder M/s AEL on 01.09.2020 subject to security clearance and outcome of writ petitions/litigations.

f) Further, AAI Board has recommended for leasing out 06 more airports namely Amritsar, Varanasi, Bhubaneswar, Indore, Raipur and Trichy for Operation, Management and Development under PPP. A decision has been taken to club each of the 6 airports with a nearby smaller airport for PPP. This would require amendment of AERA Act as the present Act provides for tariff determination for single airport and not for group of airports. AAI has been asked to proceed accordingly.

1.4 UNMANNED AIRCRAFT SYSTEM (DRONE)

To regulate the operations of Drones, to promote the manufacturing of Drones in India under Atma Nirbhar Bharat and to facilitate training of Drone operators, the following steps have been taken by Ministry of Civil Aviation:

a) Draft Unmanned Aircraft System (UAS) Rules prepared.

b) Draft UTM Policy prepared.

c) Digital Sky Platform (DSP) initiated to cover the entire range of activities like online registration, approval of flight path, post flight analysis etc

d) With a view to broadbase the training structure, permissions granted to various organisations such as Central / State Govts, Universities, manufacturers, FTOs, Non-Scheduled Operators Permit holders (NSOPs), Scheduled Operators Permit holders (SOPs), Maintenance Training Organisations (MTOs) to undertake drone training.

e) 15 DGCA approved FTOs have been permitted to undertake drone training.

f) Online enlisting of Drone operating in India started in Jan 2020. Till 31 Dec 2020 22,863 Drone Acknowledgment Number (DAN) have been issued.

1.5 THE VANDE BHARAT MISSION (VBM)

The Vande Bharat Mission (VBM) is the name given to the mission aimed at repatriation of lakhs of stranded and distressed Indian nationals in various parts of the world due to the COVID-19 pandemic. The mission involves a massive operation organized by the Government of India to repatriate Indian nationals by air, sea and land routes. The VBM also enables individuals of various nationalities stuck in India to return to their respective countries and continues to do so.

This landmark mission is being carried out with the active support and cooperation of MEA and Indian Missions abroad, MoCA, MHA, MoH&FW and State Governments. The Air India group (Air India and Air India Express) has been the backbone of the VBM while the private Indian carriers viz. GoAir, IndiGo, SpiceJet and Vistara are active participants too. The private airlines joined VBM in Phase III. By the sheer number of passengers and also by number of countries covered, it is the biggest evacuation exercise by civilian authorities in the world. The airlines deserve further credit for this job since the operation was subjected to strict precautions relating to COVID-19 laid down by MHA and MoH&FW.

Under VBM, Air India/Air India Express has covered more than 50 countries. Even such countries have been covered where Air India/Air India Express do not fly in the normal course. So far, they have brought back lakhs of Indians from various parts of the world. The Indian private carriers have also been roped in during the third phase for evacuation of Indians under the VBM. The private carriers have operated to the Gulf countries, Malaysia, Philippines and Singapore so far. Apart from VBM, repatriation has also taken place through charter flights by private Indian carriers and foreign carriers. The State Governments have also played a crucial role in this exercise in as much as to ensure necessary quarantine and other arrangements.

1.6 AIR TRANSPORT BUBBLES

"Air Transport Bubbles" or "Air Travel Arrangements" are temporary arrangements between two countries aimed at restarting commercial passenger services when regular international flights are suspended as a result of the COVID-19 pandemic. They are reciprocal in nature, meaning airlines from both countries enjoy similar benefits.

As on 31.12.2020, we have Air Bubble arrangements with 24 countries viz. Afghanistan, Bahrain,

Bangladesh, Bhutan, Canada, Ethiopia, France, Germany, Iraq, Japan, Kenya, Kuwait, Maldives, Nepal, the Netherlands, Nigeria, Oman, Qatar, Rwanda, Tanzania, UAE, UK, Ukraine and USA. Talks are on for creation of Air Bubbles with other countries as well.

1.7 KRISHI UDAN

Krishi Udaan Scheme is to grow domestic and international air freight of agri-produce and to enhance share of Indian carriers in international movement of all types of cargo.It has been approved on 10 September 2020 to help improve value realisation especially in North-East and tribal districts. This aims at improving value realisation through better integration and optimisation of agri-harvesting and air transportation and contributing to agri-value chain sustainability and resilience under different and dynamic conditions.

Convergence between Operation Greens Scheme and Krishi Udaan was achieved with subsidy @50% on air freight and @50% on Terminal, Storage and Processing (TSP) at airports, announced by M/o Food Processing Industries on 02/11/2020 on 41 eligible fruits and vegetables when airlifted from 12 NER and Himalayan States/UTs. The online filing of subsidy claims by Indian airlines was finalised with Go Live on 01/12/2020.

Further, expanding the coverage of eligible products under the convergence between Operation Greens Scheme and Krishi Udaan, on 08-12-2020 proposal of MoCA to cover all horticulture products under the air freight component was accepted by MoFPI.

Proposal of MoCA to extend subsidy to last mile connectivity to an airport via trucks/rail, with dispensation of the trigger pricing mechanism for such surface transportation in a single mode, for the 12 Hill States, i.e., to allow multimodal transportation was also accepted under this convergence.

1.8 FLYING TRAINING ORGANIZATION (FTO)

To leverage the idle capacity in Indian airports and create a congenial atmosphere for FTOs through fiscal, monetary and procedural reforms following steps have been taken:

a. To begin with, 6 airports (Lilabari, Khajuraho, Belagavi, Kalaburgi, Jalgaon and Salem) have been permitted to allow the FTOs to operate at their premises on the basis of payment of substantially rationalised concession fee by the FTOs.

b. India's largest flying school IGRUA (Amethi, UP), has been permitted to start pilot training in Gondia and Gulbarga.

c. IGRUA's operation and management is proposed to be handed over to a private operator on a PPP basis for 30 years.

1.9 DIGITIZING THE SERVICE DELIVERY SYSTEM OF DGCA (eGCA)

To provide ease of doing business through digital transformation of DGCA process and functions, MoCA has introduced eGCA in DGCA. The project envisages an end-to-end solution including various software applications, connectivity with all the regional offices, a 'portal' for dissemination of information and for providing online and speedy service delivery in a secure environment. The project is in implementation phase and once fully implemented, will provide a strong base for IT infrastructure and service delivery framework. This would enhance the efficiency of the various services provided by the DGCA and would ensure transparency and accountability in all DGCA functions. eGCA project of DGCA is near completion and all services in DGCA will be automated after implementation of the project. It has already been made functional in the Directorate of Training & Licensing, Directorate of Flying Training and Medical Directorate.

1.10 OPTIMAL UTILIZATION OF AIRSPACE

In the past, about 40% of the airspace was unavailable for civilian use. This resulted in aircraft taking circuitous routes to reach their destinations – leading to inefficient use of fuel and time along with avoidable extra expenditure.

As part of 'Atma Nirbhar Bharat', IAF has agreed to release these portions of airspace for civilian use. This will lead to significant savings in flight time, fuel usage and reduction in carbon emission. The potential savings to the airlines will be to the tune of Rs.1000 crores per annum. The overall benefit to the aviation ecosystem will potentially be much higher.

ORGANIZATIONAL STRUCTURE OF MINISTRY OF CIVIL AVIATION

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

Shri Pradeep Singh Kharola
Secretary, Civil Aviation

Ms. Vandana Aggarwal
Sr. Economic Advisor

Shri Satyendra Kumar Mishra
Joint Secretary

Ms. Usha Padhee
Joint Secretary

Ms. Rubina Ali
Joint Secretary

Shri Angshumali Rastogi
Joint Secretary

Shri Amber Dubey
Joint Secretary

Shri Vimalendra Anand Patwardhan
Joint Secretary & Financial Advisor

Ms. Bhawna Singh
Deputy Director General

Shri Nitesh Kumar Mishra
Chief Financial Controller

2. MINISTRY OF CIVIL AVIATION

2.1 ORGANIZATION

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

Attached Offices / Organizations

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

Autonomous Body

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

Public Sector Undertakings

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

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

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

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

Heads of Attached Offices:

- Directorate General of Civil Aviation: Shri Arun Kumar, DG

- Bureau of Civil Aviation Security: Shri M A Ganapathy, DG
- Commission of Railway Safety : Shri Shailesh Kumar Pathak, CCRS
- Aircraft Accident Investigation Bureau: Shri Aurobindo Handa, DG

Heads of Autonomous Bodies:

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

Heads of Public Sector Undertakings:

- Airports Authority of India: Shri Arvind Singh, Chairman
- Air India Limited: Shri Ashwani Lohani, CMD
- Pawan Hans Limited: Shri Sanjeev Razdan, CMD

2.2 RECORD MANAGEMENT

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

2.3 BAN ON SINGLE USE PLASTIC

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

2.4 SWACHH BHARAT MISSION

Ministry of Civil Aviation has organized Swachhta Pakhwada during 1-15 November, 2020. Various activities such as Poster/Essay competition, spreading awareness through banners, video clippings, etc. were undertaken during the drive. As a part of the programme, a Pledge was also administered by Secretary (CA) during the period.

2.5 PUBLIC GRIEVANCES REDRESSAL MACHINERY

The Centralized Public Grievances Redressal and Monitoring Systems (CPGRAMS), which is a web-based on-line public grievance handling system, was introduced and developed by the Department of Administrative Reforms & Public Grievances (DARPG). The system has been implemented in the Ministry for prompt and effective disposal of the grievances from 01.01.2008. In the year 2020, a total of 20260 public grievance cases were received on-line, out of which, 19330 cases, i.e. 95% approximately,

have been disposed of through the CPGRAMS. A Joint Secretary level officer has been designated as the "Public Grievances Officer" in the Ministry. All organizations working under the administrative control of the Ministry too have full-fledged public grievance redressal machinery headed by respective designated "Nodal Officers".

2.6 RIGHT TO INFORMATION ACT, 2005

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

To implement the Act, 12 CPIOs and 10 Appellate Authorities have been designated in this Ministry. With the increased awareness among the people about RTI Act, 2005, a large number of applications / appeals were received in this year through online/mail. A total of 2105 applications and 74 appeals were received during the year 2020. All efforts were made to dispose of these applications and appeals within the prescribed time.

2.7 VIGILANCE ACTIVITIES

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

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

In pursuance of Central Vigilance Commission's directions, "Vigilance Awareness Week" – 2020 has been observed in this Ministry, its attached offices as well as in the PSUs under the administrative control of this Ministry from 27th October (Tuesday) to 2nd November (Monday), 2020 with the theme "Satark Bharat, Samriddh Bharat (Vigilant India, Prosperous India). The Secretary, Civil Aviation, also administered a 'PLEDGE' to all the employees. Many employees of this Ministry took the pledge and got online certificate from CVC.

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

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

2.9 WELFARE OF SENIOR CITIZENS

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

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

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

- Pay special attention for providing help / assistance to them particularly after alighting from vehicles at the airports and 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.

2.10 PROTECTION OF ENVIRONMENT

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

3. DIRECTORATE GENERAL OF CIVIL AVIATION

3.1   INTRODUCTION

The Directorate General of Civil Aviation is the principal regulatory body in the field of civil aviation which has been accorded with statutory status by Aircraft Amendment Act, 2020. The Directorate General of Civil Aviation co- ordinates with International Civil Aviation Organization and is responsible for safety regulation of air transport services to/from /within India, formulation and enforcement of civil air regulations, air safety and airworthiness standards in coherence to the Standard and Recommended Practices as formulated by ICAO from time to time.

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 Director(s) General and Deputy Director(s) General. The Director General has the various Directorates under him for assisting in dealing with different functions.

3.3   FUNCTIONS

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

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

- Registration of civil aircraft

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

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

- Licensing of aerodromes and air carriers

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

- Processing amendments to Aircraft Act, 1934 and the Aircraft Rules 1937, and other Acts and rules thereunder relating to aviation, for their implementation in India, the provisions of the Chicago Convention and Annexes thereto, and other International Conventions relating to aviation

- Co-ordination of the work relating to International Civil Aviation Organisation and replies to State Letters after consulting stakeholders, wherever necessary including consultation with other agencies

- Co-ordination of the work relating to International Civil Aviation Organisation and replies to State Letters after consulting stakeholders, wherever necessary including consultation with other agencies

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

- Regulation and Supervision of training activities of Flying/ Gliding Clubs

- Type certification of aircraft

3.4   INTERNATIONAL RELATIONS

3.4.1 Air Services Agreements

As international scheduled passenger air transport services are under suspension since 23 March 2020, Government of India has entered into temporary bilateral air travel arrangements, commonly known as' Transport Bubble' agreements, with other countries to ease out movement of passenger traffic in the prevailing Covid-19 situation around the world. During the calendar year 2020,' Transport Bubble' agreements have been signed with Afghanistan, Bahrain, Bangladesh, Bhutan, Canada, Ethiopia, France, Germany, Iraq, Japan, Kenya, Kuwait, Maldives, Nepal, Netherlands, Nigeria, Oman, Qatar, Rwanda, Tanzania, Ukraine, UAE, United Kingdom and United State of America.

3.4.2 LEGISLATION

To keep the statutory provisions abreast with the international standards and the latest developments in the sphere of civil aviation, Aircraft (Amendment) Act 2020 has been enacted and further amendments to Aircraft Rules, 1937 in accordance to the Aircraft (Amendment) Act 2020 are under process for effective implementation.

3.5   AIR TRANSPORT

3.5.1 Scheduled Operators

Two new operators, namely Big Charter Private Limited and Aviation Connectivity Infrastructure Developer Private

Limited were issued with Air Operator Certificate for undertaking Scheduled Commuter Air Transport Services in the country.

As on 31st December 2020, in addition to Air India Ltd., Alliance Airand Air India Charters Ltd., there were twelve (12) private scheduled/scheduled commuter operators viz. Spice Jet Ltd., Go Airlines (India) Pvt. Ltd., Inter Globe Aviation Ltd. (Indigo), Air Asia Pvt. Ltd., Tata SIA Airlines Ltd.(Vistara), Turbo Megha Airways Pvt. Ltd (True Jet), Big Charter Private Limited, Aviation Connectivity Infrastructure Developer Private Limited, Ghodawat Enterprises Pvt. Ltd. (Star Air), Heritage Aviation Pvt. Ltd., Pawan Hans Ltd., operating on the domestic sector providing a wide choice of flights and connectivity to various parts of India. In addition there is one cargo airlines viz. Blue Dart Aviation Ltd. operating scheduled cargo services in the country. Further, Spice Jet was also operating Cargo Operations with three(05)B737 Freighter aircraft.

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

3.5.2 Passengers Carried by Scheduled Operators (As per available data as on date 05- 01-2021)

Domestic Routes:

During the year 2020 (Jan-Nov), scheduled domestic airlines operated a total number of 4.8 lac scheduled flights carrying a total of 55.6 million scheduled passengers as against 9.6 lac scheduled flights carrying a total of 130.8 million scheduled passengers during the previous year 2019 (Jan-Nov). The number of domestic passengers carried by scheduled domestic Indian carriers has witnessed a growth of -57.5 percent in the year 2020 as compared to the previous year 2019 (up to 30th Nov).

International Routes:

During the period Jan to Sep 2020, a total of 13.5 million passengers were carried on international routes by scheduled Indian/foreign carriers as against 47.8 million in the corresponding period in 2019, thereby witnessing a growth of -71.7% (YoY). Out of the 13.5 million Passengers, 5.6 million passengers were carried by scheduled Indian carriers while 7.9 million passengers were carried by scheduled foreign carriers during the period Jan to Sep 2020.

3.5.3 Non-Scheduled Operator's Permit

During the period January to December 2020, four (4) new NSOP was granted and as on 31st December 2020, a total number of 102 companies are holding Non-Scheduled Operator's Permit, as against 100 companies as on 31.12.2019.

3.5.4 Tourist Charters

Operations of Inclusive Tour Package Charter flights to and from India continued under the liberalized guidelines issued vide Aeronautical Information Circular No. 03 of 2020 and a total number of 240 flights operated during the period from January to March 2020 bringing 46894 tourists in India. Further, ITP Charter Flights have not operated beyond April 2020 in view of travel restriction due to COVID —19.

3.6 AIRWORTHINESS

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

S.N	Activity	Number
1.	**Registration of Aircraft**	84
	Total No. of aircraft registered in year 2020	
2.	**AME Licence issued / converted**	546
	Total no. of AME License issued in year 2020	
	Total no. of AME License endorsed in year 2020	579
	AME License converted in accordance with CAR 66 in year 2020	03
3.	**Organisation Approval in year 2020**	
	a) Maintenance Organisation	
	i. Domestic	06
	ii. Foreign	10
	b) Type Training Organisation	
	i. Domestic	01
	ii. Foreign	NIL
	c) Aircraft Maintenance Instituées (Basic) -147	02
	d) Maintenance Organizations under CAR-M Sub-Part-F	NIL
	e) Continuing Airworthiness management Organizations (Sub-part-G)	11
	f) Fuel lubricants and Special Petroleum products Organisation	01
	g) CAR-21 Production Organization	03
	h) Public Grievances redressed in year2020	133

3.7. TRAINING AND LICENSING OF AIRCREW

Licensing directorate is concerned with initial issues/ conversions of CPL/ATPL/CHPL/PPL/FATA Licenses and work related to renewal / endorsement of licenses. The requisite information for the period from 01.01.2020 to 31.12.2020 is asunder:-

Sr. No.	Name of License	Total No. of Licenses issued
1.	Commercial Pilot License (Aeroplane)/(Helicopter)	639
2.	Air Transport Pilot License (Aeroplane)/ (Helicopter)	444
3.	Private Pilot License (Aeroplane)/(Helicopter)	75
4.	Instrument Rating (Aeroplane)/(Helicopter)	618
5.	Flight Radio Telephony Operator License [FRTOL & FRTOL(R)]	1208
6.	Flight Aircrew Temporary Authorization (FATA) (Initial)+Extension)	56+91
7.	Flight Instructor Rating (FIR)	15
8.	Asstt. Flight Instructor Rating (AFIR)	49
9.	Private License Glider (PLG)/ Private License Micro Light (PLM)	05

Total number of Endorsements/Renewal for the period from 01.01.2020 to 31.12.2020:

1.	Boeing/Airbus/Other Aircrafts Endorsements/Renewal of Licenses	1917

3.8. FLIGHT STANDARDS

The major reforms undertaken /achievements for the year 2020 by Flight Standards Directorate are as follows:

1. Operations circulars (1 to 6 of 2020) were issued to alleviate the adverse circumstances being faced by the Airlines/operators, with respect to training/licence currency, due to the COVID situation. Additionally, extensive Safety Risk Assessments had to be carried out, to grant standalone exemptions, necessitated by the restrictions posed by the COVID-19 situation. Extensive on-line interactions were held with industry representatives, to address industry concerns holistically.

2. Due to increased charter operations/Vande Bharat Mission related operations, the department undertook the task of operations to new stations (involving review of Standard Operating Procedure & Safety Risk Assessment), and additional clearances for NSOPs to undertake International Operations (involving exigent evaluations for special Ops)

3. FSD DGCA had convened a meeting with various airline operators to discuss important operational issues/challenges that the Airlines might face during the fog seasons i.e. December 2020-Febuary 2021 and to implement measures required to ensure safe and smooth conduct of flights during the period of low visibility.

3.9 AERODROME STANDARDS

The Directorate of Aerodrome Standards deals with inspection and licensing/ authorization of aerodrome/ heliport and monitoring of the aircraft operations at aerodromes vis-à-vis the facilities provided at the aerodrome and heliports approved/licensed by this Directorate. During the year 2020, the activities undertaken by the Directorate are as following:

3.9.1 Initial Issue of License (Public use):-Rupsi Airport

Renewal (16):- Kempegowda International Airport Bengaluru, Hyderabad airport Begumpeth, Pakyong airport, CSMI airport Mumbai, IGI airport New Delhi, Jharsuguda airport, Kalaburagi airport, Naini-Saini Pithoragarh airport, Mundra Airport, Kannur Airport, Vadadora airport, Indore airport, Naini-Saini Pithoragarh, Udaipur airport, Tiruchirappalli airport, Bilaspur airport

Renewal/Extension/Operational authorization Private use(08):-ITC Gardenia Roof top helipad, Birlagram Airport, Tajwellington Mewshelipad, Manjari Helipad, Infoysis Mysuru Campus helipad, Westin Roof top Helipad oberoi Mumbai, Kankroli Airfield, Hosur Aerodrome,

Surveillance Inspection (84):-Begumpet Hyderabad, CSIA Mumbai, Jagdalpur, Nanded, Kolkata, Mundra, IGIA New Delhi, Guwahati, KIA Bengaluru, Pakyong, Kishangarh, Jharsuguda, Bhopal, Kalaburagi, Jabalpur, Ranchi, Khajuraho, Jaipur, Imphal, Lada[a. Agartala, Naini-Saini Pithoragarh, Shirdi, Lilabari, Calicut, Dehradun, Salem, Rajkot, Tirupati, Barapani, Hubli, Jamshedpur, Belgaum, Kulllu Bhuntar, Hisar, Mysore, Kolhapur, Lucknow, Amritsar, Jalgaon, Bhavnagar, Jindal Vijayanagar, Juhu, Ludhiana,

Rajahmundry, Porbandar, Varanasi, Kandla, Agatti, coochbehar, Tuticorin, Durgapur, Puduherry, Vijayawada, Surat, Bilaspur, Tiruchirappli, Kangra, Gaya, Mangalore, Shimla, Udaipur, Lengpui, Cochin, Tezu, Indore, Vadodara, Raipur, Pantnagar, Ozar HAL Nasik, Patna, Nagpur, RGIA Shamshabad, Trivandrum, Rourkela, Aurangabad, Ahmedabad, Kannur, Chennai, Dimapur, Dibrugarh, Bhuvneshwar, Madurai,

Conducting safety oversight audit of aerodromes through virtual mode during the Pandemic COVID-19 by Aerodrome Standard Directorate

REMOTE/ VIRTUAL surveillance of Aerodrome has been conducted using the Aerodrome Surveillance Inspection Checklist, with the help of data driven document check and teleconference/video conference during COVID-19.

Issued Authorization to operate seaplane at Sabarmati River Front and Sardar Patel Statue under NSOP approval.

Infrastructure upgradation at various Airports:

- Approval of Up-gradation of Aerodrome Reference Code from 3C (IFR non- precision) to 4C non-precision) i.r.o. at Rajahmundry airport.

- Approval of Pavement resurfacing works along with TCL provision for Taxiways E, E1, K1,B1,B3,B4,B5, B6, portion of Twy B (West of B6) and Asphalt portion of cargo apron at RGI Airport, Shamshabad (Concept/Design & Execution Level).

- Approval of provision AVDGS on non PBB bays at LBSI, Varanasi airport (Concept/Design & Execution level).

- Approval of expansion of apron with 3 additional aircraft stands at Mangalore airport (Commissioning level).

- Approval of up-gradation AGL system for Rwy-27 at Cochin international airport from CAT-1 to CAT-III (Commissioning Level).

- Approval of New apron, Link Taxiway(E&F) and Expansion of Isolation Bayat Udaipur airport (Commissioning Level).

- Approval of up-gradation of Aerodrome license of Tuticorinair portfrom 3CVFR to 3C IFR (All weather operations) for Rwy28.

- Approval of change name of Mysore airport to Mysuru airport in Aerodrome License.

- Approval of Runway 09/27 after completion of re-carpeting works at CSMI airport, Mumbai (Commissioning Level).

- Approval of replacement of PBBs & AVDGS on bay no.1&2 at Coimbatore airport (Commissioning level).

- Approval of extension of existing authorization for aircraft operations at Shirdi airport under all-weather operations IFR.

- Approval of Installation of Rwy guard lights on west side of Twy A9 East sideof Twy A10 for Rwy 09R-27L between A9 and A10 at Rajiv Gandhi International airport, Hyderabad.

- Approval of Rwy-09/27 after completion of re-carpeting works at CSMI airport, Mumbai (Commissioning level).

- Approval of construction of new fire station (CAT-IX), sub fire station 9CAT-IV, Emergency medical Centre and E & M workshop at CCSI airport, Lucknow (Concept/Design & Execution Level).

- Approval of provision of AVDGS for remote bays at Chennai airport (Concept/Design & Execution level)

- Approval of provision of AVDGS for parking at SGRDJI airport Amritsar (Concept/Design & Execution Level)

- Approval of renaming of Jharsuguda airport to Veer Surendra Sai airport.

- Approval of provisioning of AVDGS at Jaipur airport (Commissioning level)

- Approval of re-carpeting of runway, taxiway and apron etc. at Pantnagar airport (Concept/Design & Execution level)

Approvals/Others:

- Approval of Replacement of PAPI lights on both Runway at Agartala airport (commissioning Level).

- Approval of overlaid existing apron and widening of existing taxiway including associated electrical works at Rajahmundry airport(Commissioning Level).

- Approval of Solar 4 MWP (DC) Ground Mounted Solar Plant at BPI airport Bhubaneswar airport (Concept/Design & Execution Level).

- Approval of provisioning of Advance Visual Docking System 9 AVDGS) at Jaipur Airport. (Concept/Design & Execution level).

- Approval of temporary usage of aircraft parking stands at Ranchi, Ahmedabad & Jaipur airport.

- Approval of Provision of drain surrounding at the existing apron at Dimapur airport (Concept/Design & Execution level).

- Approval of New General Aviation apron at IGI airport(Commissioning Level).

- Approval of Re-construction of Fire Pit at Dehradun airport (Concept/Design & Execution level).

- Approval of modification of existing Taxi and apron lighting system at LGBI airport, Guwahati (Concept/Design and Execution level).

- Approval of construction of apron, Taxiway and overlay of perimeter road at Shirdi Airport (Concept/Design and Execution level).

- Approval of Design, Supply, Installation, Testing and Commissioning (SITC) of 8 MW grid connected, ground mounted PV solar Plant at Hubballi airport. (Concept/Design and Execution level).

- Approval of shifting of PAPI units on Rwy 26 after commissioning of ILS and replacement of PAPI units on Rwy 08 at Hubballi airport (Concept/Design and Execution level).

- Approval of provision of Standby Rwy circuit at Salem airport (Commissioning level).

- Approval of modification of runway threshold/end lights at LGBI airport, Guwahati (Concept/Design and Execution level).

- Approval of Segregation of operational area-grading, Levelling and construction of open storm water drain inside operational area at Hubballi airport (Concept/Design and Execution level).

- Approval of construction of MRO & high-power Engine run-up area at Kempegowda international airport, Bangaluru (Concept/Design and Execution level).

- Approval of renumbering of existing stands in apron-II at IGI airport (Execution and Commissioning level).

- Approval of resurfacing of Rwy and Txy at Cochin International airport.

- Approval of extension of temporary exemption up to 31.3.2021 for presence of object in HIS at Mangalore airport.

- Approval of construction of turning pad at Rwy 14, i/c provision of end light, insect light at threshold of runway 14/32 at Shimla airport (Concept/ Designand Execution level).

- Approval of construction of C-3 (RET-3) and shifted portion of Taxiway-B between Taxiway-C and Taxiway D at Chennai airport (Commissioning Level).

- Approval of Taxiway Bravo-1 and Taxilane Echo-1(E1) (including NP stands) post pavement rehabilitation/ resurfacing works at RGI airport, Shamshabad, Hyderabad (Commissioning level).

- Approval of Development of aircraft hangar (on DBOM basis) with Taxiway and apron at Coimbatore international airport.

- Approval of provision of additional wind direction indicators (WDI) on both ends of the runway at Hubballi airport.

- Approval of relocation and replacement of PAPI units at LGBI airport, Guwahati (Concept/Design and Execution level).

- Approval of provision of Direct Access road from Fire Station to Runway, road connecting fire station and perimeter road and hard stand around station UG sump at Salem airport (Commissioning level).

- Approval of wall to wall grading work in operational area beyond 75 Mon both side of Rwy centre line at Kandla airport (Concept/Design and Execution level).

- Approval of sequence flashing lights (SFLs) for Rwy 27 at CSMI airport, Mumbai (Commissioning level).

- Approval of Segregation of operational area grading leveling and construction of Open storm water drain inside operational area at hubli airport.

- Approval of Expansion of apron I, BM Airport Ranchi (Commissioning Level).

- Approval of construction of C-1 (RET-3) and shifted portion of Taxiway-B between Taxiway-C and Taxiway-D at Chennai airport. (Commissioning Level).

- Approval of construction of New fire pit at Trivandrum airport (Concept/Design & Execution level)

- Approval of reconfiguration of Existing apron layout to accommodate 11 nos. aircraft bays at Rajahmundry airport (Concept/Design & Execution level)

- Approval of re-Commissioning of Taxiway D1 at IGI airport (Commissioning level)

- Approval of re-commissioning portion of taxiway E abeam stands 58 & 59 for operations post resurfacing works at RGI airport, Shamshabad, Hyderabad.

- Approval of rotunda and fixed finger for third and fourth PBB including ITC of PBB and AVGDS at LSBI airport, Varanasi (Commissioning level)

- Approval of upgraded AGL system for Rwy 27 at Cochin International airport (Commissioning level).

- Approval of construction of blast erosion area at both end of runway 10/28 at Gaya airport (Concept/Design & Execution level)

- Approval of re-designation of apron-1 taxi lanes at SVPI airport, Ahmedabad (Concept/Design & Execution level)

- Approval of runway resurfacing and provision of RESA at Jamshedpur execution level

- Approval of temporary fire station-5 at IGI airport (Commissioning level).

- Approval of reconfiguration of existing apron layout to accommodate 11 aircraft parking bays at Rajahmundry airport (Concept/Design & Execution level)

- Approval of construction of terminal 2 apron phase-1 (Sub phase-2) for remaining 11 aircraft parking stands, portion of Twy N1 and taxi lane N along with associated facilities at Kempegowda airport at BIAL (commissioning level).

- Approval of standardization of stand lead-in lines at CIAL (Commissioning level).

- Approval of extension and strengthening of existing runway 08-26 along with construction of isolation bay, RESA and associated works at Vijayawada airport (commissioning level).

- Approval of construction of new road for CFT vehicles connecting from both ends of runway up to crash gate and road connecting runway to new cooling off pit at NITB, MBB Airport, Agartala (Concept/Design & Execution level)

- Approval of RET C5 Exit Taxiway c6 and renaming of existing taxiway C5 to C7 at Cochin International airport (Commissioning level).

- Approval of CAT-III B facilities for runway 09R/27R at KIA Bengaluru (Commissioning level).

- Approval of aircraft stand manoeuvring guidance lights at CIAL (commissioning level)

- Approval of construction of sub fire station at Jaipur airport (commissioning level).

- Approval of repair work of Twy K and portion of beginning of secondary Rwy and portion of Twy A relaying of layers at NSCBI airport, Kolkata (Concept/Design & Execution level)

- Approval of resurfacing runway 09/27 for code C type aircraft and associated works at Madurai airport (Concept/Design & Execution level)

- Approval of construction of additional apron and GSE area near NITB at Trivandrum airport (Commissioning level)

- Approval of secondary rwy 09L-27R post runway rehabilitation works at RGI airport, Hyderabad –GHIAL (Commissioning level)

- Approval of revision of taxiway nomenclature at IGI airport (Concept/Design & Execution level)

- Approval of construction of drain around new apron at Belagaum airport (Concept/Design & Execution level)

- Approval of runway resurfacing at Jamshedpur airport (Commissioning level)

- Approval of portion of Taxiway between taxiway J and Taxiway B1 after rehabilitation, taxiway B1 between taxiway A&B taxiway B and permanent closure of Taxiway J at Kempegowda International airport BIAL (Commissioning Level)

- Approval of construction of hangar building and dispersal for CGAE on 8238sqm AAI land allotted for coast guard at Pondicherry airport (Concept/Design & Execution level)

- Approval of provision of apron floodlighting at Salem airport (Commissioning level)

3.10 AIRSAFETY

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

Investigations Carried Out

- DGCA has instituted inquires under Rule 13 (1) of Aircraft Rules 2017 in case of 13 incidents.

- Regional Air Safety Office assisted and guided the investigation of incidents by the Permanent Investigation Board of Airlines for Investigation of incidents occurring to aircraft operated by them.

- 17 Airprox (Air Proximity) incidents have been investigated.

- 1167 Wildlife Strike have been reported which have been entered in the database.

- Safety recommendations emanating from investigations of various aircraft accident and Serious incidents have been followed up for implementation with the concerned agencies so as to prevent recurrence of similar accidents/serious incidents.

Surveillances/Regulatory Safety Audits Conducted
DGCA makes Annual Surveillance Program which is available on DGCA website. 10 special safety audits and 01 Regulatory Audits were carried out during the year 2020.

- A total of 469 Surveillance Inspections of Schedule Airlines & Various Non- Schedule & Private Operators were carried out during this year.

- These inspections have pointed out various discrepancies which have been taken up with the operators for taking effective corrective measures.

Civil Aviation Requirements/Circulars Issued:

- Rule 29B of the Aircraft Rules 1937 has been amended on date 21.02.2020 to "permit the access of internet services by passengers on board an aircraft in flight, through Wi-Fi on board in flight mode or airplane mode".

- Issue II Revision IV of CAR Section S Series C Part I on "Notification of Incidents and Investigation thereof" issued on date 26.02.2020.

- CAR Section S Series X Part I, Issue II on "Safety Hazard-Use of Portable Electronic Devices inside the flight" issued on 24.11.2020.

- AIC 25/2020 on "Voluntary Safety Reporting System" issued on 04.08.2020.

- Air Safety Circular 02/2020 on "Door Seal Failure" issued on 10.06.2020.

- Issue III Revision I of Air Safety Procedure Manual issued on 20.08.2020

State Safety Programme/Safety Management System Implementation in India

- Officials of DGCA had participated in the following webinar conducted by ICAO/EASA

  1. Safety performance indicators and targets dated 17.09.2020

  2. Safety data collection and processing systems dated 24.09.2020

  3. Safety performance monitoring and management dated 08.10.2020

  4. EU-SA High Risk category accident outcome dated 11.11.2020

- 4th edition of Annual Safety review was published in year 2020 containing analysis of the safety data and globally significant safety events for the year 2018. The same has been published on DGCA website.\

Paper Presented at International Conferences:

DGCA presented following working papers during ICAO conferences hosted by ICAO- Regional office at Bangkok, Thailand:

1. During the 15th Asia Pacific Regional Aviation Safety Team (APRAST), India working paper-no. 09 on "Increase Collaboration at Regional Level-Annual Safety Review 2019".

The meeting noted the content of the paper and requested the participating States to share information on safety risks including SSP SPIs and data pertaining to helicopter operations as recommended in the paper.

2. During the 10th Regional Aviation Safety Group- Asia Pacific (RASG- APAC), India presented working paper-no. 25 on "FDM monitoring and standardization of the parameters/FDM Events".

The meeting noted the content of the paper in establishing uniformity in the exceedance values and corrective actions and standardization of exceedance values/FDM events as part of its State Safety Programme.

State Safety Programme (SSP) Circulars:

- SSP Circular 01/2012, Revision 2 on "Safety Risk Management (SRM) Documentation" issued on 29.09.2020.

- SSP Circular 02/2020 on "Safety Data Collection and Processing System (SDCPS)" issued on 31.08.2020.

3.11 AIRCRAFT ENGINEERING DIRECTORATE

1. Acceptance of TC & STC.

- Type design of aeronautical products including aircraft, engines and propellers certified by foreign Civil Aviation Authorities have been evaluated and 28 (Twenty eight) Type Acceptance have been granted from design view point for its operation in India.

- Type design of modifications/STC certified by foreign Civil Aviation Authorities have been evaluated and total 52 (fifty two) Type Acceptance have been granted from design view point for incorporation of modifications on the aircraft operational in India.

2. Following ITSO standards have been issued and placed in public domain which would enable any organization to develop components/articles.

- ITSO-C123c (Cockpit Voice Recorder Equipment)

- ITSO-C124c (Flight Data Recorder Equipment)

3. Provisional acceptance of 13 (thirteen) nos. of RPAS models has been granted.

4. The Quality Council of India (QCI) has developed the Certification Scheme for Remotely Piloted Aircraft Systems (RPAS) in line with the minimum standards for manufacturing of RPAS specified by DGCA. This Certification Scheme has been developed as per the provisions of the MoU signed between QCI and DGCA. Accordingly, all the RPA manufacturers, who desire to obtain certification of their RPAS model can now approach Quality Council of India (QCI) in this regard.

5. Assisted Ministry of Civil Aviation (MOCA) in the formulation of draft UAS Rules,2020.

6. Following Civil Aviation Requirements (CARs) have been revised as per requirements:

- CAR, Section 6, Series C,Part Ion "Aircraft Engine Emission Certification—Standard and Procedures".

- CAR, Section 6, Series C, Part III on "Aeroplane Carbon Dioxide Emissions Certification - Standards and Procedures".

- CAR 21 "Certification procedures for aircraft and related products and parts".

7. Annual Emission Data for 2019 under CORSIA has been submitted to ICAO.

3.12 AIR SPACE & AIR NAVIGATION SERVICES

The Directorate of Air Space & Air Navigation Services has been relentlessly engaged in pursuit to high degree of reliability of navigation facilities to ensure efficient and safe air operations which is being achieved through the mechanism of inspections audit and a robust reporting and notification system integrating the information from various Airport operators, Airports Authority of India, India Meteorological Department etc., to name a few. The activities undertaken for the period as on 16.12.2020 are detailed as following:

Surveillance Inspection of ATM facilities at Delhi, Gaya, Mumbai, Nagpur, Rajkot, Kolkata, Varanasi, Kullu-Manali Bhuntar, Belagavi, Lengpui, Porbandar, Shirdi, Mangalore, Kannur, Kandla, Rajahmundry, Hubli Airports.

Surveillance Inspection of CNS facilities at Dibrugarh, Kannur, Agartala, Dimapur, Mysore, Aurangabad, Bhuntar, Barapani, Jamshedpur, Ranchi, Dehradun Airports.

Surveillance Inspection of MET facility at Madurai, Mohanbari, Udaipur, Gaya, Kannur, Surat, Shirdi, Kolkata, Porbandar Airports.

Surveillance Inspection of Aeronautical Maps & Charts and AIS Section facilities at Mumbai Airport and Delhi Airport.

Permission for aerobatics flight from 09-15 March, 2020 for conducting airshow in Wings India 2020 at Begumpet Airport, Hyderabad.

Amendment in CAR Section 9 Series S Part I Search and Rescue in process.

Renewal of GAGAN Certificate No. ANS 2015/001 dated 21.04.2015 for a period of 24 months w.e.f. 19 July, 2020.

PANS - OPS

i) Approval has been issued for promulgation of following instrument approach procedures:

- ILS CAT I/II/III Rwy 09R KIA Bengaluru

- ILS CAT I/II/III Rwy 27 L KIA Bengaluru

- RNP Y Rwy 02 Pakyong Airport

- RNAV / ILS W Rwy 27 Cochin Airport

- RNP Y Rwy 09 — Lucknow Airport

- RNP Y Rwy 09- Jaipur Airport

- RNP Y Rwy 14 — Bhubaneshwar Airport

- RNP Y Rwy 32 — Bhubaneshwar Airport

- RNP Y Rwy 28 - Gaya Airport

- RNP Y Rwy 27L KIA Bengaluru

- RNP Y Rwy 09R KIA Bengaluru

- RNP Y Rwy 25 — Chennai Airport

- RNP Y Rwy 07 — Chennai Airport

- RNP Y Rwy 12 — Chennai Airport

- RNP Y Rwy 30 — Chennai Airport

- RNP Y Rwy 27 — Porbandar Airport

- RNP Y Rwy 09 — Porbandar Airport

- RNP Y Rwy 27 — Mumbai Airport

- RNP Y Rwy 25 — Bhavnagar Airport

- RNP Y Rwy 26 — Udaipur Airport

- RNP Y Rwy 23 — Kishangarh Airport

- RNP Y Rwy 05 — Kishangarh Airport

- RNP Y Rwy 10 — Darbhanga Airport

- RNP Y Rwy 28 — Darbhanga Airport
- RNP Y Rwy 27 — Aurangabad Airport
- NDB Rwy 04 Salem Airport
- VOR Rwy 32 — Trivandrum Airport
- VOR Rwy 14 — Trivandrum Airport
- RNP Y Rwy 09 — Mumbai Airport
- RNP Y Rwy 09 — Begampet Airport, Hyderabad
- RNP Y Rwy 27 — Begampet Airport, Hyderabad
- RNP Y Rwy 09 — Shirdi Airport
- RNP Y Rwy 27 — Shirdi Airport
- RNP Y Rwy 01 — Khajuraho Airport

- RNP Y Rwy 19 — Khajuraho Airport
ii) Prepared Draft CAR for PANSOPS as per ICAO requirement(inprocess).

3.13 FLYING TRAINING

(i) To meet the requirement of Commercial Pilot License (CPL) holder in the country, there are 32Flying Training Organizations in the country at present.

(ii) Surveillance/ Inspection of 07 Flying Training Organizations have been carried out during the sought period 31/12/2020.

(iii) Issue/Renewalof FIR/AFIR Oral Examination of (169) candidates was conducted in the sought period 31/12/2020.

3.14 ADMINISTRATION

- The representation of SC, ST and OBC as on 31.12.2020:

Name of the organisation	Total number of regular employees	Total number of SC Employees	% of SC Employees	% of ST Employees	Total Number of ST Employees	Total Number of OBC employees	% of ST Employees
All Regional Offices of DGCA	108	26	24.07%	09	8.33%	18	16.66%

- During the year 2020, 43 Group 'A' officers have been appointed by way of Direct Recruitment and 23 Group 'A' officers have been appointed by way of Promotion.

- Facilities for Persons with Disabilities: DGCA has procured one wheel chair for easy accessibility by physically disabled persons. Ramps have been constructed in DGCA to facilitate the persons with disabilities. DGCA has also constructed one wash room exclusively for use by persons with disabilities.

- Swachh Bharat Abhiyan: DGCA contributed to Swachh Bharat Abhiyan by focusing on making the office clean and hygienic. In this process, some of the old office furniture/ newspapers which were lying out side because of space constraint, were identified and disposed of.

- COVID-19: To fight Covid-19, sanitizer dispensers have been provided not only in DGCA Hqrs. but also in CEO RK Puram. Besides this, masks have been distributed amongst the staff of DGCA Hqrs.

- In order to avoid international audit observations from FAA and ICAO regarding shortage of technical manpower in Directorate General of Civil Aviation (DGCA), during the year 2020,12 Flight Operations

Inspectors in various categories were engaged on contract basis. Further, Selection process in respect of 10 FOIs has also been completed and they are likely to join DGCA in January, 2021.

- Keeping in view of the COVID-19 pandemic situation, the remuneration of Flight Operations Inspectors (FOIs) in various categories has been restructured vis a vis salary paid in Aviation Industry. On restructuring, the financial burden on Government exchequer has been reduced. Further, uniformity has also been brought in the remuneration of FOIs, thus addressed the grievances of FOIs in this regard.

- The Terms and Conditions of FOIs have also been revised making them more lucid, robust and legally sound. To avoid any ambiguity in the Terms and Conditions, more clarity has been brought out making it a win win situation for both FOIs and DGCA.

- In the selection process of FOIs, for the first time, online applications from the applicants have been called for making it more transparent, user friendly, convenient and time saving resultantly money saving during this COVID-19 pandemic crisis. This has also led to least paper work. Further, process of online applications has reduced human interface during the

whole selection process which is very important in curbing the spread of an infectious disease like COVID-19.

- Recruitment Rules (RRs) for five (05) posts of different categories were published in the Gazette of India (Framing of RRs – 02 posts, Revision / amendment of RRs– 03).

- International Women's Day was celebrated in DGCA on 13.03.2020. A cultural programme was organized by the Cultural Committee of DGCA. Dr. Mona Dahiya, DMS(CA) gave a presentation on awareness of Breast Cancer. Bone density test of all women employees of DGCA was conducted by Bond Technologies.

- DGCA observed Swachhata Pakhwada from 1st November to 15th November, 2020 during which following activities were undertaken:

  - Pledge taking ceremony.

  - Shram-dan in all Directorates/Sections/Regional/Sub-RegionalOffices.

  - Weeding out files in all Directorates/ Sections/Regional/Sub-Regional Offices.

  - Scrap disposal in all Directorates/Sections/Regional/Sub-RegionalOffices.

  - Spreading awareness about e-waste management initiatives.

  - Inspection of Directorates/Divisions by Committee members.

  - Spreading awareness through pamphlets for not using single use plastic/polythene.

  - Sensitizing housekeeping staff about use of gloves and masks every time they go for cleaning activities and also sensitize them regarding proper disposal of gloves and masks

  - Essay Competition.

  - Sensitizing housekeeping staff/ guards/ gardeners/ Drivers/TCS Workers about importance of Swachhta (cleanliness) and hygiene (community hygiene & personal hygiene) and providing hygiene kit containing sanitizer, mask, and soap. They were requested to spread awareness of importance of cleanliness.

- Constitution Day was celebrated in DGCA on 26th November, 2020 to promote constitutional values and the Fundamental Duties among citizens. To commemorate the 70th year of the adoption of the Constitution of India, a year long programme was organized from 26.11.2019 to 26.11.2020 during which month-wise activities were undertaken to run an awareness campaign focused on Citizens' Duties including Fundamental Duties as enshrined in the Indian Constitution.

3.15 VIGILANCE

(i) There was no disciplinary case during the year wherein Vigilance angle was involved. However, three (03) Disciplinary Cases related to Administrative Vigilance were under process during the year 2020-2021. Out of which in one case the I.O has submitted its report and other two cases are pending at various stage of Inquiry.

(ii) Under Preventive Vigilance, the CVO, DGCA conducted a surprise inspection of Flight Standard Directorate (FSD) during the year 2020-2021. A study of the functioning of the Flight Standard Directorate (FSD) and the procedure and practices/processes being followed was also carried out during the inspection and a comprehensive report recommending systemic/procedural improvement in FSD for more transparency, better efficiency and to mitigate scope of any irregularities was sent to FSD.

(iii) Vigilance Awareness week was observed during 27th October, 2020 to 02nd November, 2020 in the office of DGCA and its regional offices. During the week the Vigilance Division at DGCA Hqrs. Organized various competitions like Essay Writing, Poster Making and Debate. A list of Do and Don't's on the Preventive Vigilance was also circulated to all the officials/officers of DGCA through e office notice board. Further, the CVC's important circulars were also displayed on the Display Boards during the week.

(iv) DGCA is in the process of following IT based technological solutions to ensure transparency and automations in its functions. DGCA has already introduced e- office for paperless offices, Smart Card based personnel licensing and on-line fees collection. eGCA has been introduced in DGCA for automation of all process. The project has been conceptualized for automation of the processes and functions of DGCA. The project envisages an end-to-end solution including various software applications, connectivity with all the regional offices, a 'portal' for dissemination of information and for providing online and speedy service delivery in a secure environment.

The project is in implementation phase and once fully implemented, will provide a strong base for IT infrastructure and service delivery framework. This would enhance the efficiency of the various services provided by the DGCA and would ensure transparency and accountability in all DGCA functions. eGCA project of DGCA is near completion and all services in DGCA will be automated after implementation of the project. It has already been made functional in the Directorate of Training & Licensing, Directorate of Flying Training and Medical Directorate.

3.16 DIRECTORATE OF MEDICAL SERVICES (CIVIL AVIATION)

The Directorate of Medical Service is entrusted with the responsibility of being the advisor to the DGCA on all medical matters in terms of the initial and recurrent training of all categories of personnel involved in the medical examination and assessment mandated by the ICAO in Annex1.

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

The Directorate has been instrumental for ensuring medical assessment to the flight crew in accordance with the provisions contained in Rule 39B and Rule 39C of the Aircraft Rules, 1937 and the statistical records of the activities for the year 2020 (upto 31 December 2020) areas following:

SI No.	Nomenclature	Total
1.	Total Fit Medical Assessment issued	21,700
2.	Total Temporary Unfitness Medical Assessment issued in Class 1 Medical Examination	449
3.	Total Temporary Unfitness Medical Assessment issued in Class 2 Medical Examination	192
4.	Total Short Falls / Observations issued i.r.o Civil Aircrew Medical Examination	1210
5.	Total Permanent Unfitness awarded	35
6.	Total Appeal Cases processed	24

7.	Total RTI Disposed off	16
8.	Total NOCs issued	4976
9.	Total Public Grievances disposed off	04
10	New PMR File Created	2013
11	Civil Aircrew Medical Examination Conducted at 05 IAF Boarding Centres	5038
12	Civil Aircrew Medical Examination Conducted at 17 AF Medical Examination Centres	1087
13	Civil Aircrew Medical Examination Conducted by DGCA Class 1 Medical Examiners	18609

2. **Issue of DGCA Public Notices/ Circulars - In View of COVID 19 Pandemic**

(a) DGCA Public Notice No AV 11012/5/2018-DTL-DGCA DGCA-18014/1/2020-DTL-DGCA dated 11 May 2020on 'COVID 19 and Extension of validity of Licenses, Ratings, Skill test, Exams for Issue, Renewal Exercising the privileges of Pilot Licenses'

(b) DGCA Public Notice No DGCA-16026(2)/1/2018-DFT dated 01 Jul 20 for 'Launch of New Services on eGCA Platform'.

(c) DGCA Public Notice issued vide AV/22025/37/DMS/Med dated 06/06/2020 on' Rescheduling & Curtailing of Medical Appointments for Civil Aircrew Medical Examination at IAF Medical Examination Centers in view of Global of Corona Virus Outbreak' , Promulgated on DGCA website on 09/06/20.

(d) DGCA Public Notice issued vide AV/22025/25A/DMS/Med dated—22 May 20, on' Extension of Validity to fly with medical fitness on CA Form 35, in view of COVID 19, pandemic, readily available on DGCA website.

(e) DGCA Public Notice issued vide DGCA12023/1/2020-Med dated—22 Jun 20, on 'Aeromedical Disposition of COVID-19', readily available on DGCA website.

(f) Revision - DGCA Public Notice issued vide AV/22025/25A/DMS/Med dated - 18 Dec 20, on 'Aeromedical Disposition of COVID-19', readily available on DGCA website.

(g) Revision - DGCA Public Notice issued vide AV/22025/37/DMS/Med dated 02 Dec20 (effective w.e.f 01 Jan 21),on' Conduct of Class 1 Civil Aircrew Medical Examinations, In View Of Covid-19 Pandemic', readily available on DGCA website.

3. Empanelment of Medical Examiners by DGCA HQs

(a) Public Notice: Fresh Empanelment/Re-empanelment of Civil Doctors as DGCA Class 2 Medical Examiners, in the month of Feb 2020.

(b) Public Notice:Fresh Empanelment/Re-empanelment of Civil Doctors as DGCA Class 1 & Class 2 Medical Examiners, dated 18 Jun 20

(c) Public Notice: Renewal of Existing DGCA Class 1 Medical Examiners issued on 25 Sep 20

4. Launch of e-GCA Programme for conduct of Civil Aircrew Medical Examination by DGCA HQs on e-GCA Portal (Software Developers Team - Team TCS).

3.17 ATCO LICENSING DIVISION

In order to comply the concern raised by ICAO audit carried out in November, 2017; MoCA had decided that ATCOs in India are to be licensed and the regulatory as well as safety oversight responsibility of ATCOs shall be exercised by DGCA.

Accordingly DGCA created an ATCO licensing Division in the year 2018 to effectuate the safety oversight responsibility of ATCOs in India through licensing of ATCOs, ATS training establishments and subsequent surveillance activities.

Brief details of activities undertaken during the period are as follows:

(i) Issued more than 200 Air Traffic Controller's licenses in the year2020.

(ii) Issued more than 150 Student Air Traffic Controller's licenses in the year 2020.

(iii) Carried out endorsement of ratings i.e. Aerodrome Control, Approach Control Procedural, Approach Control Surveillance, Area Control Procedural, Area Control Surveillance and oceanic control on DGCAissued ATCO Licenses.

(iv) Granted approvals to six (6) Aviation English Language Training Organisation & Testing Service Providers(AELTO/TSPs).

(v) Carried out surveillance inspection of ATS Units at Raipur, Jaipur, Mumbai, Ahmedabad, Varanasi, Chennai, Kolkata, Nagpur, Shamshabad, Delhi, Cochin & Trivandrum Airports.

(vi) Carried out surveillance inspection of Air Traffic Services Training Organization (ATSTO) at CATC-Prayagraj, NIATAM - Gondia and HTC- Hyderabad. Granted acceptance to post holders as applicable.

(vii) Conducted surveillance inspection on proficiency checks of ATCOs at Ahmedabad, Udaipur, Nagpur, Aurangabad, Diu, Bengaluru, Porbandar, Vijayawada, Mumbai, Dibrugarh, Cochin, Calicut & Kannur airports.

(viii) Publication of Civil Aviation Requirements under Section-9,Series-L,Part- VII.

(ix) Revision to Civil Aviation Requirements under Section-9, Series-L,Part-III.

3.18 DIRECTORATE OF TRAINING

DGCA is the regulator for all aspects of Safety in aviation sector. The responsibility of regulation of safety in the aviation industry spans across multitude of facets and thus entails the requirement of high technical expertise and professional standards.

In order to achieve the objective of effective implementation of the Aircraft Act, 1934 and rules there under, the requirement of training of officers/personnel of DGCA can not be overemphasized.

To achieve the objective of high professional excellence, knowledge and expertise/skills, Directorate of Training has been established.

Salient trainings/activities undertaken/organized by the Training Directorate during the year 2020 are as follows:

• To ensure that Officers of DGCA India are trained and seconded for the ICAO USOAPCMA programme, officers from the different technical Directorates were selected and their case was processed.

• Developed and publishing DGCA Annual Training programme 2020-21 covering all the Directorates.

• Organised SMS training in collaboration With EASA

• Organised workshops on establishing of safety performance indicators in association with Chief Technical Advisor (CTA) COSCAP- South Asia.

• Organised Executive SMS Performance measurement course in association with CTA COSCAP —SA.

• Conducted in house training on the Auditing of SMS.

• In association with Chief Technical Advisor (CTA) COSCAP-South Asia organized "Human Organizational Factors in Incident/ Accident Investigation" online course spanning over 2 weeks. This course was widely attended by representatives from DGCA and Industry.

- In association with Chief Technical Advisor (CTA) COSCAP-south Asia organized: Train the trainer"onlinecourse.The aim of the course was to train the subject matter experts in developing course material in the irrespective areas and delivering the course to others officers.

3.19 DRONE DIRECTORATE

1. SVAMITVA Scheme is a Central Sector Scheme launched by Hon'ble Prime Minister of India on National Panchayat Day i.e. 24th April 2020. The Ministry of Panchayati Raj (MoPR) is the Nodal Ministry for implementation of the scheme. In the States, the Revenue Department / Land Records Department will be the Nodal Department and shall carry out the scheme with support of State Panchayati Raj Department. Survey of India shall work as the technology partner for implementation SOI-Survey of India (Technology Partner of Svamitva Scheme) who is responsible for mapping using Drone Technology.

2. On 12th November, 2020,SOI-Survey of India intimated DGCA that drone flying work has been suspended in Varanasi (UP) as they have received an email from Airports Authority of India stating that Digital Sky Portal is operational and to apply through the portal only for further clearance. DGCA Drone Directorate took up the matter and Inspection and safety assessment at Varanasi Airport was carried out as ordered by DGCA on 23.11.2020 and 24.11.2020. Joint Inspection team of DGCA headed by Drone Directorate submitted its report on 25.11.2020 to remove roadblock in in the SVAMITVA Scheme, using drone Technology for mapping land records (Village abadi) and issuing property card under Svamitva Scheme of Government of India. Report submitted with recommendations to achieve target of the Scheme.

3. Standard Operating procedure (SOP) of M/s National Capital Region Transport Corporation (NCRTC), New Delhi for Data Acquisition for mapping and implementation of Web based GIS platform for Delhi-Meerut RRTS corridor to use Remotely Piloted Aircraft Systems (RPAS)/Drone Technology. This is the first such kind of approval granted by Drone Directorate of DGCA in India.

4. Standard Operating procedure (SOP) of MlS Survey of India (SOI) for surveying the land parcels in rural inhabited area for the following states" under PMO Central Sector Scheme **"SVAMITVA"** to use Remotely Piloted Aircraft Systems (RPAS)/Drone Technology

   1) Chhattisgarh
   2) Telangana,
   3) Bihar,
   4) Odisha
   5) Jharkhand,
   6) Punjab
   7) Rajasthan
   8) Andhra Pradesh

5. Exemption granted from the relevant Paragraphs of CAR Section 3, Series X, Part-I to Survey of India to use Remotely Piloted Aircraft Systems (RPAS) for surveying the land parcels in rural inhabited area in the states of Chhattisgarh, Telangana, Bihar, Odisha, Jharkhand, Punjab, Rajasthan and Andhra Pradesh under PMO Central Sector Scheme "SVAMITVA".

6. Extension of exemption granted from CAR Section '3', Series 'X', Part-I to use Remotely Piloted Aircraft Systems (RPAS) for Data Acquisition for mapping and implementation of Web based GIS platform for Delhi-Meerut RRTS corridor by M/s National Capital Region Transport Corporation (NCRTC), New Delhi.

7. Provisional acceptance of RPAS model "Surveybot" of M/s Io Tech World Avigation Pvt Ltd.

8. In continuation of DGCA letter No. DGCA-27046/69/2019-AED-DGCA dated 11th June, 2020, exemption granted from the Para 12.3 (b) {(except cloud ceiling not less than 1500 feet (450 m)} of CAR Section-3 Series X Part-l to Survey of India (SOI) to use Remotely Piloted Aircraft Systems (RPAS) for executing large scale mapping under PMO 'SVAMITVA' Scheme.

4. BUREAU OF CIVIL AVIATION SECURITY

4.1 INTRODUCTION

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

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

Prior to 2016, the Bureau had eight number of Regional Offices at Ahmedabad, Amritsar, Chennai, Delhi, Guwahati, Hyderabad, Kolkata and Mumbai which were increased to nine after establishment of Regional Office at Imphal. In the year 2018 & 2019, eleven new Regional Offices have been established at Bengaluru, Bhopal, Bhubaneswar, Dehradun, Ranchi, Jaipur, Lucknow, Patna, Raipur, Srinagar and Thiruvanthapuram. Each of the Regional Offices is under a Regional Director, BCAS responsible for regulating, monitoring and conducting regular security inspections and audits of the airports in their area of jurisdiction.

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

4.2 INITIATIVES TAKEN TO IMPROVE SECURITY AT AIRPORTS

4.2.1 Security vetting & clearance: The Security Vetting proposals of various Airports pertaining to many development works were received in BCAS Hqr which were examined and proceeded as per BCAS Norms and Guidelines. A total of 209 numbers of vetting proposals were finalized which resulted into many new developments related to infrastructure that further led to growth in passenger facilities as well as commercial activities. These include the cases of RCS airport also.

4.2.2 Manpower: The proposal for augmentation of security manpower as per re-survey of 20 Airports were received in this Hqr which were examined and finalized after due deliberations in the re-survey meeting with stakeholders and subsequently submitted to concerned departments. This also led to enhanced level of Security and also aviation operations at those very airports. This includes the cases of RCS airports also.

4.2.3 Security Audit/ Inspection: Security audits and inspections of the airports were conducted across the country to examine the effectiveness of the security system at various airports. A total of 41 audits and 12 inspections were conducted in the year 2020.
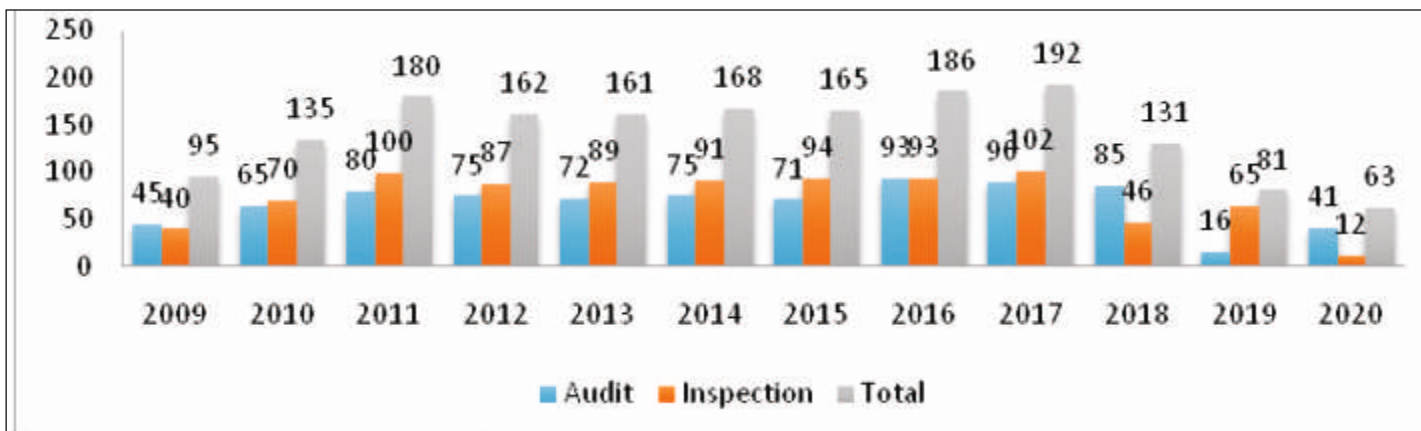
4.2.4 Aerodrome Security Programmes: A total of 39 Aerodrome Security Programme proposals were received from various Airport operators whichwere examined as per BCAS Norms and Approved accordingly.

4.2.5 Regulations are enforced through AVSEC orders and AVSEC circulars pertaining to different aspects of aviation security. A total of 27 numbers of AVSEC Order/ Circulars and their Addendum/Corrigendum have been issued in the year 2020 in this regard. The regulations of BCAS are fully compliant with all the Standard and Recommended Practices of International Civil Aviation Organization including its latest amendments.
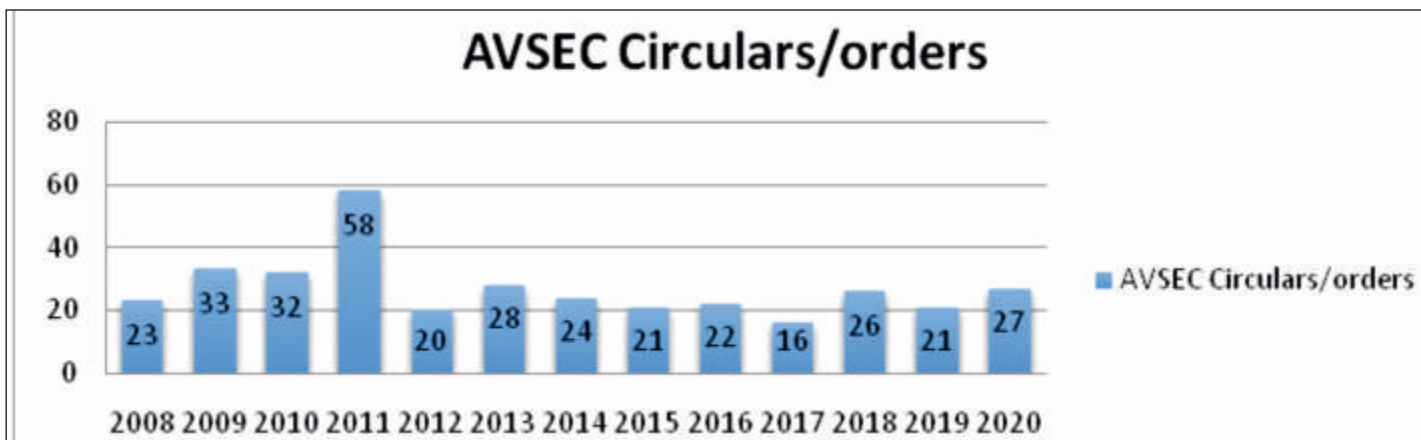
4.2.6 Security Programmes: Details of approved Security programmes in the year 2020 are as under:-

Sl.No	Particulars	Approved
01	Aircraft Operators Security Programme (Domestic) {Scheduled}	02
02	Aircraft Operators Security Programme(Foreign) {Scheduled}	25
03	Security Programme of RA	04
04	Security Programme of GHA	19
05	Security Programme of Auxiliary Service Providers	54
06	Security Programme of Non Scheduled Operators	54
07	Security Programme of Private Operators	15
08	Security Programme of Catering	07
09	Security Programme of Concessionaire	42
10	Schedule Commuter Operator (SCO)	03
11	Flying Training Organization (FTO)	06
12	Fuel Farm Security Programme (FFSP)	18
13	Maintenance, Repair & Overhauling (MRO)	07

4.2.7 During the Year 2020, Anti Hijack Mock exercises were conducted at 77 Airports and Bomb Threat Mock Drills meetings were held at 63 Airports. In addition to these, 3 Draft Anti Hijacking Contingency Plans and 03 Bomb Threat Contingency plans were approved during the year 2020.

4.2.8 New Airport Entry Pass (AEP), 2019 Guidelines circulated with broader aspects which superseded the AEP guideline issued in 1996 & 2014. The New AEP guidelines linked with biometric access control system will reduce the chances of impersonation/ forgery and will reduce the security manpower being replaced with technology.

4.2.9 A Standard Operating Procedure of Body Scanner for screening of persons including passengers at Indian airports to detect both metallic and non-metallic items concealed on the body under clothing has been introduced vide AVSEC Circular No. 05/2019 dated 08/04/2019.

4.2.10 BCAS circulated AOSP of Civil Commercial/ General Aviation/Helicopter operation introduced with new chapter vide AVSEC Order No. 02/2019 dated 08/05/2019. Security Programme for Authorized Agent/ Custom house Agent/ Freight Forwarders, General Sales Agents (GSA), General Sales and Services Agent (GSSA) and all airlines representational services providers circulated vide AVSEC Order No 03/2019 dated 08/11/2019. Security procedure for General Aviation Operations, Charted Aircraft Operations and Helicopter Operations during Election process was also introduced vide BCAS Circular No 04/2019 dated 15/03/2019.

4.2.11 In 2020, BCAS has ensured for installation and commissioning of Radiological Detection Equipment for securing the airports from radiological and nuclear threats/ emergencies. These equipment were installed at all 14 Airports (Phase-I). Standard Operating Procedure for Operationalization of Radiological Detection Equipment (RDE) at Indian Airports to prevent the Radiological Emergencies has been circulated vide AVSEC Circular No. 01/2020 dated 07.02.2020.

4.2.12 The Centralized Access Control system based on Biometric AEP has been implemented across India under jurisdiction of 20 BCAS Regional offices and 20,000 Biometric based AEPs have been issued in the year 2020.

4.2.13 Basic requirements and Technical Specifications/ QRs for Counter- Drone technology/ solutions for Surveillance, Detection and Neutralization of drones/ UAVS for Airports has been issued with time frame in the form of AVSEC Circular No. 02/2020.

4.2.14 SOP on Counter Terrorist Contingency Plan (CTCP) at airports has been issued vide AVSEC Order No. 02/2020 dated 28.05.2020 for strengthening of airport security looking into present scenario of increasing aviation sector.

4.3. FACILITIES TO PASSENGERS WITH SPECIAL NEEDS AND MEDICAL CONDITIONS AT AIRPORTS

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

4.4. PASSENGER FACILITATION

(I) Dispensing with stamping of hand baggage tags: As of now, the stamping of hand baggage tags has been dispensed with at 61 airports. This has enabled faster clearance of passengers. Removal of baggage stamping has been the result of constant review of passenger convenience and security requirements across major airports. Checking of boarding card of passenger and tag of his hand baggage for the presence of stamp were in practice to ensure that the passenger has been frisked and his baggage screened by the security personnel.

(ii) e-Boarding facility: E-boarding facility has been approved at Hyderabad Airport to reduce the delays and inconvenience to the passengers. Other airports have also conducted similar trials for implementation of e-boarding. Hyderabad airport has also started express security screening for passengers with only hand baggage.

(iii) E-ticket/web or Kiosk Check in Bar Coded Boarding Pass (BCBP): This is aimed at delivering a seamless,

paperless & hassle- free experience to all passengers across all Check Points at all Indian Airports without compromising security in the form of AVSEC Order No. 05/2020 dated 10.08.2020. \

(iv) Action taken by BCAS, due to COVID-19: - In order to counter measures to contain spread of COVID-19 by touch/contact, BCAS has issued Addendums on the following topics:

   i.   A detailed Standard Operating Procedure (SOP) has been issued for Passengers Screening.

   ii. Passengers boarding an aircraft have been allowed to carry-in his/her hand baggage or on his/her person liquid Hand Sanitizer upto 350 ml. replacing BCAS previous permission upto 100ml.

   iii. Procedure for Carryon baggage Screening has been stipulated.

4.5. EASE OF DOING BUSINESS

(i)   Online security clearance: Security clearance of entities operating at airports has been migrated from physical form to online mode after development of online security clearance portal i.e. e-sahaj in order to bring greater transparency, accountability and reduce processing time. A total of 241 security clearance of different categories like Concessionaire, Catering, Regulated Agents (RA), Ground Handling Agency (GHA), and Auxiliary Service Provider have been approved through e-sahaj portal from 01.01.2020 to 31.12.2020.

   Moreover, DG, BCAS has delegated the power to Regional Directors, BCAS for approval of Security Programme and issue of provisional clearance to the entities under the scheme Ease-of–Doing business.

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

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

(iv) Training module of e-BCAS project has been implemented with a purpose to switch over the manual training application process into online system. The training module of this project is available at MoCA dashboard portal for all stakeholders. This project is an initiative for online work of Quality Control Division, Operation Division, Training and Policy Divisions of BCAS. After completion of all modules of this project, applicants working in aviation sector will be able to know the status of their application requested to BCAS.

4.6. MODERNISATION

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

(ii) 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.

(iii) 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.

(iv) Approval of Aerodrome Entry Permits has been automated.

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

(vi) BCAS has on boarded GeM in the year 2016 and since then products/ services available there are being procured from GeM to enhance transparency, efficiency and speed in public procurement.

(vii) Implementation of E-Sahaj in All Regional Offices: Implementation of "e-Sahaj" in all Regional Offices and its integration with BCAS Hqrs implemented and it would ensure efficiency, speed and time bound

processing of the security clearance of entities. The prescribed application Proforma of security clearance in E-Sahaj portal of various entities has been revised by the BCAS, as the entities as well as BCAS were facing lot of difficulties while applying /processing the application due to non-celerity of the earlier format of application Proforma. After inductions of revised Proforma entities are finding it very user friendly and easy guidance for filing their applications smoothly which minimize the processing time.

4.7. RESTRUCTURING/ STRENGTHENING OF BCAS

(i) All the 20 regional offices of BCAS established across India for strengthening Civil Aviation are operational. 34 out of 61 CASLO offices are already operational.

(ii) As part of restructuring, 449 additional posts in various grades have been created. As on 31st December, 2020, a total of 288 posts have been filled against sanctioned strength of 593 in BCAS.

4.8. R&D DATABASE FOR AVSEC

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

4.9. POLLUTION CONTROL

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

4.10. WOMEN'S WELFARE

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

4.11. TRAINING

(i) BCAS has approved 29 ASTIs and they are conducting the AvSec training to the Security and Non Security staff.

(ii) AvSec Basic online examination are being conducted at Delhi, Mumbai, Kolkata, Hyderabad, Chennai, Bengaluru and Cochin through NIELIT.However on the requirement basis the tests are conducted in other cities where the facility for conduct of online test is available with NIELIT.

(iii) BCAS is conducting Testing and Certification of Screeners (Standalone) at Regional Offices of BCAS atDelhi, Mumbai, Chennai, Hyderabad, Kolkata, Amritsar, Guwahati, Bengaluru, and Ahmadabad. Testing and Certification of Screeners (ILHBS) at Regional Offices of BCAS at Delhi, Mumbai, Hyderabad, Bengaluru, and Cochin.

(iv) AvSec Basic Course online examination is being conducted with the coordination of NIELIT and bilingual Question paper is prepared by BCAS. In addition bilingual question paper for Testing and Certification of Screeners (Standalone) is also prepared in view to increase the official language Hindi by Aviation personnel.

(v) Nomination for the AvSec Courses being conducted in ASTC, IAA Campus, New Delhi are being received in e-BCAS (Training Module) from all stakeholders.

(vi) Details of Training Program organized by BCAS for Security personnel in Aviation Sector during the year 2020 as mentioned below: -

Sl. No.	Name of AvSec Course	Duration of Course	No of batches	No of Candidates appeared	No of Candidates passed
1	One day Awareness Training	1	1938	73092	73092
2	Aviation Security Induction Course	5	73	1109	1032
3	Aviation Security Basic Course	13	125	3072	1675
4	Aviation Security Basic Refresher Course	3	461	5150	4784
5	Testing and Certification of Screeners (Stand Alone)	2	189	5510	2949
6	Testing and Certification of Inline Hold Baggage Screeners	2	25	822	625

7	Aviation Security CabinCrew Course	6	77	1252	1208
8	Aviation Security Instructor Course	7	4	57	26
9	Aviation Security Instructor Refresher Course	2	5	73	57
10	Aviation Security Auditor Course	7	2	45	32
11	Aviation Security AuditorRefresher Course	2	2	41	34
12	Supervisor & Operational ETD for Supervisors, DfT (UK)	4	3	60	60
13	Aviation Security ICAO National inspector Course	7	1	15	13
14	Train the Trainers Course by DfT(UK)	5	3	60	60
	Total		**2980**	**90358**	**85647**

Participants in AVSEC Courses organized in the year 2020

AVSEC Awareness Training- 01 day: 73,092

AVSEC Training (Different Courses) 02-12 Days: 17,266

Grand Total: 90,358
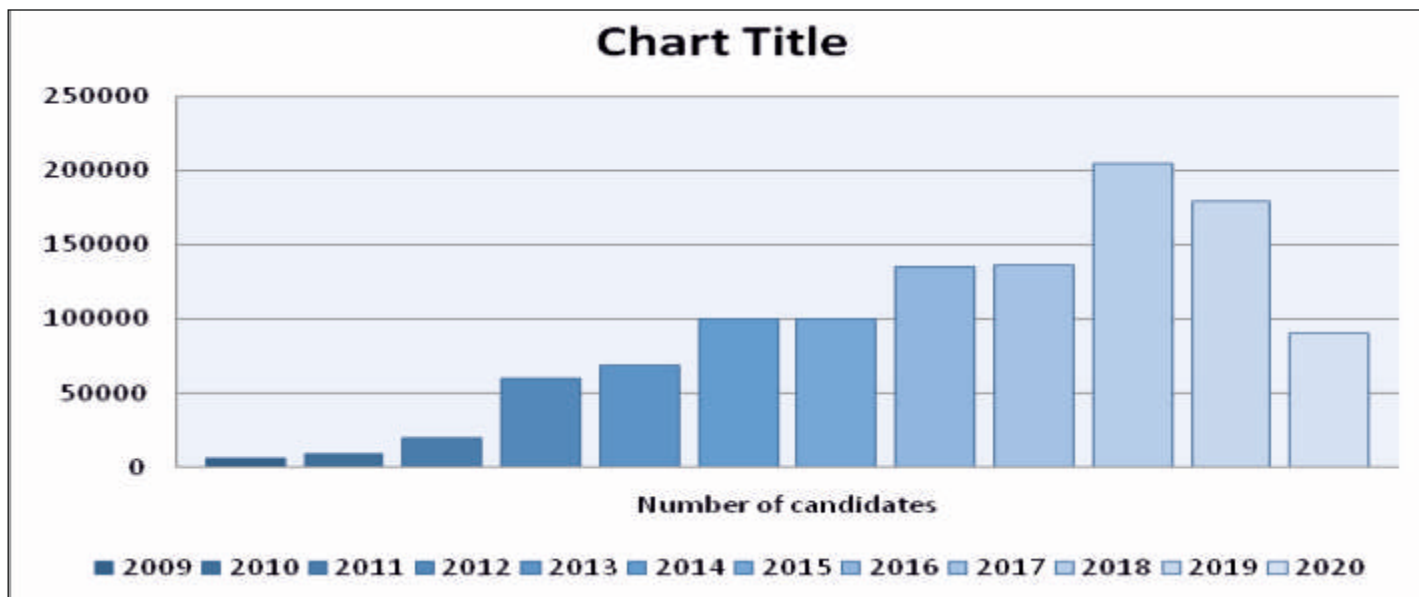
4.12. IMPLEMENTATION OF OFFICIAL LANGUAGE

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

4.13 REPRESENTATION OF SC/ST and OBC

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

4.14 STAFF GRIEVANCES CELL

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

4.15 PUBLIC GRIEVANCE REDRESSAL

i. A total 78 grievances were disposed of during 2020 through CPGRAM, a web-enabled online system.

ii. A total of 80 grievances were disposed of during the year 2020 through AirSewa digital platform.

5. COMMISSION OF RAILWAY SAFETY

5.1   BRIEF HISTORY

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

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

On 01.11.1961, CGIR was redesignated as Commissioner of Railway Safety **(CRS)** and GIR, as Additional Commissioners of Railway Safety **(ACRS).**

From June, 1979 designation of **CRS** was changed to Chief Commissioner of Railway Safety **(CCRS)** and **ACRS,** to **CRS.**

CRS are recruited from amongst officers of Indian Railways (IR) but they do not revert back to Railways and are absorbed in the Commission of Railway Safety under Ministry of Civil Aviation.

5.2   ABOUT THE ORGANISATION

The office of the Chief Commissioner of Railway Safety (CCRS), is headquartered at Lucknow and is a part of Ministry of Civil Aviation (MoCA). He acts as a Principal Technical Advisor to Central Government in all matters with which Commissioners are concerned.

There are 09 Commissioner of Railway Safety (CRS) & 01 circle office of Commissioner of Metro Railway Safety (CMRS) located at different places across the country looking after the works of different Zonal Railways. Their offices are called Circle Offices. Each Circle Office has 9 to 11 office staffs consisting of Sr. Private Secretary (1), Office Superintendent(1), UDC(2), LDC(2) and Multi-Tasking Staff.

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

- NEC, SCC and SEC are from Civil Engineering
- CC is from Electrical Engineering and
- NC, EC, NF, WC and SC are from Signal & Telecommunication (S&T) Engineering.
- In addition to above one post of Dy. CMRS is there to assist the CMRS.

There are two wings in the office of CCRS i.e. Railway Safety Wing and Technical Wings.

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

In the Technical Wing, there are 4 Dy. CRS of various disciplines (Mechanical, S&T, Electrical Engineering and Transportation) to assist CCRS and CRS as and when required on technical matters. This wing works as think tank and maintains the institutional memory / strength of the Commission of Railway Safety. To assist the Technical Wing, the requisite staff / officers are posted such as one Assistant Director (Official Language), Junior Hindi Translator(1), Technical Assistant (2) LDC(2), Stenographer(2), Staff Car Driver (1) and Multi Tasking Staffs (4).

Dy. CRS are not statutory authorities. They come from Railways on deputation basis and go back after completion of their deputation period.

5.3 DUTIES & RESPONSIBILITIES

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

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

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

c) To make inquiry under this Act into the cause of any accident on a Railway; and

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

5.4 FUNCTIONS OF THE CHIEF COMMISSIONER OF RAILWAY SAFETY

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

(a) Reports of inspections of new lines, doubling of existing line, gauge conversion works and electrification of railway line done by the Commissioners of Railway Safety are forwarded to Railway Board through CCRS office for obtaining the sanction of the Central Government.

(b) The first three reports of statutory inquiries (both preliminary and final) into accidents, conducted by newly appointed Commissioners are to be sent to CCRS for scrutiny before forwarding it to Railway Board.

(c) Scrutiny of Railway's proposals, if any, regarding condonation of infringements to IRSOD received from CRS's office and if found in order then the same is forwarded to Railway Board with suitable stipulations.

(d) Scrutiny of Railway's proposals regarding introduction of new rolling stock or increase in the speed of existing rolling stock received from RDSO and if found in order then the same is forwarded to Railway Board with/without suitable stipulations.

(e) Similarly any condonation of infringement to IRSOD in case of Rolling stock is also sanctioned by Railway Board on recommendation of CCRS

(f) Examination of Railway Board's proposals for amendments to General Rules, Railway Rules for Opening, Schedule of Dimensions etc. in consultation with the Commissioners and convey the views of the Commission to Railway Board, whenever so referred; and

(g) Preparation of the Annual Report on the activities of Commission of Railway safety.

(h) Any other work/duty assigned by Central Government with respect to Railway safety.

5.5 FUNCTIONS OF THE COMMISSIONER OF RAILWAY SAFETY

(a) Authorization for opening of new railway lines:

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

Rules for Opening stipulates that while making a reference to the commissioner for inspection, the concerned Railway shall furnish all the relevant documents to the commissioner one month before the date on which a railway line or a section of a railway line is proposed for opening by the railway.

On receipt of the application, the CRS scrutinizes the application and if everything is in order then a date of inspection is fixed and intimated to the Railway. On the schedule date the CRS conducts the inspection with his team of officers accompanied by Zonal Railway Headquarter and Divisional officers led by DRM of the respective Division.

After inspection, if CRS is satisfied with its fitness with respect to safety of the passengers; he issues authorization /sanction for opening of the subject work with certain stipulations and also forwards the inspection report of the same to the Central Government through CCRS.

If CRS is not satisfied with its fitness with respect to safety of the passengers; he issues the inspection report of the same to the Railway indicating the various deficiencies in the work to be attended to

ensure safety of the passengers. It is the discretion of CRS to re-inspect the section after attending to all the deficiencies by the Railway before opening the same for public carriage of passengers or else authorizes the Central Government to open the subject section after attending to the deficiencies.

(b) Sanctions for execution of minor works:

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

In terms of above provisions, Zonal Railways submits the applications of different works along with all enclosures like Joint Safety Certificate, Track Certificate, Bridge Certificate, OHE Certificate, RDSO Speed Certificate, Railway Board's first sanction, Condonation of Board for infringement to the Schedule of Dimensions etc. After receipt of such applications, CRS examines them as per the provision of various manuals and if found in order, gives the sanction for the same.

(c) Introduction of new rolling stock and increase in the speed of existing rolling stock:

Ministry of Railways, vide Gazette notification no. 698 dated 01 October 2018, has amended the Railways Opening for Public Carriage of Passenger Rules, 2000 and revised this procedure. As per present procedure, (Rule 28) RDSO applies to CCRS for both;

a) sanctioning speed of new designs of rolling stock.

b) increasing the speed of existing rolling stock.

CCRS after examining the proposal, if found in order, recommends the same, with or without stipulations, to the Ministry of Railways for sanction of running of new rolling stock or increasing the speed of existing rolling stock.

(d) Railway Board has issued the Schedule of Dimensions (revised 2004), Maximum and Minimum & Recommended Dimensions to be observed on all 1676mm Gauge on IR.

These dimensions given in Schedule-1 of Indian Railway Schedule of Dimensions (IRSOD) (revised 2004) have been classified into two heads; for existing works and for new works. These Dimensions are to be observed on all 1676mm Gauge on Indian Railway unless prior sanction has been obtained from the Railway Board through CRS/CCRS to execute the new work which would infringe the IRSOD.

Before 01st October 2018, the proposal for any infringement to the Schedule of Dimension used to be submitted to CRS. It was then scrutinized by CRS from safety point of view. After examining, CRS was required to send the proposal for condonation of infringement to CCRS. Again in CCRS office the proposal was examined and then forwarded to Railway board. Based on the recommendation of CCRS, Railway Board used to grant sanction for the condonation of infringement.

However, Ministry of Railways, vide Gazette notification no. 698 dated 01 October 2018, has amended the Railways Opening for Public Carriage of Passenger Rules,2000 and revised this procedure as per Rule 22A. As per present procedure, proposal for any infringement to the Schedule of Dimension is submitted to CRS which is then scrutinized by CRS from safety point of view. After examining the proposal, if CRS is satisfied that infringement is safe for train operation, he sanctions the condonation of infringement with or without stipulations. If the proposed infringement is beyond the limits defined in the Schedule-II of IRSOD then procedure prior to this amendment of Opening Rules i.e. 1 October 2018, as mentioned in preceding para, is followed.

(e) Any consignment which does not adhere to IRSOD, 2004 is treated as an over dimensioned consignment (ODC). For movement of ODC on Indian Railway, separate sanction of the competent authority is required. Railway submits the application for movement of ODC to the concerned CRS, if it requires CRS sanction. The same is examined in the office of the CRS and when found in order, sanction is granted by the CRS for movement of ODC in the concerned zonal Railway.

(f) Inspection of running lines to keep themselves familiar with Railway working; and

(g) Investigation into Serious Railway Accidents and review of reports of other train accidents, inquired by Railways.

5.6   ACTIVITIES

A gist of main activities performed during the years 2018-19 & 2019-20 is as under:-

MAIN ACTIVITIES	2018-19	2019-20 (up-to 21.03.2020)*	%age Change
Additional line/ Doubling	1286	1464	13.84%
New Lines	475	360	-24.2%
Gauge Conversion	597	408	-31.66%
Electrification	5276	4378	-17.02%
No. Of Application of Minor Works sanctioned	4803	6462	34.51%
No. Of Rolling stock cases sanctioned/ forwarded**	192	35	-81.77%

* In FY 2019-20, statutory inspections could not be conducted after 21.03.2020 due to COVID-19 lockdown throughout the country.

** Railways has issued amendments of opening rules in October-2018 wherein the power to sanction Rolling Stock in Zonal Railways was given to respective General Manager. Hence Rolling Stock cases are comparatively very low.

5.7   PROGRESS IN USE OF HINDI

The Commission is actively pursuing the task of maximizing the correspondence among the circle offices in Hindi. As a result of the sustained efforts of the CCRS office, the circle offices situated in the 'A', 'B'& 'C' region has achieved fantastic figures of 100%, 100% & 94.20% respectively in Hindi correspondence during the year 2020-21. The Commission has published its Hindi Home Magazine 'Suruchi' on 16th September, 2020 which was widely appreciated among the staff & officers of MoCA. In 2020, Southern Circle was adjudged the best circle office and accordingly awarded the outstanding Rajbhasha shield. The second and third price had gone to South Central Circle and Western Circle respectively.

5.8   CLEANLINESS & POLLUTION CONTROL

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

5.9   WOMEN WELFARE INCLUDING GENDER BUDGETARY DATA

The offices of the Commission of Railway Safety are generally located in Railway office premises. The complexes and facilities provided there such as toilets, creche, tiffin room etc. are availed by the female employees of the Commission also. The instructions on welfare of women employees, issued by Government of India from time to time are being implemented to the extent possible.

5.10   PUBLIC REDRESSAL GRIEVANCES MACHINERY

CRS has usually no public dealing. However, Right to Information Act, 2005 has been fully implemented. Moreover, CRS is redressing the grievances on Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal received directly or transferred by other Ministry. CRS is also working on e-office platform for early disposal of grievances.

5.11   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.

5.12   REPRESENTATION OF SCHEDULED CASTES, SCHEDULED TRIBES AND OTHER BACKWARD CLASS EMPLOYEES IN THE COMMISSION OF RAILWAY SAFETY AS ON 31.03.2020:

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

5.13 WELFARE OF SENIOR CITIZENS

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

5.14 FACILITIES TO PERSONS WITH DISABILITIES

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

5.15 VIGILANCE ACTIVITIES

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

5.16 CITIZEN CHARTER

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

6. AIRCRAFT ACCIDENT INVESTIGATION BUREAU

6.1 ESTABLISHMENT AND FUNCTIONS

1. In accordance with Standards and Recommended Practices (SARPs) issued by the International Civil Aviation Organization (ICAO) and to ensure independence of investigation function from the regulatory function; the Government of India decided to establish a Bureau independent of the DGCA.

2. Keeping in mind the Indian scenario, the Aircraft (Investigation of Accidents and Incidents) Rules 2012 were formulated 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 Government of India set up a Bureau known as the Aircraft Accident Investigation Bureau (AAIB) in the Ministry of Civil Aviation on 30th July 2012.

3. In accordance with ICAO Annex 13, Rules notified in 2012 were amended in 2017 and AAIB was made an attached office of the Ministry of Civil Aviation. Now investigation work is being carried out as per amended Aircraft (Investigation of Accidents and Incidents) Rules 2017 as AAIB has got immediate and unrestricted access to all relevant evidence without seeking prior consent from judicial bodies or other Government authorities.

4. The Recruitment Rules are under progress for the organization to have sufficient number of officers familiar with aircraft accident investigation procedures.

5. AAIB is required to carry out India's obligation towards ICAO as per Annex 13 and shall discharge various functions including: -

   i. Obtaining preliminary report under Aircraft (Investigation of Accidents and Incidents) Rules 2017 from any person or persons authorised by DG, AAIB.

   ii. Classification of occurrence and setting up investigation and in case of formal investigation, assisting the Central Government.

   iii. To facilitate the investigation and administrative work of the investigation whenever necessary;

   iv. Processing of the reports of investigation received by the Aircraft Accident Investigation Bureau, which includes acceptance of report by DG, AAIB and making it public by DG, AAIB in a manner it deems fit, forwarding of the final report, made public by the Central Government under sub-rule (2) of rule 14 or by Aircraft Accident Investigation Bureau, to the States and to ICAO if the mass of the aircraft involved in accident or incident is more than 5,700 kg.

   v. To formulate safety recommendation on the basis of safety studies, including induction of new technology to enhance safety, conducted from time to time;

   vi. To establish and maintain an accident and serious incident database for effective analysis of information on actual or potential safety deficiencies;

   vii. To process obligations of the Central Government under Annex 13 to the Convention relating to International Civil Aviation signed at Chicago on the 7th day of December,1944 as amended from time to time;

   viii. To forward the recommendations made in investigation reports and safety studies to DGCA and other regulatory authorities for their follow up and to obtain compliance of the same.

6.2 ACCIDENT / SERIOUS INCIDENT INVESTIGATIONS

1. Investigation Reports completed since 01st Jan 2020 till 31st Dec 2020

- A total of 08 Accident Reports and 22 Serious Incident Reports have been accepted by DG, AAIB. Final Investigation Reports have been made public and are available on AAIB website (www.aaib.gov.in).

- In addition, Investigations of 02 Serious Incidents have been completed and the draft final investigation report were forwarded to Accredited Representative for their comments.

2. Investigations ordered since 01st Jan 2020 till 31st Dec 2020

- Investigation into a total of 07 accidents, 10 serious incidents and 01 incident has been ordered by DG, AAIB under Rule 11 of Aircraft (Investigation of Accidents and Incidents) Rules 2017. Investigation Orders are available on AAIB website (www.aaib.gov.in).

- Out of the above occurrences which happened in 2020, Investigation Reports in respect of 06 Serious Incidents have been accepted by DG, AAIB. Final Investigation Reports are available on AAIB website (www.aaib.gov.in).

3. **Miscellaneous**

- Safety Recommendations made by Committee of Inquiry / Investigator – In - Charge

- Proposed amendment in Aircraft (Investigation of Accidents & Incidents) Rules, 2017.

- Swachhta Pakhwada was organized by the office of AAIB.

- Hindi Pakhwada was also organized by the office of AAIB.

7. INDIRA GANDHI RASHTRIYA URAN AKADEMI

7.1 INTRODUCTION

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

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

7.2 ORGANISATIONAL SET UP

IGRUA is an Autonomous Body established under the Societies Registration Act 1860. IGRUA Society is administered by a Governing Council under the Chairmanship of Ex-officio Secretary, Ministry of Civil Aviation.

The Akademi is headed by a Director and is assisted by Departmental/Sectional Heads. IGRUA is administratively controlled by Government of India through Ministry of Civil Aviation.

7.3 OBJECTIVES

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

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) Conversion training for cadets undergoing training abroad for issue of Indian CPL.

e) Impart flying training to Navy and Coast Guard.

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

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

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

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

j) Practical Training on aircraft to Diploma Holders in Aeronautical and Aircraft Maintenance Engineering.

IGRUA also envisaged in this calendar year for commencement of following additional courses:-

a) English Language Proficiency (ELP) Training & Testing for pilot aspirants

b) Remote Pilot Training commonly called as "Drone Training" using Remotely Piloted Aircraft System

c) "Train the Trainer" i.e. a training course to impart training to trainers at FTOs approved by DGCA for conducting the Remotely Piloted Aircraft

d) Courses for students aspiring to become Aircraft Maintenance Engineers (AME)

e) Impart ground training to prepare students for clearing DGCA papers for PPL/CPL & ATPL.

7.4 INFRASTRUCTURE

(a) OVERVIEW:

The Akademi is equipped with state of art trainer aircraft, modern simulators in the form of FNPTs & CPTs with visual system, up-to-date audio-visual training aids and other facilities for effective ground training. It employs qualified flying and ground instructors, having long experience in the field of aviation and flying training. The aim at IGRUA is not only to impart flying training to make a pilot but also to mould him as an effective systems manager in aeronautics. The flying trainees of the Akademi acquire the standards required for their transit with ease into the cockpits of the airlines.

The Akademi has incredible infrastructure that facilitates transition of a school pass level individual to a confident commercial pilot, fit to be absorbed by the airlines. It has three hostels (including a separate Girl's hostel) which can house 248 boys and 40 girls on a twin sharing basis. IGRUA campus also has residential accommodation for its staff. The operational area has a 6080 feet runway with a parallel taxi track, dispersal area and three hangars. IGRUA has dedicated air space earmarked for it to enable uninterrupted training. The Airfield is equipped with night flying facilities including a PAPI. IGRUA has its own Nav and landing aids in terms of VOR/DME and ILS. It has its own Fire Safety Services, Aviation Fuel Station and Air Traffic Control. This self-contained all round set-up facilitates delivery of quality and quantum of pilot aspirants to meet increased demand of Indian Aviation industry.

(b)   AIRCRAFT FLEET

The Akademi has a fleet of 20 aircraft at the end of calendar year 2020. The following are the types of aircraft utilized for flying training:

(i)   Thirteen DA-40 aircraft equipped with glass cockpit.

(ii)   Two 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)   Three Zlin Z242L aircraft. It is a piston single engine aircraft with fixed under carriage and is equipped with modern Navigational Aids.

(iv)   Two DA 42 aircraft. The final stage of training is carried out in DA 42 aircraft. This is a twin-engine aircraft. The aircraft is equipped with modern and sophisticated radio & navigational aids.

The above aircraft are utilized for imparting flying training to facilitate the trainees to get Line Oriented Flying Training. The students at IGRUA are graduated with multi-engine endorsement and instrument rating on their Commercial Pilot Licence.

7.5   TRAINING PHASES

(a)   Ground 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, DA40 and DA42 Aircraft which they are likely to fly.

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

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

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.

(b)   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.

(c)   Simulator Training

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

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

(d)   Simulator/Flying Training Syllabus

For Single Engine aircraft:

•   20.00 hrs. Simulator training on FNTP.

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

For Multi-Engine aircraft:

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

7.6   CREW RESOUCE MANAGEMENT (CRM) AND MULTI CREW CONVERSION COURSE (MCC)

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

7.7   MAIN ACHIEVEMENTS

a)   Expansion Activities: In order to spread its wings, IGRUA ventured into various new training programme to actively progress its march towards self-sufficiency. The envisaged activities are :-

(i)   Conduct English Language Proficiency course for CPL Holders of IGRUA as well as from outside market.

(ii)   Conduct Remotely Piloted Aircraft System course, commonly called as "Drone Training".

(iii)   Conduct "Train the Trainer" course for "Drone Instructors" of all the FTOs approved by DGCA to conduct training for Drone operation.

(iv)   Feasibility study for conduct of flying training operation from Kalaburagi Airport in Karnataka as Satellite base for IGRUA to increase production of CPL holders in order to meet the growing need of pilots demand for Indian Civil Aviation industry.

(v)   Recarpetting of Runway at Fursatganj airfield was carried out during the end of year 2020 after almost 15 years, since the runway surface was in a very poor condition resulting to be hazardous for flying training operations. However, to ensure continuation of training activities, flying training carried out uninterrupted from the Satellite Base at Gondia, Maharashtra.

(vi)   Conduct exclusive ground training of DGCA subjects for obtaining PPL/CPL/ATPL.

(vii)   Start AME School to produce Aircraft Maintenance Engineers of World Class standard on similar lines as pilots being produced by IGRUA.

b)   Important Events :

(i)   **Hawai Chaupal :** IGRUA organized a programme called "Hawai Chaupal" in Feb 2020. This was an interactive session aimed for an onsite exhibition of training infrastructure at Fursatganj to meet growing workforce for various professionals needed by Indian Aviation Industry. The "Chaupal" was attended by representative of various airlines industry, GMR and Government officials.

(ii)   **Foundation Day :** IGRUA organized its "Foundation day" on 07 Nov 20, which was presided over by Secretary, Ministry of Civil Aviation. The event was also celebrated as Inaugural day for "Drone Training" & "ELP Training and Testing Centre". Mrs. Harpreet A De Singh, CEO, Alliance Air, hosted a 'webinar' wherein Ex- Director, IGRUA and IGRUA Alumini participated and exchanged their views on IGRUA's active roll in producing quality pilots for Indian Civil Aviation.

7.8   TASK ACCOMPLISHMENTS

a)   **Higher flying output:** IGRUA has consistently been improving the quantum of flying vis-à-vis number of graduates to cater for the ever-increasing requirements of aviation industry. During the period from 01.01.2020 to 31.12.2020, IGRUA has been able to do 11641.05 hrs despite of Covid 19 pandemic and complete lockdown. A total number of 43 cadets have passed out during the concurrent period.

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

c)   **Fresh Enrolment for CPL Training:** The perception about the job of a pilot is undergoing an evolutionary change, especially in rural India. Earlier, only a trifling minority from urban India had the aspiration to become pilot. The ever increasing number of applications for induction in IGRUA is an indicator of changing aspirations of Indian youth. This year 996 aspirants applied for enrolment in IGRUA. A total number of 53 cadets have been inducted in the year 2019.

d)   **Effective Manpower Management:** Manpower at IGRUA has reduced from 300 to 228 over the last 10 years, i.e. a reduction of 6.8% per annum, whereas during the corresponding period there has been significant increase in overall activities in the organization and flying hours has almost doubled. No regular employment has been made against replacement of retired/dead employees as an austerity measure to reduce the revenue expenditure. Alternatively, man power management has been made effectively either by deploying personnel on contract or through redeployment, automation, sharing of jobs, etc.

e)   **Lower Burden on Subsidy:** The Akademi has been making all efforts to reduce its expenditure by curbing the non-essential expenses, effective and optimum utilization of its resources in various sections like Mess & Hostel, Motor Transport,

General Stores, Electrical, Civil Maintenance etc., reducing the essential statutory expenses by better negotiations.

Generation of additional revenue by training outside trainees, viz. Indian Coast Guards, Flying Training Adelaide, Vistara etc. Akademi has increased the training fee to Rs. 45.00 lakhs, which will also help in reducing the subsidy burden.

7.9. SWACHH BHARAT & ENVIRONMENT PROTECTION:

a)   Municipal Solid Waste (MSW) Management:

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

b)   Waste Water Disposal:

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

c)   Solar Water Heaters:

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

d)   Awards:

IGRUA received Swachh Bharat Award – 2020 for having stood first for effective contribution towards the mission.

7.10. POLLUTION CONTROL:

IGRUA does not carry out any manufacturing/production resulting emission of smoke, residue, industrial wastes, etc. causing air, water, soil, light or sound pollution. However, all possible initiatives have been taken to control pollution by maintaining the vehicle engines to emit smoke within

the prescribed limits, disposal of solid waste by incineration, Landfills, Composting, etc. Forestation is actively pursued to maintain a green environment in the Akademi.

7.11. CITIZEN CHARTER

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

7.12. WOMEN'S WELFARE

IGRUA has Twelve women employees (1 Regular + 11 Contractual) and their welfare is being looked after through normal administrative channels. An Internal Complaints Committee (ICC) comprising three members is in place to deal with complaints regarding sexual harassment at work place.

7.13. 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. Any such grievances are redressed/disposed off within the framework of rules.

7.14. VIGILANCE:

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

7.15. 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 etc. Incentives are given to employees for promoting and effectively using Hindi in official work. Provision is made in office Computers to have a system of using Hindi in all official communication with convenience. A Hindi magazine "Kshitij" also is published every year by IGRUA.

7.16. 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. Apart from this the campus has a swimming pool facilitating the trainees and employees to stay fit. Annual sports meet is conducted for the cadets every year.

7.17. CULTURAL ACTIVITES

IGRUA has been actively utilizing its Air-conditioned Auditorium for various cultural programmes and functions to encourage the flying cadets to excel in extra-curricular activities. IGRUA holds "Full Throttle" cultural event every year along with Foundation day celebrations.

7.18. IMPLEMENTATION OF PERSONS WITH DISABILITY ACT, 1995

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

7.19. ISSUE RELATED TO DEVELOPMENT ACTIVITIES TAKEN IN NORTH EAST:

IGRUA is an Autonomous Body having its Headquarter at Fursatganj, Amethi (Distt.), Uttar Pradesh, only and hence there is no such issue.

7.20. REPRESENTATION OF SCs/STs/OBCs

There has been no recruitment of regular staff since 1996.

The details of representation of SC/ST/OBC as on 31/12/2020 is given in the chart below:

Name of Organisation	Total No. of Emp.	Total No. of SC Emp.	%	Total No. of ST Emp.	%	Total No. of OBC Emp.	%
I.G.R.U.A.	117	23	19.65	1	0.85	51	43.58

7.21. 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.

7.22. FEE STRUCTURE

Training Fee for Ab-initio to CPL Course with Multi Engine endorsement is Rs.45.00 lacs and Boarding & Lodging charges (approximately Rs.12,000/- P.M.).

7.23. FUTURE PLANS

*   Increase of student intake to 150 from the present 70 – 75 per year

*   Replace the old aircraft fleet with new aircraft fitted with diesel engine using ATF

*   Commencement of AME School.
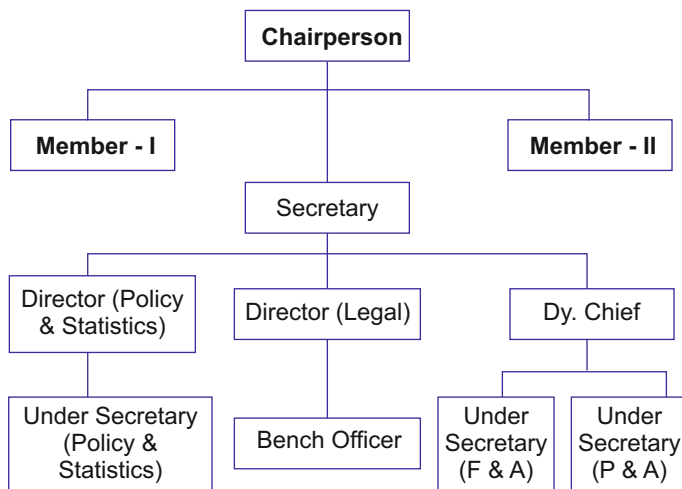
8. AIRPORTS ECONOMIC REGULATORY AUTHORITY

8.1 INTRODUCTION

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

8.2 ORGANISATIONAL STRUCTURE

Organisation structure of the Authority is given below:-

AERA's staff comprise people with experience in the aviation sector, finance sector etc. on deputation from various Central, State Services & departments/ organizations.

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                    Chairperson
          ┌─────────────┼─────────────┐
      Member - I      Secretary     Member - II
          ┌─────────────┼─────────────┐
   Director (Policy  Director (Legal)   Dy. Chief
   & Statistics)                      ┌──────┴──────┐
   Under Secretary   Bench Officer    Under        Under
   (Policy &                          Secretary    Secretary
   Statistics)                        (F & A)      (P & A)
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8.3 SCOPE OF THE REGULATION

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

- To determine the tariff for the aeronautical services

- To determine the amount of Development Fees in respect of Major Airports

- To determine the amount of PSF levied under rule 88 of the Aircraft Rules, 1937 made under the Aircraft Act, 1934(22 of 1934)

- To monitor the set performance standards relating to quality, continuity and reliability of service as may be specified by Central Government or any authority authorized by it in this behalf.

2. Recently the old AERA Act 2008 has been replaced by AERA (Amendment) Act 2019 which came into effect vide Gazette Notification dated 26-09-2019 wherein the definition of a "major airport" has been amended as under:

"…..any airport which has, or is designated to have, annual passenger throughput in excess of three and a half million or any other airport as the Central Government may, by notification, specify as such."

As on date there are 24 major airports in India, namely:

1. Indira Gandhi International Airport, Delhi
2. Chhatrapati Shivaji Maharaj International Airport, Mumbai
3. Kempegowda International Airport, Bengaluru
4. Rajiv Gandhi international Airport, Hyderabad
5. Cochin International Airport, Kochi
6. Chandigarh International Airport, Chandigarh
7. Chennai International Airport, Chennai
8. Netaji Subhas Chandra Bose International Airport, Kolkata
9. Sardar Vallabhbhai Patel International Airport, Ahmedabad
10. Trivandrum International Airport, Thiruvananthapuram
11. Chaudhary Charan Singh International Airport, Lucknow
12. Jaipur International Airport, Jaipur
13. Lokpriya Gopinath Bordoloi International Airport, Guwahati
14. Calicut International Airport, Kozhikode
15. Goa International Airport, Goa
16. Pune International Airport, Pune
17. Jay Prakash Narayan International Airport, Patna
18. Guru Ram Dass Jee International Airport, Amritsar
19. Lal Bahadur Shastri International Airport, Varanasi

20. Biju Patnaik International Airport, Bhubaneswar

21. Swami Vivekananda Airport, Raipur

22. Tiruchirappalli International Airport, Tiruchirappalli

23. Mangalore International Airport, Mangaluru

24. Kannur International Airport Limited, Kannur

3. During 1st January, 2020 to 31st December, 2020, AERA has issued the following Orders based on its approach towards regulation of Airports and Aeronautical Services:-

Sl. No.	Order Number	Subject	Date of Issue
Airport Tariff Orders			
1.	Order No. 34/2019-20	In the matter of Determination of Aeronautical Tariffs in respect of Rajiv Gandhi International Airport (HYD), Shamshabad, Hyderabad for the 2nd Control Period (01.04.2016 – 31.03.20.21).	27.03.2020
2.	Order No. 54/2020-21	In the matter of Determination of Aeronautical Tariffs for Swami Vivekananda Airport, Raipur (RPR) for the First Control Period (01.04.2020 - 31.03.2025).	18.12.2020
3.	Order No. 55/2020-21	In respect of determination of Aeronautical tariffs in respect of Tiruchirappalli International Airport (TRZ) for the First Control Period (April 1, 2020 to March 31, 2025).	22.12.2020
4.	Order No. 56/2020-21	In respect of determination of Aeronautical tariffs for Sri Guru Ram Dass Jee International Airport (ATQ), Amritsar for the First Control Period (April 1, 2019 to March 31, 2024).	24.12.2020
5.	Order No. 57/2020-21	In the matter of Determination of Aeronautical Tariffs for Indira Gandhi International Airport, Delhi (DEL) for the Third Control Period (01.04.2019 - 31.03.2024).	30.12.2020
6.	Order No. 59/2020-21	In the matter of Determination of Aeronautical Tariffs for Lal Bahadur Shastri International Airport (VNS), Varanasi for the First Control Period (01.04.2019 - 31.03.2024).	31.12.2020
Fuel Throughput Charges (Compensation in lieu of FTC)			
7.	Order No. 05/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at Kempegowda International Airport, Bengaluru.	19.05.2020
8.	Order No. 06/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at Cochin International Airport.	19.05.2020
9.	Order No. 07/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at Chhatrapati Shivaji Maharaj International Airport, Mumbai.	19.05.2020
10.	Order No. 10/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at AAI Goa Airport (Civil Enclave).	12.06.2020
11.	Order No. 11/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at AAI Pune Airport (Civil Enclave).	12.06.2020
12.	Order No. 12/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at AAI Vishakhapatnam Airport (Civil Enclave).	12.06.2020

13.	Order No. 17/2020-21	In the matter of provision of compensation in lieu of Fuel Throughput Charges at Sardar Vallabhbhai Patel International Airport, Ahmedabad.	01.07.2020
14.	Order No. 18/2020-21	In the matter of provision of compensation in lieu of Fuel Throughput Charges at Jaipur International Airport, Jaipur (JIA).	01.07.2020
15.	Order No. 20/2020-21	In the matter of provision of compensation in lieu of Fuel | Throughput Charges at Lokpriya Gopinath Bordoloi (LGB) International Airport, Guwahati.	01.07.2020
16.	Order No. 21/2020-21	In the matter of provision of compensation in lieu of Fuel Throughput Charges at Calicut International Airport, Calicut (CIA).	01.07.2020
17.	Order No. 22/2020-21	In the matter of provision of compensation in lieu of Fuel Throughput Charges at Chennai International Airport, Chennai.	02.07.2020
18.	Order No. 23/2020-21	In the matter of provision of compensation in lieu of Fuel Throughput Charges at Netaji Subhash Chandra Bose International Airport (NSCBI), Kolkata.	02.07.2020
19.	Order No. 24/2020-21	In the matter of provision of compensation in lieu of Fuel Throughput Charges at Chaudhary Charan Singh International Airport, Amausi, Lucknow (CCSIA).	02.07.2020
20.	Order No. 25/2020-21	In the matter of provision of compensation in lieu of Fuel Throughput Charges at Trivandrum International Airport, Thiruvananthapuram (TVM).	02.07.2020
21.	Order No. 26/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at Biju Patnaik International Airport (BBI), Bhubaneswar	09.07.2020
22.	Order No. 27/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at Coimbatore Airport.	09.07.2020
23.	Order No. 28/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at Devi Ahilya Bai Holkar Airport (IDR), Indore.	09.07.2020
24.	Order No. 29/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at Jay Prakash Narayan International Airport (PAT), Patna	09.07.2020
25.	Order No. 32/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at Dr. Babasaheb Ambedkar International Airport, Nagpur.	21.08.2020
26.	Order No. 33/2020-21	In the matter of Provision of Compensation in lieu of Fuel Throughput Charges at Chandigarh International Airport Limited (Civil Enclave).	27.08.2020
ISP (Ground Handling)			
27.	Order no. 21/2019-20	In the matter of Annual Tariff Proposal (ATP) for FY 2019-20 and FY 2020-21 for the second control period in respect of M/s Globe Ground India Private Limited (GGI) providing Ground Handling Services at Kempegowda International Airport, Bengaluru.	17.01.2020
28.	Order No. 22/2019-20	In the matter of Annual Tariff Proposal for (FY2019-20 & FY2020-21) for the Second Control Period (FY20 16-17 to FY2020-21) in respect of M/s Air India SATS Airport Services Private, Limited (AISATS) for providing Ground Handling services at Trivandrum International Airport.	10.02.2020

29.	Order No. 23/2019-20	In the matter of Multi Year Tariff Proposal(MYTP) and Annual Tariff Proposal(ATP) for FY2019-20 & FY2020-21 Of the Second Control Period in respect of M/s Air India Air Transport Services Limited. (AIATSL) for providing Ground Handling Services at Amritsar, Bhubaneshwar, Chandigarh, Goa, Jaipur, Patna, Pune, Varanasi & Lucknow International Airports.	14.02.2020
30.	Order No. 24/2019-20	In the matter of Multi Year Tariff Proposal (MYTP) and Annual Tariff Proposal (ATP) (T4 and T5) for the second control period (01.04.2016 to 31.03.2021) in respect of M/s Celebi NAS Airport Services India Pvt. Ltd for providing Ground Handling Services at CSMI Airport, Mumbai.	17.02.2020
31.	Order No. 25/2019-20	In the matter of Annual Tariff Proposal for (FY2019-20 & FY2020-21) for the Second Control Period (FY2016-17to FY2020-21) in respect of M/s Air India SATS Airport Services Private Limited (AISATS) for providing Ground Handling services at Rajiv Gandhi International Airport (RGIA), Hyderabad.	18.02.2020
32.	Order No. 29/2019-20	In the matter of the Multi Year Tariff Proposal and Annual Tariff proposal for fourth and fifth tariff year (FY 2019-20 & 2020-21) for the second control period in respect of M/s Globe Ground India Private Limited for providing Ground Handling Services at Rajiv Gandhi International Airport, Hyderabad.	13.03.2020
33.	Order No. 03/2020-21	In the matter of the Multi Year Tariff Proposal and Annual Tariff proposal for fourth and fifth tariff year (FY 2019-20 & 2020-21) for the second control period in respect of M/s Celebi Airport Services India Private Limited for Providing Ground Handling Services at Rajiv Gandhi International Airport, Hyderabad.	13.05.2020
34.	Order No. 08/2020-21	In the matter of Annual Tariff Proposal for (FY2019-20 & FY2020-21) for the Second Control Period (FY2016-17 to FY 2020-21) in respect of M/s Air India SATS Airport Services Private Limited (AISATS) for providing Ground Handling services at Kempegowda International Airport (KIA), Bangalore.	28.05.2020
ISP (Cargo)			
35.	Order No. 26/2019-20	In the matter of the Annual Tariff Proposal for Tariff Year 4 and Tariff Year 5 (01.04.2019 to 31.03.2020 & 01.04.2020 to 31.03.2021) of the second control period (01.04.2016-31.03.2021) of M/s Kerala State Industrial Enterprises Ltd. (KSIEL) for providing Cargo Handling services at Trivandrum International Airport.	19.02.2020
36.	Order No. 27/2019-20	In the matter of Annual Tariff Proposal (ATP) for FY (2019-20) 4th Tariff Year and FY (2020-21) 5th Tariff Year in respect of M/s GMR Hyderabad Air Cargo a Division of GMR Air Cargo and Aerospace Engineering Ltd (formerly known as Hyderabad Menzies Air Cargo Private Limited) for providing Cargo Handling Services at Rajiv Gandhi International (RGI) Airport, Hyderabad.	25.02.2020
37.	Order No. 32/2019-20	In the matter of Annual Tariff Proposal (ATP) for FY (2019-20) 4th Tariff Year and FY (2020-21) 5th Tariff Year in respect of M/s Air India SATS Airport Services Pvt. Ltd . (AISAT S) for providing Cargo Handling Services at Kempegowda International Airport (KIA), Services	20.03.2020

38.	Order No. 01/2020-21	In the matter the Annual Tariff Proposal for Tariff Year 4 and Tariff Year 5 (01.04.2019 to 31.03.2020 & 01.04.2020 to 31.03.2021) of the second control period (01.04.2016-31.03.2021) of M/s Kerala State Industrial Enterprises Ltd. (KSIEL) for providing Cargo Handling services at Calicut International Airport.	03.04.2020
39.	Order No. 02/2020-21	Approval for regularization of tariff as determined by AERA vide Order No. 22/2018-19 dated 04.10.2018 for FY2020-21 in respect of M/s Delhi Cargo Service Center Pvt. Ltd. (DCSC) at Indira Gandhi International Airport, New Delhi.	06.05.2020
40.	Order No. 16/2020-21	In the matter of Determination of tariffs for AAI Cargo Logistics & Allied Services Company Ltd.(AAICLAS) in respect of Chennai International Airport, Chennai for providing Cargo Handling & Courier Cargo Handling for the First Control Period (01.04.2019 to 31.03.2024).	29.06.2020
41.	Order No. 34/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Services at Jay Prakash Narayan International Airport, Patna for the First Control Period (FY 2019-20 to FY 2023-24).	01.09.2020
42.	Order No. 35/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Pune International Airport for the First Control Period (FY 2019-20 to FY 2023-24).	01.09.2020
43.	Order No. 36/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Sri Guru Ram Dass Jee International Airport, Amritsar for the First Control Period (FY 2019-20 to FY 2023-24).	01.09.2020
44.	Order No. 37/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Biju Patnaik International Airport, Bhubaneswar for the First Control Period (FY 2019-20 to FY 2023-24).	01.09.2020
45.	Order No. 38/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Goa International Airport for the First Control Period (FY 2019-20 to FY 2023-24).	01.09.2020
46.	Order No. 39/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Lokpriya Gopinath Bordoloi International, Guwahati for the First Control Period (FY 2019-20 to FY 2023-24).	01.09.2020
47.	Order No. 40/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Jaipur International Airport for the First Control Period (FY 2019-20 to FY 2023-24).	01.09.2020
48.	Order No. 41/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Chaudhary Charan Singh International, Lucknow for the First Control Period (FY 2019-20 to FY 2023-24).	01.09.2020

49.	Order No. 42/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Trivandrum International Airport for the Control Period (FY 2019-20 to FY 2023-24).	01.09.2020
50.	Order No. 43/2020-21	In the matter of determination of tariffs for AAI Cargo Logistics & Allied Service Company Limited for providing Cargo Handling Services at Lal Bahadur Shastri International Airport, Varanasi for the First Control Period (FY 2019-20 to FY 2023-24).	01.09.2020
51.	Order No. 45/2020-21	In the matter of determination of tariff for AAI Cargo Logistics & Allied Service Company Limited providing Cargo Handling Services at Mangalore International Airport for the First Control Period (FY 2019-20 to FY 2023-24).	17.09.2020
52.	Order No. 60/2020-21	In the matter of Determination of Tariff for AAI Cargo Logistics & Allied Services Company Ltd.(AAICLAS) for providing Cargo Handling Services at Netaji Subhash Chandra Bose International Airport(NSCB), Kolkata, for the First Control Period From 01.04.2019 to 31.03.2024.	31.12.2020
Interim Arrangement for extension			
53.	Order no. 20/2019-20	In the matter of Economic Regulation of aeronautical services provided by Independent Service Providers of Cargo Facility, Ground Handling and Supply of Fuel to the Aircraft Interim arrangement to continue the levy of existing tariff beyond 31.12.2019 for Second Control Period.	03.01.2020
54.	Order No. 28/2019-20	In the matter of Order No. 48/2018-19 dated 25.03.2019 regarding Economic Regulation of Aeronautical Services provided by Airport Operators -Interim arrangement to continue the levy of existing tariffs beyond 30.09.2019 for the First Control Period.	26.02.2020
55.	Order No. 30/2019-20	In the matter of Order No. 10/2019-20 dated 30.09.2019 regarding Economic Regulation of Aeronautical Services provided by Mumbai International Airport Private Limited (MIAL) - Interim arrangement to continue the levy of existing tariffs beyond 31.03.2020 for the Third Control Period.	20.03.2020
56.	Order No. 31/2019-20	In the matter of Order No. 09/2019-20 dated 30.09.2019 regarding Economic Regulation of Aeronautical Services provided by Delhi International Airport Private Limited (DIAL) - Interim arrangement to continue the levy of existing tariffs beyond 31.03.2020 for the Third Control Period.	20.03.2020
57.	Order No. 33/2019-20	In the matter of Economic Regulation of Aeronautical Services provided by Airport Operator(s)/Independent Service provider(s) of Cargo facility, Ground Handling and Supply of Fuel to the aircraft subsequent to Order No. 08/2019-20 dated 26.09.2019 and Order No. 20/2019-20 dated 03.01.2020- Interim arrangement to continue levy of the existing tariffs.	24.03.2020

58.	Order No. 04/2020-21	In the matter of Order No. 33/2019-20 dated 24.03.2020 regarding Economic Regulation of Aeronautical Services provided by the Independent Service providers of Cargo facility, Ground Handling and Supply of Fuel to the aircraft -Interim arrangement to continue the levy of existing tariffs for the First Control Period.	13.05.2020
59.	Order No. 09/2020-21	In the matter of Order No. 20/2019-20 dated 03.01.2020 regarding Economic Regulation of Aeronautical Services provided by Independent Service providers of Cargo facility, Ground Handling and Supply of Fuel to the aircraft - Interim arrangement to continue the levy of existing tariffs beyond 30.06.2020 for the Second Control Period.	01.06.2020
60.	Order No. 13/2020-21	In matter of Order No. 31/2019-20 dated 20.03.2020 regarding Economic Regulation of Aeronautical Services provided by Delhi International Airport Private Limited (DIAL) - Interim arrangement to continue the levy of existing tariffs beyond 30.06.2020 for the 3rd Control Period.	18.06.2020
61.	Order No. 14/2020-21	In the matter of Order No. 28/2019-20 dated 26.02.2020 regarding Economic Regulation of Aeronautical Services provided by Airport Operators - Interim arrangement to continue the levy of existing tariffs beyond 30.06.2020 for the First Control Period.	18.06.2020
62.	Order No. 15/2020-21	In the matter of Order No. 19/2018-19 dated 19.09.2018 regarding Regulation of Into Plane Services' provided by Indian Oil Skytanking Pvt Ltd (IOSL) at Delhi Airport to continue the levy of existing tariffs beyond 31.07.2020 for the 5th tariff year of the Second Control Period.	25.06.2020
63.	Order No. 19/2020-21	In the matter of Order no. 20/2018-19 dated 27.09.2018 regarding regulation of Into Plane Services provided by Bharat Stars Services (Delhi) Private Limited at Delhi Airport to continue the levy of existing tairffs beyond 31.07.2020 for the 5th Tariff Year of the 2nd control period.	01.07.2020
64.	Order No. 30/2020-21	In the Matter of approval for tariff for handling International Courier Cargo to M/s CSC (On interim basis).	31.07.2020
65.	Order No. 31/2020-21	In the matter of Order No. 08/2019-20 dated 26.09.2019 regarding Economic Regulation of Aeronautical Service provider of Cargo facility – Interim arrangement to continue the levy of existing tariffs beyond 31.03.2020 for the Second Control Period (GSEC, Cargo at Ahmedabad).	13.08.2020
66.	Order No. 44/2020-21	In the matter of Economic Regulation of Cargo Operations provided by Kannur International Airport Limited (KIAL) - Ad Hoc Tariff Order for Cargo Services.	03.09.2020
67.	Order No. 46/2020-21	In the matter of Order No. 30/2019-20 dated 20.03.2020, 13/2020-21 dated 18.06.2020, 14/2019-20 dated 18.06.2020, 33/2019-20 dated 24.03.2020, and 36/2018-19 dated 18.12.2018 regarding Economic Regulation of Aeronautical Services provided by Airport Operators, Independent Service Provider (s) of Cargo,Ground Handling and Supply of Fuel to the aircraft -Interim arrangement to continue the levy of existing tariffs beyond 30.09.2020 for the Relevant Control Period.	29.09.2020

68.	Order No. 47/2020-21	In the matter of Order No. 07/2020-21 dated 19.05.2020 regarding Provisions of compensation in lieu of Fuel Throughput Charges at Mumbai International Airport Private Limited (MIAL) -Interim arrangement to continue the levy of existing "ad hoc charge per Landing" beyond 30.09.2020.	08.10.2020
69.	Order No. 48/2020-21	In the matter of Interim arrangement to continue the levy of existing tariffs in respect of Mangaluru International Airport vide Order No. 46 /2020-21 dated 29th September, 2020, regarding economic regulation of aeronautical services provided by the Airport Operator, Adani Mangaluru International Airport limited with effect from 31.10.2020 to 31.03.2021 or till the determination of tariffs for the First Control Period, whichever is earlier.	29.10.2020
70.	Order No. 49/2020-21	In the matter of arrangement to continue to levy the existing tariffs in respect of Chaudhary Charan Singh International (CCSI) Airport, Lucknow, vide Order No •. 37/2018-19 dated 16.02.2018 and Order NO.24/2020-21 dated 02.07.2020 regarding Economic Regulation of Aeronautical Services provided by the Airport Operator with effect from 02.11.2020 to 31.03.2021.	29.10.2020
71.	Order No. 50/2020-21	In the matter of Interim arrangement to continue the levy of existing tariffs beyond 31.10.2020 in respect of M/s CSC vide order no 30/2020-21 dated 31.07.2020, regarding Courier Cargo services at Chhatrapati Shivaji Maharaj International Airport (CSMIA), Mumbai.	29.10.2020
72.	Order No. 51/2020-21	In the matter of arrangement to continue to levy the existing tariffs in respect of Adani Lucknow International Airport Ltd (ALIAL) for Cargo Handling Services at Chaudhary Charan Singh International (CCSI) Airport, Lucknow.	04.11.2020
73.	Order No. 52/2020-21	In the matter of arrangement to continue to levy of existing tariffs (Aeronautical charges and Domestic Cargo Handling charges) in respect of Sardar Vallbhbhai Patel International Airport (SVPIA), Ahmedabad, vide Order No. 14/2018-19 dated 23.07.2018, Order N0.17/2020-21 dated 01.07.2020 and Order no. 27/2018-19 dated 14.11.2018, with regard to economic regulation of Aeronautical Services provided by the Airport Operator, Adani Ahmedabad International Airport Ltd. (AAIAL) with effect from 07.11.2020 to 31.03.2021	06.11.2020
74.	Order No. 53/2020-21	In the matter of Interim arrangement to continue the levy of existing tariffs beyond 30.11.2020 in respect of M/s Cargo Service Centre (CSC) vide order no 50/2020-21 dated 29.10.2020, regarding Courier Cargo services at Chhatrapati Shivaji Maharaj International Airport (CSMIA), Mumbai.	27.11.2020
75.	Order No. 58/2020-21	In the matter of Order no 46/2020-21 dated 29.09.2020 and Order No. 53/2020-21 dated 27.11.2020 regarding Economic Regulation of Aeronautical Services provided by Airport Operators / Independent Service Provider (s) of Cargo facility, Ground Handling and Supply of Fuel to the aircraft – Interim arrangement to continue the levy of existing tariffs beyond 31.12.2020 for the Relevant Control Period.	30.12.2020

8.4. OFFICIAL LANGUAGE POLICY

All out efforts have been made by AERA to implement the Official Language Policy of the Government. In order to create conducive environment to work in Hindi in AERA, a Hindi Fortnight was organized from 14 to 30 September 2020. Various competitions to promote Hindi Poetry, language writing, etc. were organized during the Hindi fortnight andofficers/officials participated in these competitions with great enthusiasm. Cash awards and Merit certificates were given to the winning performers. Two Hindi workshops were organized during 01-01-2020 to 31-12-2020 for the benefit of Officers/employees. 22Officers/employees actively attended these workshops.

Two quarterly meetings of the Official Language Implementation Committee of AERA were held during the year which were chaired by the Chairperson and attended by Members of the Authority along with all members of the committee. Hindi Incentive Scheme of Govt. of India is being followed in the Authority to motivate the officers/employees to do maximum work in Hindi.

In recognition of the efforts of the Authority for promotion of work in the Official Language, the Ministry of Civil Aviation (MoCA) awarded a shield on 01-10-2020 as 2nd prize to the Authority for the year 2019-20.

The second Sub-Committee of the Parliamentary Committee for Official Language carried out the inspection of AERA on 29-10-2020 and found its working in the Official Language as satisfactory.

8.5. FINANCIAL PERFORMANCE

In terms of Section 34 of the AERA Act, funds are received as Grants-in-Aid from the Central Government. In BE 2020-21, Rs. 3.48 Crore under Salary head and Rs. 6.00 Crore under Non-Salary head was allocated.

The details of funds released and spent upto 22/12/2020 are as under:-

(Rs. in lakh)

Head	Un-utilized amount of 2019-20	BE 2020-21	Income received from other sources	fund released upto 22/12/2020 By MoCA	Total Fund	Amount Spent by Authority upto 22/12/2020	Balance as on 22/12/2020
	(A)	(B)	(C)	(D)	(E)=(A+C+D)	(F)	(G)
Salary	91.53	348.00	0.36	300.00	391.89	341.35	50.54
Non-Salary	83.28	600.00	0.13	300.00	383.41	382.21	01.20

8.6. WOMEN WELFARE INCLUDING GENDER BUDGETARY DATA

There are 12 nos. women employees which includes officers/officials on deputation, on loan from the AAI and outsourced staff. Adequate women welfare amenities have been made available.

8.7. STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY

AERA is registered on the Public Grievance Portal of DoP&T with separate user credentials. Grievances are checked on a regular basis and whenever a Public Grievance is received, the reply of the same is provided within the stipulated time frame. Further, Deputy Chief (Level of Deputy Secretary) is appointed as Nodal Officer for Public Grievance in AERA.

8.8. POLLUTION CONTROL

AERA is a Statutory Body under the Ministry of Civil Aviation looking after the Tariff determination of Major Airports in India and is not involved in any pollution generation activity.

8.9. SC/ST AND OBC REPRESENTATION AS ON 31.12.2020

Recruitment Rules of officers & officials of AERA allow appointment on deputation basis only and, hence, reservation policy is not applicable to the recruitment in AERA. However, officials belonging to SC/ST and OBC categories are working in AERA. Deputy Chief is appointed as Nodal Officer for the welfare of SC/ST & OBC employees.

8.10. ISSUES RELATING TO DEVELOPMENTAL ACTIVITIES TAKEN IN NORTH-EAST

AERA is a Statutory Body under the Ministry of Civil Aviation assigned with the responsibility of Tariff determination in respect of Major Airports in India. As such it is not mandated to carry out development related activities in North-East.

8.11. WELFARE OF SENIOR CITIZENS

AERA is a Statutory Body under the Ministry of Civil Aviation assigned with the responsibility of Tariff determination in respect of Major Airports in India. As such it is not mandated to carry out welfare schemes for Senior Citizens.

8.12. FACILITIES TO PERSONS WITH DISABILITIES

The officers/officials of AERA are on deputation and on loan basis from AAI/AI and at present, there is no Person with Disabilities working in AERA. AERA website www.aera.gov.in is disabled friendly.

8.13. DETAILS CONCERNING ACTIVITIES AND ACHIEVEMENTS OF VIGILANCE DEPARTMENT

No Vigilance case is initiated against AERA Employees during the period under Report.

8.14. SWACHH BHARAT

Swachhta Pakhwada was observed in the Authority during November 1-15, 2020. Following activities were carried out during the Pakhwada:-

(i) Display of banner regarding the Swachhta Pakhwada.

(ii) Cleanliness Pledge and Waste Segregation Pledge has been taken by all employees of AERA.

(iii) All officers & employees cleaned their respective workplaces & drawers.

(iv) "Shramdaan" to clean the area in and around the office complex including terrace, water tank undertaken by officers & employees of AERA.

(v) A poster competition on the topic "Maintaining cleanliness in office" was organized in the office.

(vi) Technical equipments i.e lift, AC and Server Room etc. were cleaned by concerned technical staff.

(vii) Obsolete Furniture & Scrap material which has to be disposed off office premises have been identified by officers/officials.

(viii) Debate competition, Talk on 'Curbing use of plastic in office' and screening of a documentary on cleanliness were organized in the office.

(ix) A Workshop on "Sensitization among the housekeeping manpower" was also organized at AERA by the contractor/vendors and personal safety equipments like masks, gloves etc. were distributed to the housekeeping manpower.

8.15. MISCELLANEOUS ACTIVITIES / INITIATIVES

(i) Workshop on Fire Safety awareness for the Officials of AERA including the security personnel was observed in the Authority in the month of January, 2020.

(ii) To reduce huge amounts of paper work and to make effective & transparent process, AERA has started all official work on E-Office.

(iii) Vigilance Awareness Week was observed in the Authority from 27.10.2020 to 02.11.2020.

(iv) A debate on "How to eliminate Corruption from the society/ समाज में भ्रष्टाचार कैसे खत्म किया जाए" was organised on 02.11.2020. To encourage the no. of participants, prizes/honorarium were also awarded to the winners.

(v) Various activities to run an awareness campaign focused on Citizen's Duties including Fundamental Duties as enshrined in Indian Constitution, from 26.11.2019 to 26.11.2020, AERA has organized monthly activities for effective implementation to run an awareness campaign on Fundamental Duties.

(vi) National Integration Day & Sadbhawan Diwas were also observed.

9. RAJIV GANDHI NATIONAL AVIATION UNIVERSITY

9.1 INTRODUCTION

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

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

9.2 OBJECTIVE

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

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

9.3 STATE-OF-THE ART INFRASTRUCTURE

The infrastructure of the University, viz. Academic, Administrative, Residential, Hostel, Computer Laboratories and other associated infrastructure facilities, includes:-

(i) High-tech IT infrastructure and smart class technology enabled 1.2 lac sq. ft. of Academic Block,

(ii) Two Libraries with dedicated provision for digital library,

(iii) Two Seminar halls each of approx. 200 seating capacity with video conferencing facility;

(iv) Open air theatre with space frame structure;

(v) Canteen, Medical Room and Common Room for students;

(vi) Facilities like designated approach road and car parking,

(vii) UG water tank, 33KVA dedicated power supply from UPPCL and 100% power backup;

(viii) Wi-Fi enabled hostel accommodation facility for 576 students with recreation and Gym facilities;

Open Air Theatre

Seminar Hall

Hostel Block

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

9.4   IMPORTANT ACTIVITIES

9.4.1 Post Graduate Diploma in Airport Operations (Academic Year 2019-20)

The University has successfully completed the classroom training for the first academic programme of the University i.e. Post Graduate Diploma in Airport Operations (PGDAO) and the students have been sent to Delhi and Hyderabad International Airports for internship of 06 months as part of the curriculum. The purpose of the training is to provide specialized working knowledge in International Airports and enable the students to familiarize with the core structure and functioning of every sections of the Airport Operations. It gives them opportunities to enhance their skills as an aviation professional in future aspects.

9.4.2. Bachelors of Management Studies in Aviation Services and Air Cargo (2020-23) Batch

The University has launched its third Academic and first Undergraduate Programme i.e. Bachelor of Management Studies in Aviation Services and Air Cargo (BMS) in collaboration with Logistics Sector Skill Council (LSC) with an intake of 32 students.

BMS is an apprenticeship embedded three years' degree programme with prime objective to create adequate skills for gainful employment at various levels in Logistics Industry. Initial two years will be classroom training and one year of Apprenticeship Training in Aviation / Air Cargo companies with monthly stipend of about Rs. 9,000/-.

The second batch of PGDAO programme has commenced on 04th November, 2020 in compliance with the Government guidelines on precautionary measures for COVID-19, issued from time to time, with an intake of 23 Students . Initially, four weeks' classes were conducted online which includes 14 days isolation of student at RGNAU hostel block. Thereafter, physical classes have been started w.e.f. 10th December, 2020 by following COVID-19 norms such as social distancing, face mask, temperature checks at entry points etc.

During the year 2020, the University has launched two new academic programmes i.e. Basic Fire Fighting Course (BFFC) and Bachelor of Management Studies (BMS) in Aviation Services and Air Cargo.

9.4.3 Basic Fire Fighting Course (March, 2020 - August, 2020 and December, 2020 - June, 2021)

Basic Fire Fighters' Course (BFFC) is 06 months' certificate programme with an aim to produce skilled manpower who will be able to Perform fundamental duties of aircraft rescue and fire-fighting for both aircraft emergencies as well as building fires at airports, in accordance with International Standards and Recommended Practices.

The University trains BFFC cadets with basic skills in handling structural fires, technical rescues and mitigation of hazardous material (Hazmat) incidents.It includes a mix of theory at RGNAU Fursatganj and physical training at Indira Gandhi Rahtriya Uran Akademi.

The first batch of BFFC has commenced on 16th March, 2020 with an intake of 19 cadets. The first batch has passed out on 30th September 2020.

In December 2020, the second batch of Basic Fire Fighters' Course has also been commenced at the University with an intake of 16 cadets. The delivery of training for the initial week was done through online mode and the subsequent classes were conducted physically after receipt of RT-PCR negative test report of students.

9.4.4 To develop the University as a leading research hub for aviation and to ensure industry relevance of the courses, the University has forged several collaborations. Rolls-Royce has signed a Memorandum of Understanding (MoU) with Rajiv Gandhi National Aviation University to build future competencies required by the Indian aviation industry. The MoU outlines how Rolls-Royce will support the University in developing curricula and offer international experts for guest lectures. Rolls-Royce will also offer internship positions to qualified students across Rolls-Royce sites in India.

9.4.5 The University has also signed MoUs with Bird Group and MRO Association of India. Such partnerships will help the University faculty and students to develop the most appropriate skills they need in the aviation industry by enabling access to the global technical experts and aiding the University in its endeavor to offer world class aviation education in India.

9.4.6 The International Air Transport Association (IATA) has signed a Memorandum of Understanding (MoU) with the Ministry of Civil Aviation (MoCA) and the Rajiv Gandhi National Aviation University (RGNAU), to strengthen human resource possibility over India's aviation industry. Under the agreement, the signatory institutions would leverage the existing infrastructure for training in India to expand the reach of vocational training in aviation disciplines.

9.4.7 The University had signed a MoU with HAL for growth of pool of Human Resources in the aviation and aerospace industry. The University is planning to launch its fourth academic course i.e. MBA in Aviation Management in collaboration with prominent institutes.

9.4.8 With this objective, the University is in discussions with various institutes across the nation such as IIT Bombay, IIT Kanpur etc. for exploring the possibility of getting into collaboration with these institutions for conduct of various Graduate and Post-Graduate Programmes.

9.4.9 The University is exploring collaboration opportunities with various institutions and universities in India and abroad to give students and professionals better academic and practical exposure on the aviation sector. The target of the University is to provide a conducive environment for learning and personality growth of the individual.

9.5 EDUCATIONAL / CULTURAL / SPORTS EVENTS

9.5.1 An event called "Hawai Chaupal" was organised on 28th February, 2020 wherein students conquered a bouquet of valuable ethics and experiences of Aviation Industry shared by the Aviation Experts. The experts include Mr. Sunil Bhaskaran, CEO & MD from Air Asia India, Mr Thomas Hoff Andersson, Ex-COO, Bangalore International Airport Ltd. and Mr. Sajit T.C., Board Director, Kempegowda International Airport, Bengaluru.

9.5.2 The Aviation Experts visited RGNAU and delivered Guest Lectures to students and informed about the huge opportunities and various aspects of the Aviation Sector in India. They even assured opportunities to students for future requirements in their respective organisations.

9.5.4 The IGRUA's trainee Pilots were invited to participate in the event and played friendly matches with students of RGNAU. At the time of closing ceremony, several prizes were given to winners by officials of RGNAU and IGRUA.

9.5.3 The University has inaugurated first in-house Sports and Cultural Festival "Udaan 2k20" during February, 2020. Various games were organized during the event which includes – Cricket, Volleyball, Rangoli Competition, Painting, folk dances & cultural programmes etc.

9.5.5 The University has celebrated Hindi Maah in the month of September 2020 w.e.f 1st September, 2020 to 30th September, 2020. Several Competitions were organized amongst the RGNAU staff and students which included – Essay Writing, Calligraphy Competition, Note and Drafting Completion, Speech Competition, Debate Competition etc. The objective of this event was to promote and understand the keen importance of Hindi language in the personal and professional aspects of personnel.

9.6   POLLUTION CONTROL

A plantation programme was undertaken in the areas near boundary walls, parking and other green areas of the Academic and Residential Block under which more than 50 plants were planted.

All possible measures are being taken to minimize the pollution during development of campus. A large number of trees are being planted in the upcoming RGNAU campus which will help to minimize the impact of pollution.

The guidelines given by GRIHA Council regarding pollution control and environment protection is being adhered to, for eco-friendly development of RGNAU campus. Rooftop solar plants have already been installed on top of the academic and residential buildings of RGNAU.

As a step forward to reduce air pollution, the University campus has been kept as smoking free zone. Further, single

use plastic has been banned in the University campus.

In future also, efforts will be made to minimize the impact of pollution by planting large number of trees and developing green areas in RGNAU campus.

9.7 WOMEN WELFARE INCLUDING GENDER BUDGETARY DATA

For the safety of girl students and women employees at the University campus (both academic as well as residential campus), an Internal Complaints Committee (ICC) has been constituted in accordance with the provisions of the "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". The broad functions of the ICC is to take note of any violation of the basic principles of gender sensitivity and gender justice in the University campus and act against the same as deemed appropriate. Keeping in view the safety and security of girl students, the hostel accommodation have been divided into two parts by creating partition in between the girls and boys hostel area.

9.8 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MECHANISM

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

9.9 SC/ST/OBC REPRESENTATION AS ON 31.12.2020

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

9.10 ISSUES RELATED TO DEVELOPMENT ACTIVITIES TAKEN IN THE NORTH-EAST

This University is located in state of Uttar Pradesh, therefore, this does not concern development of North east part of the country. However, this aspect will be considered at the time of considering the admission of the students / trainees for various courses to be run by University.

9.11 WELFARE OF SENIOR CITIZEN

The present and future activities of the University are not related to this particular aspect.

9.12 FACILITIES TO PERSONS WITH DISABILITIES

To provide easy access to persons with disabilities, ramps have been provided in the academic building. Similarly, flooring with tactile tiles have been done to guide visually impaired users.Separate toilets have also been made for easy use by persons with physical disabilities in academic building of RGNAU. Adequate lighting is provided in all areas of academic building to help visually impaired persons. Also, provision of lifts have been made in hostel and residential blocks of the University.

9.13 DETAILS CONCERNING ACTIVITIES AND ACHIEVEMENTS OF VIGILANCE DEPARTMENTS

At present, there is only one regular employee in the University i.e. Finance Officer. Presently, the Acting Registrar is handling all the matters related to vigilance complaints through Finance Officer, as Vigilance Officer.

9.14 CITIZEN CHARTER

The Citizen Charter will be developed once sufficient number of employees join the University.

9.15 SOCIAL WELFARE ACTIVITIES

The University, as the center of knowledge generation and sharing, plays a very important role in solving world's problems by ensuring a sustainable tomorrow.Visit of students from the primary school of local village, i.e. Tarauna, have been organized in the University campus on various events, where they witnessed various functionalities of the University and became motivated towards aviation field.

To develop the togetherness amongst employees and students of the University irrespective of their positions, some common welfare events were organized from time to time such as Vishwakarma Pooja, Christmas Eve Celebration, Deepavali celebration etc. These events were organized in order to emphasize the perception of "Unity in Diversity".

At the time of enrollment of students for the various courses of the University, assistance was given to prospective candidates for availing loan facility from various banks across the nation.

10. AIRPORTS AUTHORITY OF INDIA

10.1 INTRODUCTION

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

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

The main functions of the Authority are as under:-

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

- Provision of Communication, Navigational and Surveillance Aids.

- Expansion and strengthening of operational areas viz. Runways, Aprons, Taxiways, etc. and provision of ground-based landing and movement control aids for aircrafts & vehicular traffic in operational area.

- Design, development, operation and maintenance of passenger terminals.

- Development and management of cargo terminals at international and domestic airports.

- Provision of passenger facilities and information systems in the passenger terminals.

10.2 POLLUTION CONTROL

Energy Conservation Measures:

Airports Authority of India (AAI) is consistently endeavouring with all the required programs & SOPs in line with the Government's Directive & ICAO initiatives to meet the commitment to conserve environment/resources and to reduce the adverse impact on society, community and ecosystem, thus contributing to National Action Plan for Climate Change (NAPCC). AAI has mainly taken following steps:

- **Installation of Solar PV Plant at Airports:-** AAI is focusing on energy conservation by exploring alternative solutions for generating green energy by installing and operating roof top & ground mounted solar power plants. **AAI has installed around 44.37 MWp capacity Solar Power Plants** at its various Airports and 12 MWp Solar Energy is being procured through open access. Work is **in progress for around 16.26 MWp** capacity Solar Power Plants. AAI has generated 480 Lakh units and sourced 2.26 lakh units through open access, translating to benefit of Rs. 29 crore in the year 2020. **This has also resulted into reduction in Carbon Emission of 57,900 tCO$_2$ per annum**.

Further, AAI has signed MoU with NVVN (NTPC Vidhyut Vyapar Nigam), a wholly owned subsidiary of NTPC Ltd, to establish Solar Power Plants and Purchase of Solar Power through Open Access to make 100% green powered airports in phased manner.

AAI and NVVN will also jointly work towards supporting Govt. of India initiatives for adoption of electric vehicles by creation of public charging infrastructure and promoting usage of electric vehicles at airports. A Plan will be developed for adoption of electric vehicles on city side and airside at various airports and provision of Electric Vehicle Charging Stations.

Energy Audit at Airports: -

As per Energy Conservation Act, 2001 issued by Ministry of Power, various energy saving measures have been taken up consistently under identified short term and long term measures through regular Energy Audits by specialized agencies. The Review audits mandated to be carried out after 03 years to assess the effectiveness of implementation measures of previous audits are already completed for 33 no. airports. Further, 11 airports are completed in the year 2020.

National LED program (UJALA- Unnat Jyoti by Affordable LEDs for all):

AAI has already completed replacement of conventional light fixtures with LED fittings. In phase I, 23 airports are completed with expenditure of Rs. 16 crores approx. In phase II, the work for expenditure of Rs. 24.41 crores at 62 airports has been taken up by M/s EESL- nodal agency implementing National LED program of Government of India. The replacement at 52 airports has already been completed. Further, 06 airports are completed in the year 2020 and 04 airports under progress.

ACI – Airport Carbon Accreditation (ACA) certification:

AAI has participated voluntarily in the Airport Carbon Accreditation program launched by Airports Council International (ACI) and has achieved Accreditation of Level-2 (i.e. "Reduction in Carbon Emission") during December 2019 for 04 Airports – Kolkata, Trivandrum, Bhubaneswar & Varanasi by formulating Carbon Management Plan and reducing the direct Green House Gases (GHG) emissions, which shows AAI's commitment towards fulfilment of environment obligations by reducing carbon footprint at its Airports. The Certification is valid up to Dec'21.

10.3 PUBLIC GRIEVANCE REDRESS MACHINERY AIR SEWA

Air Sewa is an initiative of Ministry of Civil Aviation, launched in 2016, to offer passengers a convenient and hassle-free air travel experience.

Air Sewa platform brings various aviation stakeholders like airports, airlines, DGCA, BCAS etc. on a common platform for redressal of air traveller's grievances thus integrating various stakeholders in aviation sector with whom an air traveller has to interact during air travel.

It works through an interactive web portal (airsewa.gov.in) and mobile app for both Android and iOS platforms that includes a mechanism for grievance redressal, checking flight status/schedule information, airport Information and FAQS.

Air Sewa is planned to have additional features like escalation of the grievances, transfer of the grievances amongst stakeholders, mobile app for the nodal officer, maps for select airports and dashboards in future release.

10.4 DIGITAL INITIATIVES

10.4.1 Digi Yatra

Considering the growth projections, its direct impact on the passenger journey, the cost of Infrastructure and the impact on the speed and efficiency of passenger processes, Ministry of Civil Aviation has taken up a key initiative to reimagine domestic air travel in India by looking beyond the conventional "build a bigger Airport to manage more Passengers" to look for Innovation and technology for better and cost-effective solutions.

One of the key initiatives in this direction is "Digi Yatra" which intends to give a seamless, hassle-free and paperless journey experience to every domestic air traveller in India. Using cutting edge Identity Management and "Face recognition" technologies, it aims to simplify the passenger processes at various check points in the airport right from the terminal entry gate, check-in/ bag drop, security check and boarding gates.

With Digi Yatra, passengers will no longer need to show their tickets/ boarding passes and their physical Identity cards at many of the check points at the airport. This will lead to reduced waiting time in queues, faster processing times and simpler processes

10.4.2 Digital Sky

This project is aimed to develop an IT platform to enable the Drone ecosystem in India by enforcement of the DGCA CAR 1.0 digitally.

Digital Sky platform would provide features to bring different agencies on the same platform to enable the registration of Drones, flight planning, real time tracking, conflict management and flight log analysis to check for deviation from the approved flight plans.

System is envisaged to divide the Indian airspace in red, yellow and green colour zones with respect to the no permission to fly drone, controlled permission to fly drones and approved zones for drone flying respectively. System would allow to add / update the zones as per the requirements to address the dynamic need to permit or deny the drone flying in a specific air space. It is also planned that system would be able to capture the real time telemetry information from drones and also provide the inputs for the conflict management of the Drone flights.

10.5 SC/ST AND OBC REPRESENTATION AS ON 31.12.2020

The manpower strength of SCs/STs/OBCs in 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.
16941	3575	21.10	1401	8.27	4153	24.51

10.6 ISSUES RELATING TO DEVELOPMENTAL ACTIVITIES TAKEN IN NORTH-EAST

1. Capital Schemes Completed during Calendar Year 2020

(Amount in Rs. Crores)

Project-site	Particulars	Completion Date	Completed Cost
Agartala	**Up-gradation of Safety Infrastructure i/c basic strip.** Construction of Operational Boundary Wall, Property Wall, Watch Towers, Perimeter Road and storm water drain at Agartala Airport.	14.12.2020	38.41

2. Capital Schemes under progress Calendar Year 2020

(Amount in Rs. Crores)

Project-site	Particulars	Physical progress	PDC	Approved Cost
Agartala	Construction of New Integrated Terminal Building and associated works at Agartala Airport	97%	31.03.2021	338.94
`	Construction of Residential Quarters for AAI Staffs in AAI Colony at Agartala Airport, Agartala(Tripura)	86%	31.03.2021	19.12
	Construction of hangar	97%	31.03.2021	34.16
Barapani	Extension & strengthening of R/way & allied works.	50%	31.03.2021	34.00
Dibrugarh	Construction of hangar	43%	31.12.2021	21.70
	Dismantling of existing open drain in operational area and construction of new covered drain at the same location	30%	31.03.2021	23.35
	Construction of ATC Tower and Technical block.	2.75%	12.03.2022	44.29
Dimapur	Strengthening of runway, taixway & apron i/c construction of Isolation bay with link taxiway at Dimapur Airport	96.10%	31.03.2021	43.22
Guwahati	Construction of new Terminal building, control tower, Hangars, fire station, car park, substation, cargo and ancillary buildings at Guwahati Airport	41%	31.03.2022	859.86
Imphal	Construction of International cargo terminal at Imphal Airport.	43%	31.12.2021	15.93
	Construction of Hangar, Associated apron & link taxiway at Imphal Airport	49%	31.12.2021	35.90
Itanagar	**Construction of New Greenfield Airport at Holongi Airport.** Development of Runway, Apron in operational area and allied works.	3%	31.12.2022	416.00
Silchar	Extension of Apron and construction of New Link Taxiway at Civil Enclave, Silchar Airport.	12.50%	17.02.2022	14.89

Tezu	Construction of Terminal Building and allied works at Tezu Airport (Balance work)	67%	30.06.2021	53.95

3. Projects under Planning Calendar Year 2020

(Amount in Rs. Crores)

Project-site	Particulars	Cost	Status	Remarks
Imphal	Construction of New Terminal Building i/c apron bays.	727.48	Tender invited on 30.09.2019. Envelope- I & II has been opened and Financial BID opened on 06.10.2020. File put up for acceptance of lowest bidder i/c PIB approval.	Probable date of Start – Mar., 2021. Expected Date of Completion- Feb., 2024.
Itanagar	C/o Terminal Building, Car Parking, Technical Block, Residential Quarter, E & M Workshop, Medical Centre and balance city side development	202.00	The tender is cancelled as no bidder could satisfy the NIT criteria. The fresh NIT called on 11.08.2020. The financial BID is opened and the case has been forwarded for FC and acceptance by CA.The likely date of award Jan, 2021. PDC December, 2022.	Probable date of Start – Feb, 2021. Expected Date of Completion- Dec., 2022.

10.7 PHOTOGRAPHS FOR DEVELOPMENT PROJECTS AT VARIOUS AIRPORTS

1. **Agartala Airport**

New Integrated Terminal Building at Agartala Airport

Construction of Operational Boundary Wall

Construction of Residential Quarters

2. Barapani Airport

Barapani - Extension & strengthening of R/way & allied works

3. Dimapur Airport

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

4. Dibrugarh Airport

Name of Work: Dismantling of existing open drain in operational area and construction of new covered drain at same location at Dibrugarh Airport
Agency : M/s Pabscon

RCC work at Drain in progress

Name of Work: Construction ATC tower Cum Technical Block at Dibrugarh Airport
Agency : M/s Badri Rai & Co.

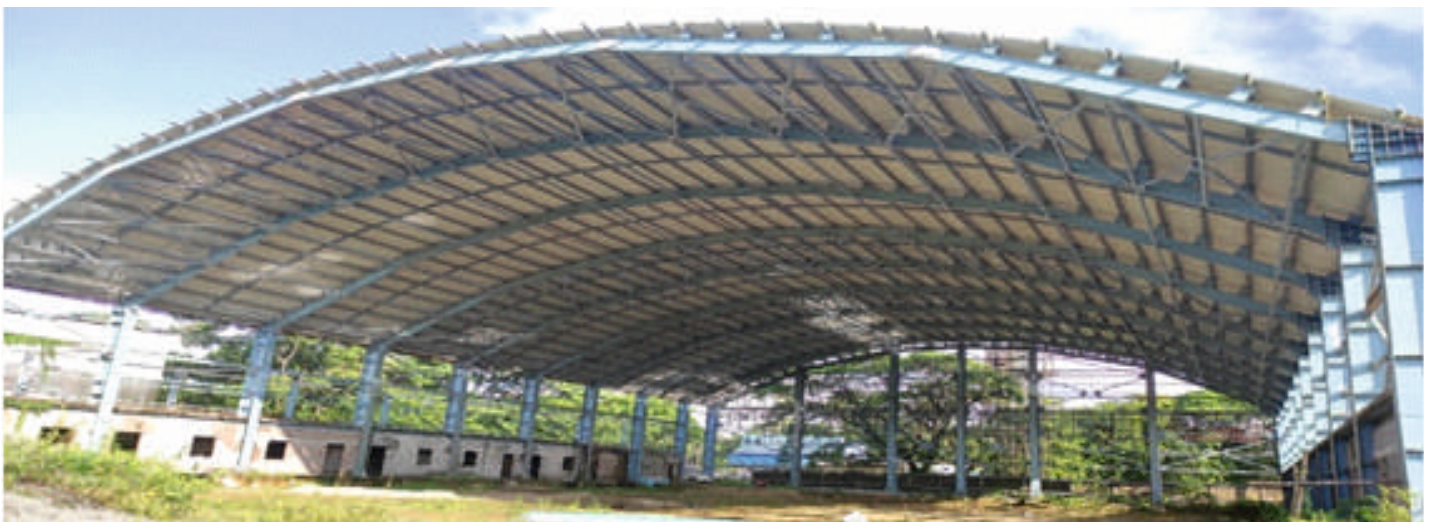*Reinforcement casing lowering at ATC site*   *Hangar*

5. Guwahati Airport

Construction of New Terminal Building

6. IMPHAL AIRPORT

Imphal- Construction of International Cargo Terminal

Imphal-Construction of Hangar

7. TEZU AIRPORT

8. ITANAGAR AIRPORT (Holongi)

Site Cleaning Work in Progress

Soil exploration work completed

10.7 FACILITIES TO PERSONS WITH DISABILITIES

(i) **Ramps:** Smooth ramps with anti-skid flooring of the comfortable gradient are provided at the Terminal Building entry points and city side area.

(ii) **Doors:** Sensor fitted doors / manned doors at entrance are provided for easy accessibility. Door opening are wide enough for easy access for wheel chair passengers.

(iii) **Toilets:** Specially designed separate toilets for Persons with Disabilities are provided with appropriate signages.

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

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

(vi) **Wheelchairs:** Wheelchairs are available with Airport Manager and Airlines on demand.

(vii) **Car Parking:** Reserved parking spaces with signages have been provided on city side of Departure and Arrival Terminals at various Airports. Slots of 3.6m x 5.0m car park space are specially designated in the car parking area for Persons with Disabilities.

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

(ix) **Tactile Tiles:** Tactile Tiles are provided at Airports for visually impaired passengers from alighting points to entry vestibule at Metro Airports.

10.8 INITIATIVES TAKEN BY AAI FROM 1ST JANUARY 2020 TO 31ST DECEMBER 2020 TO MAKE AIRPORTS ACCESSIBLE TO ALL UNDER THE 'ACCESSIBLE INDIA CAMPAIGN'

• General guidelines as shared by Ministry of Social Justice and empowerment on the 10 features of accessibility have been shared with all AAI airports for making the airports accessible, which include

1. Accessible Route/Approach
2. Accessible Parking
3. Accessible Entrance to the Building
4. Accessible Reception (Helpdesk)
5. Accessible Corridor/Tactile Flooring
6. Accessible lift
7. Staircase with Handrails (Main passenger movement zone)
8. Accessible toilets
9. Accessible Drinking Water Facility
10. Signage

• Accessibility features are being incorporated in all the AAI airports

• Data for 54 airports has already been uploaded on the MIS portal of AIC and data of other airports is being uploaded.

• Presently 07 AAI Airports namely Ahmedabad, Jaipur, Calicut, Kolkata, Trivandrum, Trichy and Chennai are having Ambulift facility through Ground Handling agencies.35 Airports of AAI already have aerobridge facility.

• AAI has initiated the procurement process of Ambulifts at 20 Airports having Code C or above Aircraft Operation and doesn't have aerobridge facility to ensure seamless transfer of Divyang passengers. Tender has been invited for procurement of 20 Nos Ambulift and the technical bid was opened on 10th Nov, 2020. Tender shall be finalized by January,2021 and expected date of completion of project in December'2021.

• AAI is conducting regular sensitization workshops with Airport Directors and other staff of AAI explaining the 10 points guidelines and standards requirements.

• AAI also trains employees at Indian Aviation Academy on the special standardized training package created under ICAO Trainair Plus program on ICAO STP: Passengers with reduced mobility.

• Personnel on help desk are being given training to communicate efficiently with all Divyangjans including training on sign language for hearing impaired and mute (deaf and dumb) persons.

• As per RPwD act 2016, accessibility standards/ guidelines are required to be notified by Ministry of

Civil Aviation. In this regard, 'Guidelines for Accessible Airports in India' containing all the details on Accessible Airport Infrastructure including the above 10 features of accessibility has been prepared by AAI and forwarded to MoCA. Further, MoCA advised that the points related to airlines and BCAS to also be incorporated to make comprehensive guidelines of Ministry of Civil Aviation.

• This comprehensive handbook incorporating all the accessibility features of infrastructure, security services and airlines would be forwarded by MOCA to DEPwD for vetting, post which it will be published.

10.9 DETAILS CONCERNING ACTIVITIES AND ACHIEVEMENTS OF VIGILANCE DEPARTMENT

1. **Preventive Vigilance (Training Activities / Systemic Improvements/ Inspections)**

   Vigilance Department is conducting training-cum-workshops across the country for all AAI employees. Also conducts Induction level training for fresh Executives wherein basic module of Vigilance Administration/functions is included. 2020, 7 training-cum-workshops were conducted covering total 846 participants. These workshops are being organized through virtual mode.

2. **Systemic improvements:** In order to bring about transparency, uniformity and to streamline the procedures and practices in the sensitive areas of working of the Public Sector Undertakings, the following measures were taken for systemic improvement: -

   1. Systemic improvement issued regarding excluding consultancy part from the scope of escalation in tender document as per GCC clause 10 CC.

   2. Systemic improvement for Payment Gateway integration on CPP portal for collection / refund/ settlement of Tender Processing Fee and EMD issued on 05.10.2020.

   3. Systemic improvement for testing & commissioning of specialized equipment at site issued on 07.10.2020.

      Earlier, escalation clause was being invoked in those cases also where the actual price of material like Cement, Steel was less than the base price. Now a mandatory clause has been inserted in all Engineering Contracts plugging this loop hole.

3. **Vigilance inspections (Periodic & CTE Types):** Due to outbreak of COVID-19 pandemic and in view of various preventive measures and restriction on tour & travel, instruction has been issued to carry out inspections at local level. So far as 16 Periodic inspections & CTE Type inspections have been conducted in the corruption prone areas of the industry such as tenders, electrical works, civil works, construction, IT works, General Administration & Commercial Department. In the CTE type and Periodic Inspections as a part of Preventive Vigilance a recovery of 105.86 Lacs is made.

4. **Extent of IT usage and the e-governance usage of Leveraging Technology and Animation including in Procurement/Recruitment, service delivery, sales and disposal etc.**

   Vigilance department emphasized on the use of digital technology in various processes like e-tendering on CPP portal, Procurement through GeM portal, e- Auction, e-payment, e- vigilance clearances and use of e-office & e-mails etc and periodic reports were called from IT Dte on Quarterly basis. Information System Audit is done regularly for IT based applications running in the Organization.

   Internal Audit reports, CAG audit reports, Compliance Audit reports etc. are being scrutinized on regular basis. On the basis of such scrutiny, detailed investigation was done in one case wherein, lapses were observed and penalties have been recommended against erring officials.

5. **Vigilance Awareness Week-2020:** As per the guidelines issued by CVC the VAW 2020 was observed from 27th October to 2nd November, 2020 with the theme **"सतर्क भारत समृद्ध भारत - Satark Bharat, Samriddh Bharat (Vigilant India, Prosperous India)"** at Airports Authority of India (AAI). The weeklong celebrations of VAW-2020 covered approx. 12 Lakhs People across **131** Airports/offices in **27 states & 08 UTs. Approximately 35,000** Employees, Stakeholders/Customers, School Children & College students and Citizens actively participated in the various activities/measures. 25,145 persons took Integrity Pledge (Normal & e-pledge) during the week which includes 13,482 employees/ stakeholders posted at 131 Airports / Offices of AAI

in 27 states & 08 UTs. Total 88 nos. of workshops/sensitization programmes were conducted within the organization with 2,451 participants. Various competitions viz. Essay Competition, Debate Competition, Slogan writing, drawing competition, Speech Competition, Quiz, Elocution, Painting Competition, Poster Making etc. were conducted at 102 **Airports/offices** in 27 **States & 05 UTs** in which 2329 **employees** and **family members** participated on the topics related to Vigilance Awareness, Moral Values, Ethics etc.

6.   **Integrity clubs:** AAI has established 41 Integrity clubs so far covering 27 states and 08 UTs in which approx. 2500 Students became active members. Various activities were conducted in these Integrity Clubs, in which 2131 students participated during VAW 2020.

7.   **Punitive Vigilance:** The data regarding position of cases taken up for investigation, departmental inquiry, cases in which penalty was imposed is as under:

Total cases taken up for investigation	14
Total no of officials placed under Suspension	02
Total no of cases in which major penalty was imposed	20
Total no of cases in which minor penalty was imposed	50

In order to implement the Regulations and procedures operative steps are being taken by the Vigilance Department so that the organization could reach the commanding heights in the economic and social development of the country through prompt and efficient service.

10.9 HIGHLIGHTS

1.   **Provisional Financial Performance of AAI for the F.Y. 2020-21**

Financial Highlights (Provisional)

(Rs. in crores)

Particulars	Amount
Revenue	4755.44
Expenditure	9078.98
Profit Before Tax	(-) 4323.54
Profit After Tax	(-) 4323.54
Dividend	554.48
Tax on Dividend	Nil

Revenue Highlights (Provisional)

(Rs. in crores)

Particulars	Amount
Air Navigational Services	1544.65
Aeronautical Airport Services	1527.86
Non- Aeronautical Airport Services	876.75
Airport Lease Revenue	473.12
Other Income	333.06
Total Revenue	4755.44

Expenditure Highlights (Provisional)

(Rs. in crores)

Particulars	Amount
Employee Benefit Expenses	4396.03
Operating Expenses	1894.42
Administrative & Other Expenses	888.53
Financing Charges	100.00
Depreciation	1800.00
Security Expenses	0.00
Total Expenditure	9078.98

Contribution to Exchequer for the FY 2020-21 (Provisional)

(Rs. in crores)

Dividend	Dividend Tax	Guarantee Fee	Income Tax	GST	Total
138.57	0.00	2.16	375.00	673.03	1188.76

Note:

1.   The Projected Revenue of FY 2020-21 includes an amount of Rs. 473.12 towards Lease Revenue received for the period April 2020 to December 2020 only.

2.   Though AAI will be in loss for the FY 2020-21, the Dividend for the FY 2020-21 has been worked out based on DIPAM Guidelines @ 5% 0f Net worth. It is also stated that AAI has already submitted a request to MOCA to exempt AAI from payment of any Dividend for the FY 2020-21 due to adverse impact of COVID 19 on its financials.

3.   In Contribution to Exchequer, the final Dividend of Rs. 138.57 for the FY 2019-20 has been considered

for payment in FY 2020-21. The Interim Dividend for the FY 2020-21 has not been considered due to COVID Impact on AAI's financials and also in view of the request made to MoCA for exemption in this regard.
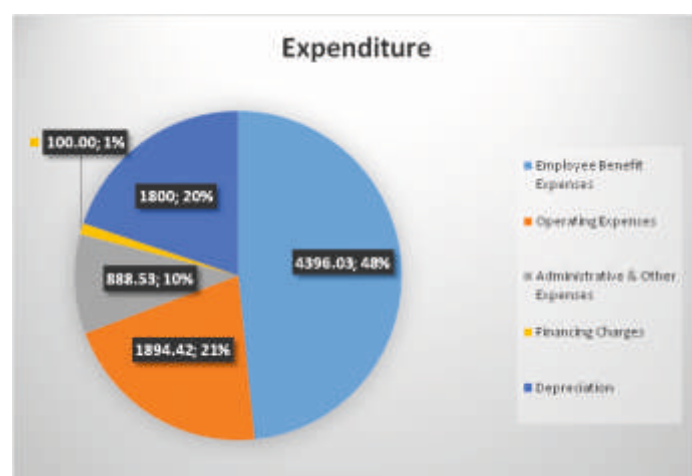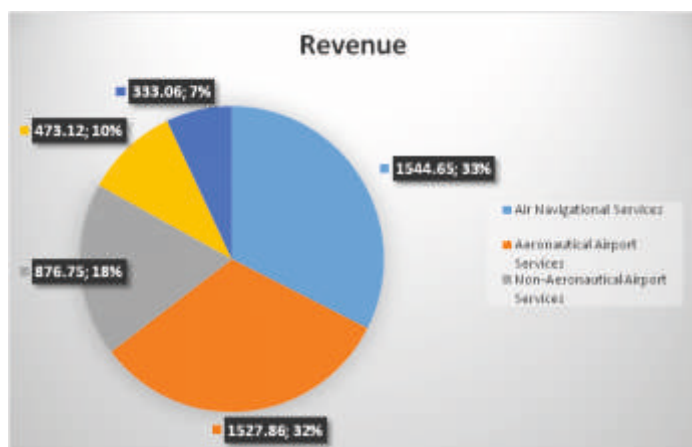
10.10   AERO-PLANNING

10.10.1   Seaplane Operations in India

Ministry of Civil Aviation has already directed Airports Authority of India to identify locations of Tourist/Religious importance near water bodies for setting up Water Aerodromes to introduce Seaplane Operations in India under the prestigious UDAN Scheme. Accordingly, AAI requested several states to identify potential water bodies for conduct of Pre-Feasibility Study for seaplane operations. A Multi-Disciplinary Team with officials from AAI, DGCA and Spicejet was formed to conduct the Study.

Since 2018, based on State Govt./ UT request Pre-Feasibility Study for development of Water Aerodromes has been conducted across 10 States/UT for a total of 31 locations as given in the table below.

S.No.	State	Site of Prefeasibility Study
1.	Odisha	1. Barkul, Chilika Lake
		2. Rambha, Chilika Lake
		3. Satpada, Chilika Lake
2.	Gujarat	4. Sardar Sarovar Dam (Statue of Unity)
		5. Sabarmati Riverfront, Ahmedabad
		6. Shatrunjay Dam
		7. Tapti River, Surat
		8. Dharoi Dam
3.	Assam	9. Uzan Bahbari Bridge, Manas National Park
		10. Kahetama Bridge, Manas National Park
		11. Uzan Bazaar Ghat, Guwahati
		12. Kamlabari Ghat, Majuli
		13. Selek Ghat, Subansiri River, Majuli
		14. Bokaghat Ferry Ghat, Kaziranga
		15. Umrangso, Dima Hasao
4.	Meghalaya	16. Umiam (Barapani) Lake
5.	Uttarakhand	17. Tehri Dam Reservoir
6.	Telangana	18. Nagarjuna Sagar Dam
		19. Hussain Sagar Lake
7.	Andhra Pradesh	20. Prakasam Barrage
8.	Maharashtra	21. Khindsi Dam
		22. Erai Dam
		23. Pench Reservoir
9.	Lakshadweep	24. Agatti Island
		25. Kadmat Island
		26. Kavaratti Island
		27. Bangaram Island
10.	Andaman & Nicobar	28. Swaraj Dweep (Havelock Island)
		29. Shaheed Dweep (Neill Island)
		30. Long Island
		31. Hut Bay Island

Out of the above conducted prefeasibility studies, presently, 12 Water Aerodromes listed below are being developed under RCS UDAN by 2021-22 as routes have been awarded to & from these aerodromes under UDAN 3.0, 3.1 & 4.0.

S.No.	State	Water Aerodrome being developed under UDAN 3.0, 3.1 & 4.0
1.	Gujarat	1. Sardar Sarovar Dam (Statue of Unity) – 3.0 2. Sabarmati Riverfront, Ahmedabad – 3.0 3. Shatrunjay Dam – 3.0
2.	Andaman & Nicobar Islands	4. Swaraj Dweep (Havelock Island) – 3.1 5. Shaheed Dweep (Neill Island) – 3.1 6. Long Island – 3.1
3.	Assam	7. Guwahati Riverfront – 3.0 8. Umrangso, Dima Hasao – 3.0
4.	Telangana	9. Nagarjuna Sagar Dam – 3.0
5.	Andhra Pradesh	10. Prakasham Barrage – 3.1
6.	Lakshadweep	11. Kavaratti Island – 4.0 12. Minicoy Island – 4.0

The following routes has been awarded under UDAN 3.0, 3.1 & 4.0 for the above-mentioned Water Aerodromes:

Sr. No.	Water Aerodrome (From)	Destination (To)	Airline Operator
1.	Sardar Sarovar Dam (Statue of Unity)	Sabarmati Riverfront Surat	Spicejet
2.	Sabarmati Riverfront	Shatrunjay Dam Statue of Unity	
3.	Shatrunjay Dam	Sabarmati Riverfront	
4.	Swaraj Dweep		
5.	Shaheed Dweep	Port Blair	
6.	Long Island		
7.	Guwahati Riverfront	Jorhat Shillong Umrangso	
8.	Umrangso	Guwahati Riverfront	
9.	Nagarjuna Sagar	Hyderabad Vijaywada	Turbo Aviation
10.	Prakasam Barrage	Hyderabad	
11.	Minicoy	Agatti	Spicejet
12.	Kavaratti	Agatti	

Additional 2 Water Aerodromes (Hutbay in A & N Islands and Tehri Dam in Uttarakhand) are awaiting successful bid for route allocation.

The development of these Water Aerodromes will be done by State Govt. in consultation with AAI and Capital Expenditure will be borne under UDAN Scheme. AAI has already appointed a consultant for Preparation of Detailed Project Report & Environmental Clearance for 10 nos. Water Aerodromes out of the listed 12.

As work is underway for development of these aerodromes for regular operations, Five Water Aerodromes (2 in Gujarat & 3 in A & N Islands) have been selected for development on fast track basis for operations under Non-Scheduled Operators Permit (NSOP).

The first Seaplane Operations under this scheme was inaugurated by Hon'ble Prime Minister of India on 31st October, 2020 for Sabarmati Riverfront - Statue of Unity route. The operations at 3 sites in A & N Islands are scheduled to begin by March, 2021.

- **Details of MoU and JV**

➢ A Memorandum of Understanding (MoU) was signed between AAI and State Government of Uttar Pradesh on 05.03.2019 for operationalisation of existing State Government airport at Kushinagar, Uttar Pradesh by Airports Authority of India.Kushinagar Airport has declared international Airport by Union cabinet on 24.06.2020.

➢ A Memorandum of Understanding (MoU) was signed between AAI and State Government of Himachal Pradesh on 15.01.2020 for Greenfield Airport at Nagchala ,Mandi .

10.10.2 ATM-Survey

1) Total 27 Airports were surveyed including 02 water aerodromes despite COVID-19 pandemic .

2) In 13 RCS airports out of 27 total airports, OLS Survey related work was done within record stipulated time which includes 06 unserved and 03 underserved RCS airports.

3) Both water aerodromes Sabarmati river front and Statue of Unity were successfully operationalized first time in India and inaugurated by Hon'ble PM within timeline on 31/08/2020.

10.10.3 BDU Dte.

14th Jul 2020: MOU between AAI and BEL for Co-operation in the on field of Civil Aviation

In what can be termed as a land mark event, Airports Authority of India (AAI) and Bharat Electronics Limited (BEL) which is a Navaratna PSU under Ministry of Defense, pioneer in Design and manufacturing of Professional Electronics, have entered into an overarching MOU that will provide a platform for Collaborative development and support for both the organizations to address the emerging Airports business globally including that of Asia Pacific region.

In furtherance of such cooperation, AAI, in the role of development partner, shall render assistance to BEL in its domain of expertise to enable execution by BEL, prestigious MEA projects outside India. Both the parties shall work in close cooperation with each other in the field of civil aviation in present and in future projects being handled by M/s BEL.

06th November 2020 : AAI & CHIAL signed agreement for implementation of SKYBOOKS360 System

Integrated E-Business Solution to Airport Operators. It is a comprehensive end to end solution for invoicing, financial management, accounting services and reporting, with interactive dash board reporting, combining all aviation related complex processes, on a single platform. Furthermore, this sophisticated service can be web-based, meaning no heavy IT implementation with zero down time, ensuring prompt and accurate accounting and reporting of diverse business and financial management needs, on real time basis. SkyBooks360 is an International Financial Reporting Standards (IFRS) compliant tool.

11th August 2020 : Project Monitoring Consultancy for Integrated Aviation Hub Hisar Airport- Development Phase 2

Government of Haryana is undertaking International Aviation Hub Project at Hisar. IAH Hisar is one of its kind International Airport Hub being supported by AAI. The detailed projected report (DPR) has already being completed for the project and AAI has been awarded project management consultancy (PMC) for maiden International Airport Project in the state of Haryana.

09th September 2020: Development of Hanimaadhoo Airport
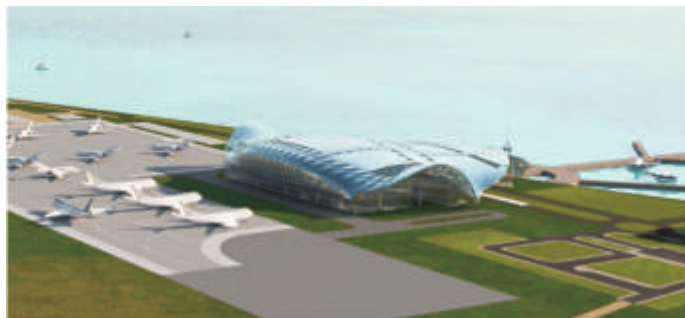
The detailed project report for the development of Hanimaadhoo Airport at Maldives was accomplished by AAI in the month of September – November 2020. The

Hanimaadhoo project is a strategically important project for connectivity between India and Maldives.

November – December 2020: Rationalization of FTO and MRO charges

To encourage setting up of FTOs and MROs at AAI Airports in line with NCAP – 2016 and Hon'ble PM's self-reliant India the charges were rationalized. India has lot of potential to become global hub for FTOs and MROs and has the required resources to address the ever growing domestic and global demand. The rationalization of charges will give impetus to provision of the required infrastructure for setting up of state of the art FTOs and MROs. The proposal for setting up of FTOs at AAI Airport has already been invited and has drawn lot of interest from the Industry.

10.10.4 CAP Dte.

1. **Licensing of AAI's Air Traffic Controllers:**

    *   Total number of Air Traffic Controller's Licenses (ATCOLs) issued – **2633**

    *   Total number of Student Air Traffic Controller's Licences (SATCOLs) – **149**

2. **ATC Rating Endorsement:**

    *   Total number of Rating endorsements- **619**

3. **Authorisation of Instructor & Examiners:**

    *   Instructor- **680**

    *   Examiner- **495**

4. **Authorisation obtained from DGCA to perform ATC duties without endorsement of rating at newly established ATC unit (RCS Airport)under Rule 97 3(i) of Aircraft Rules, 1937:**

    *   Jagdalpur Airport – **w.e.f. 18th September, 2020**

    *   Kushinagar Airport- **w.e.f. 5th October, 2020**

    *   Rupsi Airport- **w.e.f. 28th October, 2020**

5. **Authorisation obtained from DGCA to perform temporary ATC duties without endorsement of rating unit under Rule 97 3(ii)of Aircraft Rules, 1937:**

    *   Kalaburagi Airport

    *   Nanded Airport

    *   Shirdi Airport

6. **DGCA's approval obtained for AAI's Aviation English Language Training Organisations/Testing Service Providers (AELTOs/TSPs):**

    Total number AELTOs/TSPs – **6**

    *   New Delhi

    *   Kolkata

    *   Chennai

    *   Mumbai

    *   CATC Allahabad

    *   Guwahati

10.10.5 CNS P-I

➢   Total Expenditure incurred INR 257.83 Cr to enhance safety and operational efficiency of Air Traffic up to December 2020 in F.Y. 2020-21.

➢   AAI has installed a new MSSR at Bikaner in the Month of December 2020.

    a) **Stand-alone Mono-pulse Secondary Surveillance Radar:** Mono-pulse Secondary surveillance radar (SSR) is a radar system used in air traffic control (ATC) that measure the bearing and distance of targets using the detected reflections of radio signals.

    b) **Benefit:**

        i.   This facility provides Surveillance based en-route services for Air Traffic Control.

        ii. Increase the traffic handling capacity of the traffic corridor.

        iii. With Mode S level-II MSSR, it is possible to directly communicate with the Aircraft to get specific information like Mode-S address, Speed, heading etc.

➢   AAI has procured 4 Nos of ASR-collocated with MSSR for Nagpur, Varanasi, Jaipur & Bangalore (2nd Radar) Airport.

    a) **Airport surveillance Radar(ASR) collocated with Mono-pulse Surveillance Radar (MSSR):** Primary Radar is an Aircraft-detection system that uses radio waves to determine the range, Radial and speed of aircraft. When its collocated with secondary Radar, the system provides

additional information like Aircraft identification, Altitude, etc.

b) Benefit

i. This system provides Surveillance based approaches for Air Traffic Control.

ii. Increase the traffic handling capacity of Airports.

iii. With Mode S level-II MSSR, it is possible to directly communicate with the Aircraft to get specific information like Mode-S address, Speed, heading etc.

➢ AAI has installed four more ADS-B to enhance aircraft surveillance capability over Indian Airspace.

a) Automatic Dependent Surveillance-Broadcast System (ADS-B): - This is a surveillance technology in which an aircraft determines its position via satellite navigation or other sensors and periodically broadcasts it, enabling it to be tracked.

➢ CNS-planning-I Dte has procured 20 No ILS, in-house installation & testing of this procured equipment in progress.

a) ILS is a ground based electronic equipment that provide precision guidance to an aircraft approaching & landing

b) Benefits:

i. Ensures timely operations in reduced visibility conditions due to fog, rain and snow

ii. Uninterrupted landing and take-off at the airports thereby reducing the delays and fuel burn by the aircraft both due to delay or diversion to the other airports.

iii. Diversion of aircraft due to low visibility will be reduced.

➢ Total 20 Nos. of Doppler Very High Frequency Omni Range (DVOR) has been procured in this year & in-house installation of these equipments in progress.

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

➢ Total 17 Nos of DME has been procured in this year & in-house installation of these equipment in progress.

a) **Distance measuring equipment (DME)** is a radio navigation technology that measures the slant range (distance) between an aircraft and a ground station.

➢ Total 390 Nos of VHF Tx/RX equipment received at CRDS out of 585 Nos.

a) **Supply of Very High Frequency Transmitter & Receiver: -** Very High Frequency Transmitter & Receiver is used for Air to ground communication between Pilot & Air traffic Controller

➢ SITC Work has been awarded to M/s R&S Germany for SITC of HF Rx (48 Nos).

a) **SITC of High Frequency Receiver:** - High Frequency is used for long range Air to ground communication

➢ Total 48 Nos of VCCS system received at site for further installation.

a) **SITC of Voice Control & Communication System:-** VCCS controls and connects together various voice communication systems used for Air Traffic Management such as VHF Tx/RX, telephone, and other ATC communications. It also provides an internetworked chain & backbone for numerous interfaces acting as an exchange for all the interfaces put together.

➢ **SITC of FSTD at CATC, NIATAM Gondia & Hyd (estimated cost: Rs 49.21 Cr):** AAI has completed tender evaluation process for SITC of FSTD at CATC Paryagaraj, NIATAM Gondia & Hyderabad, contract is being awarded shortly.

➢ **SITC OF PROCEDURAL APPROACH AND AREA CONTROL SIMULATOR FOR CATC PRAYAGRAJ HTC HYDERABAD AND NIATAM GONDIA (Estimated cost: 113.56 Cr):** AAI has completed tender evaluation process for SITC of procedural approach and area control simulator for CATC PRAYAGRAJ HTC HYDERABAD and NIATAM GONDIA, contract is being awarded shortly.

➢ **SITC of ATC Automation system with A-SMGCS:** AAI is floated tender to implement new ATC Automation system with A-SMGCS at Navi Mumbai & Mopa (Goa)

Airport & also planning to replace out-lived ATC Automation system with ASMGCS at Hyderabad, Bangalore & Mumbai airport.

➤ **Future initiative:**

1) **Expression of Interest floated under Make in India policy for following projects planned:**

   a **Remote ATC Tower:** AAI is planning to set-up Remote ATC Tower at Bhavnagar Airport to control the Air traffic of nearby Airports

   - Remote and Virtual Tower (RVT) is a new concept where the air traffic service at an airport is performed at remote location then in the local control tower.

   - **Benefits: -** Remote Tower Solutions provide a smarter approach to air traffic control by digitizing and integrating airport functions and provides the data

   b. **SITC of ASR-MSSR (06 Nos): -** AAI is planning to implement new ASR-MSSR (qty 03 Nos) at Navi Mumbai, Goa (qty 01) Airport & also planning to replace out-lived ASR-MSSR at Bangalore & Hyderabad Airport.

   c. **Supply of VHF Tx/Rx 598 Nos:-** AAI is planning to procure total 598 Nos of VHF Tx/RX .

   d. **Supply of NDB: -** 24 Nos of NDB. NDB is a ground based electronic equipment that provides the homing guidance for the aircrafts to approach an airport.

   e. **Supply of ILS:** 24 Nos of ILS system. ILS is a ground based electronic equipment that provide precision guidance to an aircraft approaching & landing.

   f. **Supply of DVOR:** - 19 Nos of DVOR system. DVOR is a standard International Civil Aviation Organisation (ICAO) ground based radio navigational aid that provides bearing information to aircraft to define air traffic control routes for en-route, terminal and instrument approach/departure procedures.

   g. **Supply of DME:** 42 Nos of LP/HP DME. Distance measuring equipment (DME) is a radio navigation technology that measures the slant range (distance) between an aircraft and a ground station.

   h. **SITC of ARSR-MSSR:** 02 nos. of ARSR-MSSR. Primary Radar is an Aircraft-detection system that uses radio waves to determine the range, Radial and speed of aircraft. When its collocated with secondary Radar, the system provides en-route surveillance with additional information like Aircraft identification, Altitude, etc.

   i. **SITC of ASR-MSSR:** 06 Nos of ASR-MSSR. Primary Radar is an Aircraft-detection system that uses radio waves to determine the range, Radial and speed of aircraft. When its collocated with secondary Radar, the system provides airport approach surveillance with additional information like Aircraft identification, Altitude, etc.

   j. **SITC of ASMGCS:** for Chennai Kolkata. ASMGCS is a Airport Surface Movement Ground Control System for surveillance and safe management of aircraft and other vehicles operating in the operational area.

   k. **Technical proposal for SITC of ATM Automation System for various Airports in India:for various Airports in India.**

   l. **SITC of PAN-India AMHS:** for PAN-India.

   m. **SITC OF GROUND BASED AUGMENTATION SYSTEM (GBAS) :** for AT RAJIV GANDHI INTERNATIONAL AIRPORT HYDERABAD

   n. Supply of DVR

   o. Supply of DATIS

   p. Supply, Installation, Testing & Commissioning (SITC) of HF Transmitters, HF Broad Band Antenna and Associated Accessories.

   q. Supply, Installation, Testing & Commissioning (SITC) of HF Transmitters, HF Broad Band Antenna and Associated Accessories

   r. Supply, Installation, Testing & commissioning of IP Based VCCS Systems

   s. Supply of IP Based VHF Transmitter & VHF Receiver, VHF Antenna and Associated Accessories.

   t. ATC Automation System (46 Nos)

10.10.6   ATM-DoAS

NOC for height clearance	Summary of NOC cases from 1st January 2020 to 31st December 2020					
	Region/NOC Airport	**NOC**	**Building**	**SACFA Mast**	**P/W/F**	**Total Cases**
	All region data	Issued NOC	4976	22015	1139	28130
		Auto-Settled NOC	1762	24069	303	26134
		Rejected NOC	211	396	11	618
		Total	6949	46480	1453	54882
Simulation Studies	Total number of 29 CNS Simulation Study cases related to Airport Operator's projects have been processed by DoAS/CNS(OM) for the period from January 2020 to December 2020.					
Ease Of Doing Business (EoDB)	• The Review and Operationalizing the 16 ULB integrations, where system hand-shake has been completed, has been taken-up. • Requests from 19 other ULBs for integration with NOCAS are under various stages of progress.					
Colour Coded Zoning Maps (CCZM)	• A total of 92 Color Coded Zoning Maps (CCZM) including CCZMs for various RCS airports have been published till now and provided to the urban local bodies for issuance of height clearance below the CCZM approved height.					
Capacity building at the AAI airports for Aerodrome Safeguarding	• In addition to the 18 GIS Analysts-cum-Surveyors posted at field stations and FPD section, process for hiring 15 more GIS Analysts-cum-Surveyors is on.					
Appeal cases through Appellate Committee	• 61 nos. of Aeronautical Study and • 9 nos. of Shielding cases were processed from 1st January 2020 to 31st December 2020					
NOCAS upgradation	• 20 airports aerodrome data updated, • 21 airports runway profile included, • 19 airports requisite OLS surface created either from displaced/proposed runway, • 2 airports master plan updated • New UI for NOCAS website launched, now application can be used on mobile also, NOCAS website main page is multi-lingual • NOCAS migration from old cloud infra to new cloud infra and created two environment staging and live server, • SSL implementation to enhance the security of NOCAS • Aeronautical study module in NOCAS is being developed. • 38 airports for which basic strip updated as per DGCA CAR • 34 airports for which IAL procedures updated/included • 42 airports for which CNS facilities updated/included • 14 ARP points included to protect CNS outside facilities (for NOCAS ID Creation & Auto settle cases)					
Aerodrome Safeguarding workshops	• A total of 7 workshops on **"Aerodrome Safeguarding"** were organized, across all the 5 regions out of which 5 workshops were conducted via video conferencing, wherein more than 350 Officers from AAI, Private Airport Operators, Urban Local Bodies and District Authorities concerned have been sensitized / trained.					
Aerodrome safeguarding Circular (ADSAC)	• 9 ADSAC were issued in 2020, detailing the various procedures, relating to Aerodrome Safeguarding.					

10.10.7 CPMS

1. Traffic Handled (2020 Vs 2019)

Traffic handled at all Indian airports taken together during the year 2020 saw decrease as compared to previous year in all three areas namely aircraft movements, passenger and freight handled. The total aircraft movement, passenger and freight traffic have decreased by 48.8%, 59.1% and 28.6% respectively during the year.

Details of traffic handled during the year and comparison with previous year are given below:

Particulars	2020	2019	%age change
Aircraft Movements (in Numbers)			
International	185071	446882	-58.6
Domestic	1151342	2161464	-46.7
TOTAL	**1336413**	**2608346**	**-48.8**
Passengers (in numbers)			
International	19849675	70031751	-71.7
Domestic	123092726	279282564	-55.9
TOTAL	**142942401**	**349314315**	**-59.1**
Freight (in numbers)			
International	1514837	2074890	-27.0
Domestic	934496	1357507	-31.2
TOTAL	**2449333**	**3432397**	**-28.6**

Note:-The traffic figure for Dec-2020 is provisional.

2. Memorandum of Understanding

Department of Public Enterprises (DPE) and High Powered Committee has approved AAI's performance on MoU parameters at 'Good' with a composite score of 68.25 for the financial year 2018-19.

3. ANNUAL ASQ AWARDS 2019:

Airport Service Quality (ASQ) is the world-renowned and globally established global benchmarking programme measuring passengers' satisfaction whilst they are travelling through an airport conducted by the Airports Council International (ACI).

ACI, a global non-profit organization of Airport Operators, is an independent agency which carries out international bench marking of airport through its participative program known as Airport Service Quality (ASQ) Survey which covers 34 key service areas which includes 8 major categories such as access, check-in, security, airport facilities, food and beverage, retail and more. ACI-ASQ survey is carried out at around 356 airports across North America, Latin America and Caribbean, Africa, Europe, Middle East and Asia Pacific. The ASQ survey results are also monitored by AERA, NITI Aayog and MoCA.

During 2019, ASQ survey was carried out at 25 AAI airports. AAI's continuous efforts to improve the services and passenger facilities at its airports have placed AAI amongst the best service providers in the world. As many as 4 AAI airports have won 10 ASQ awards in different categories in Annual ASQ Awards 2019. The ASQ rating of AAI airports for the year 2019 over 2018 is given at Annexure-I.

LIST OF AAI AIRPORTS THAT WON ANNUAL ASQ AWARDS 2019

S. NO.	AIRPORT NAME	AWARD CATEGORY
1	CHANDIGARH	Best Airport by Size and Region (2–5 million passengers per year)
2		Best Environment and Ambience (2–5 million passengers per year)
3		Best Airport by Customer Service by size (2–5 million passengers per year)
4		Best Airport by Infrastructure and Facilitation by size (2–5 million passengers per year)
5	MANGALORE	Best Airport by Size and Region (2–5 million passengers per year)
6	TRIVANDRUM	Best Airport by Size and Region (2–5 million passengers per year)
7	LUCKNOW	Best Airport by Size and Region (5–15 million passengers per year)
8		Best Environment and Ambience (5–15 million passengers per year)
9		Best Airport by Customer Service by size (5–15 million passengers per year)
10		Best Airport by Infrastructure and Facilitation by size (5–15 million passengers per year)

ANNEXURE-I

S No.	Name of the airport	2019		2018		Difference
		ASQ RATING	RANK	ASQ RATING	RANK	in rating of 2019 over 2018
1	CHANDIGARH	4.97	16	4.90	25	0.07
2	TRIVANDRUM	4.86	40	4.86	33	0.00
3	LUCKNOW	4.86	41	4.86	32	0.00
4	AHMEDABAD	4.86	43	4.77	45	0.09
5	MANGALORE	4.84	46	4.87	31	-0.03
6	INDORE	4.81	48	4.80	41	0.01
7	VARANASI	4.80	49	4.77	46	0.03
8	CALICUT	4.78	55	4.74	49	0.04
9	PUNE	4.71	61	4.71	55	0.00
10	KOLKATA	4.71	62	4.79	44	-0.08
11	AMRITSAR	4.70	63	4.61	70	0.09
12	BHUBANESWAR	4.68	66	4.73	52	-0.05
13	RANCHI	4.66	72	-	-	-
14	GOA	4.65	73	4.63	67	0.02
15	RAIPUR	4.63	75	-	-	-
16	JAIPUR	4.58	81	4.57	74	0.01
17	CHENNAI	4.58	82	4.65	63	-0.07
18	TRICHY	4.52	87	-	-	-
19	GUWAHATI	4.50	93	4.64	66	-0.14
20	VIZAG	4.49	95	4.38	111	0.11
21	COIMBATORE	4.39	121	4.59	72	-0.20
22	SRI NAGAR	4.36	131	4.68	61	-0.32
23	PATNA	4.26	162	4.41	101	-0.15
24	BAGDOGRA	4.14	213	3.70	320	0.44
25	PORT BLAIR	3.96	290	-	-	-
	Average of AAI airports	4.61		4.65		-0.04
	World average	4.24		4.21		0.03

10.11 STRATEGIC INITIATIVE UNIT (SIU)

1. Under National Strategy for Airport development & operation across India and formulation of Model Concession Agreement (NS&MCA), draft Greenfield Model Concession Structure was shared with the various stakeholders for consultation and stakeholders feedback has been complied and submitted to MoCA alongwith draft Model Concession Agreement for finalization.

   As regards to Brownfield Airports, draft Brownfield Model Concession Structure and draft Concession Agreement have been submitted to MoCA for consideration and the same is under finalization.

2. Approval of Union Cabinet received on 03.07.2019 for leasing of 03 Airports of AAI viz. Ahmedabad, Lucknow and Mangaluru to the highest bidder i.e. M/s Adani Enterprises Ltd. for a concession period of 50 years through Public Private Partnership (PPP). AAI and Concessionaires i.e. Adani Mangaluru Intl. Airport Ltd. (AMIAL), Adani Ahmedabad Intl. Airport Ltd. (AAIAL) and Adani Lucknow Intl. Airport Ltd. (ALIAL) have executed the Concession Agreements on 14.02.2020.The concessionaires have taken over Mangaluru, Lucknow & Ahmedabad Airports on 31.10.2020, 02.11.2020 and 07.11.2020 respectively. Union Cabinet on 19.08.2020 accorded approval for leasing of remaining 03 Airports viz. Jaipur, Guwahati and Trivandrum which was conveyed by Govt. of India on 25.08.2020. Accordingly, Letters of Award were issued for these airports on 01.09.2020 to the highest bidder i.e. M/s Adani Enterprises Ltd. for a concession period of 50 years through Public Private Partnership (PPP) which were subject to security clearance which was received on 11.12.2020. The Concession Agreement has been signed on 19th January, 2021.

3. AAI Board in its Board meeting held on 05.09.2019 recommended proposal for undertaking Operation, Management and Development of 06 more airports namely Amritsar, Bhubaneswar, Indore, Raipur, Trichy and Varanasi through PPP. A proposal for clubbing of small unviable airports with each of 06 selected Airport is under examination.

4. Based on the initiatives of SIU, the Kalaburgi Airport was taken-over by AAI and an MoU in this regard was signed between Govt. of Karnataka & AAI on 24.08.2019.

5. Discussions held with Govt. of Karnataka for the development of various airstrips and water aerodromes by establishing a Joint Venture Company wherein AAI will hold 51% stake and remaining 49% will be held by Govt. of Karnataka. The Joint Venture Agreement and the Shareholders Agreement in this regard have been finalized.

6. JV Agreement entered by AAI with State Govt. of Punjab for Halwara Airport, State Govt. of Jharkhand for Dalbhumgarh and Deogarh Airports to ensure mainstreaming of the State into the Civil Aviation growth story.

7. MoU signed on 15.01.2020 with Govt. of Himachal Pradesh (HP) for establishing a Greenfield airport at Nagchala, near Mandi through a JV Company wherein AAI will hold 51% stake and remaining 49% will be hold by Govt. of Himachal Pradesh (HP).

10.12 TRAINING CELL, CHQ

Training Cell, CHQ organized various training programs to cater to capability development of AAI employees. A snapshot of activities conducted in FY 2020-21 (as on 31st Dec,2020) is given below:

Category	No of programs	No. employees trained
CHQ Training Centre	23	646
Open-house Training	20	119
Customized Trainings (Pan India)	10	1716
Foreign Visits	2	6
Induction-level Orientation Training for new recruits	4	120
Discipline-specific Training for new recruits	4	95
Total	**63**	**2702**

During FY 2020-21, due to COVID situation and restrictions on travel, programs were mainly conducted in virtual/online mode. Some of the key highlights are given below:

1. Trainings at CHQ Training Centre

The online trainings were initiated quite early in the lockdown phase. Focus was laid on enhancing skills of employees in day-to-day working by giving inputs on e-office, PMS, GeM procurement, Noting/Drafting etc. In Dec 2020, Learn HR series has been initiated which aims to enhance knowledge of HR officials in various HR domains, in order to prepare them for job rotation and career progression. Throughout the pandemic period, great focus was laid on health and well-being of employees by organizing complimentary health sessions through AAI empaneled hospitals and sessions on stress management through Brahma Kumaris.

2. Participation in Open-house programs

Though participation in open-house programs through Annual Training Calendar has been deferred for a period of one year because of travel restrictions, AAI employees have participated in webinars/conferences/trainings conducted in virtual mode.

3. Induction training for new recruits

To facilitate smooth transition of new joinees at Executive level (E1, E3 and E6), Induction level orientation programs have been resumed in online mode for 2 weeks, while the remaining 2-week training / Outbound Training shall be held at campus once face-to-face training resumes.

4. Discipline Specific Program for new recruits

In order facilitate uninterrupted learning for new joinees in understanding their roles and responsibilities, systems & procedures, discipline specific programs were also initiated in virtual mode in coordination with IAA

5. Foreign Visits

After resumption of international travel, AAI employees are being nominated for meetings and trainings held abroad.

6. Micro-learning

A new initiative on micro-learning 'Ignite' has been initiated whereby relevant inputs relating to civil aviation sector, management concepts, latest terms and trends are being disseminated among employees through a fortnightly flyer. The flyer also includes motivational quote from senior management and periodic quizzes to generate interest among employees.

7. Airport Management Professional Accreditation Program (AMPAP) – 2019-20 batch

12 AAI executives completed their last module of AMPAP course in virtual mode and graduated in November 2020.

8. Engagement of apprentices

AAI continued to fulfill its societal responsibility by providing training to apprentices across locations, in line with guidelines issued by MSDE and MHRD from time to time. For 2020-21, a target of around 900 apprentices (around 3% of manpower strength) has been taken.

9. Internship

Considering the requests of students to undergo internship training during lockdown phase, online internship was introduced w.e.f. June 2020. A total of 27 students have undergone online / face-to-face internship till Dec 2020.

10. Achievement of HRM MoU Parameters 2019-20

Following HRM MoU parameters pertaining to Training Cell were successfully accomplished well within the deadline:

a) Achieving next level of Maturity in People Capability Maturity Model

b) Continuation of talent management and career progression by providing at least one week of training in reputed Indian institutes

c) Capability development in technical and managerial areas with focus on online learning

11. Leadership Development Programs

The thrust on Leadership Development has been continued from previous years through MoUs signed with top management institutes like IIM Bangalore, IIM Indore, IIM Lucknow and MDI Gurgaon. Due to travel restrictions and suspension of residential trainings this year, MoUs with all the mentioned institutes have been extended in order to facilitate continued leadership development among AAI employees. Apart from this, in order to expose employees to leadership, followership and teamwork in para-military training environment, AAI has also nominated its employees for Leadership Development Workshop(OP- PRABAL) conducted by CISF in coordination with MoCA.

12. Development Activities taken in Northern Region

Major Capital Schemes Completed during Calendar Year 2020

Project-site	Particulars	Completion Date	Completed Cost
Jaipur	Expansion / Modification of existing terminal building at Jaipur Intl. Airport, Jaipur	Feb 2020	36.01
Lucknow	Expansion of Existing isolation bay for parking A 330-200 type of Aircraft at CCSI Airport Lucknow	Mar 2020	13.10
Khajuraho	Re-carpeting of existing runway at Khajuraho Airport	Sep 2020	14.20
Dehradun	Construction of Additional Parking Bay at Dehradun Airport	Nov 2020	18.95
Chandigarh	Construction of Apron for 5nos. Code 4C type of aircraft at Chandigarh Airport	Dec 2020	15.89
Fursatgunj	Re-Carpeting of Runway, Taxiway And Other Allied Works At Indira Gandhi Rashtriya Udan Academy, Fursatganj.	Dec 2020	12.88

Major Capital Schemes under progress during Calendar Year 2020

(Amount in Rs. Crores)

Project-site	Particulars	Physical progress	PDC	Approved Cost
Adampur	Establishment of Civil Enclave at Adampur SH: Construction of Terminal Building	37%	Jun 2021	114.85
	Establishment of Civil Enclave at Adampur SH: Construction of Apron, Taxi Track & Associated works.	50%	Mar 2021	
Amritsar	Expansion of Apron for 10 Nos. Code 4C type of aircraft at SGRDJ International Airport (i.e Additional Parking Bays) at Amritsar Airport	52%	Mar 2021	96.15
Bareilly	Development of Civil enclave at Bareilly. SH: Construction of Terminal Building	99.99%	Jan 2021	41.96
Chitrakoot	Development of Airport at Chitrakoot	73%	Jun 2021	31.10
Dehradun	Construction of New Integrated Terminal Building at Dehradun Airport	65%	Dec 2021	456.86
	Construction of New Integrated Terminal Building at Dehradun Airport. SH: Provision of Baggage Handling System along with CT-EDS	40%	Mar 2021	
	Strengthening of Runway & Taxiway	11%	Oct 2021	25.67
Jaipur	Construction of parallel taxi track from Tango taxi to Nallah. (Phase – I) at Jaipur	98%	Jan 2021	30.90
	Construction of additional parking bays at Jaipur Airport	98%	Mar 2021	110.00
	Refurbishment, Retrofit and Renovation of Old Terminal (T-1) Building for International Operation at Jaipur Airport	88%	Mar 2021	67.20
	Construction of Cargo Complex and Apron at CA at Jaipur Airport	97%	Jan 2021	22.80
Jammu	Expansion and strengthening of Runway at Jammu Airport	75%	Mar 2021	77.00
Jodhpur	Construction of new apron and link taxi at Jodhpur Airport	93%	Jan 2021	21.64
Kanpur	Development of Kanpur (Chakeri) Airport	20%	Sep 2021	167.87
Khajuraho	C/o ATC Complex/Fire Stn/MT Workshop at Khajuraho Airport	78%	Mar 2021	35.00
	Windening & Grading of Basic Strip of Runway Construction of perimeter Road and storm water Drain at Khajuraho Airport	45%	Mar 2021	33.77
Leh	Construction of New Domestic Terminal Building & associated works at Leh Airport	30.11%	Dec 2022	480.33

Lucknow	Construction of fire station category IX, Emergency medical Centre & associated work at CCSI Airport Lucknow. (Airport under over to Adani under PPP mode)	84%	Dec 2020	30.88
	C/o of Apron for 08 Nos. Code 4C type of aircraft along with Two link Taxi ways at CCSI Airport. (i.e Additional Parking Bays). (Airport under over to Adani under PPP mode)	35%	Sep 2021	70.44
	Construction of New Integrated Terminal Building at Lucknow Airport. (Airport under over to Adani under PPP mode)	44%	Mar 2022	1383.00
Muirpur	Development of Airport at Muirpur	35%	Jun 2021	31.10
Safdarjung	C/o combined operational complex of DGCA, BCAS, AAIB, AERA & AAI (Deposit work) at Safdarjung Airport	55%	Mar 2021	303.80
Shimla	Restoration of basic strip at Shimla Airport	77%	Dec 2021	124.22
Varanasi	C/o New ATC Tower cum Technical Block	97%	Mar 2021	18.28

Projects under Planning during Calendar Year 2020

(Amount in Rs. Crores)

Project-site	Particulars	Cost	Status	Remarks
Agra	Development of New Civil Enclave	398.14	Had to be cancelled	Tenders were invited, had to be cancelled, pending conclusion ongoing court case and EIA clearance by MoEF.
Amritsar	Parallel Taxi track(PTT) from T/w-E to Runway-16 and rehabiutation of IAF structure at Amritsar Airport	98.00	Planning stage	Probable date of Start - Apr 2021 Expected date of Completion - June 2022
	Expansion of Integrated passenger Terminal Building at Amritsar Airport	243.28		Scheme dropped by Chairman
Allahabad	C/o New fire Training Academy at Allahabad	250.00	Tender opened	Probable date of Start - Jan 2021 Expected date of Completion – Feb 2023
Halwara	Development of Civil Enclave Halwara Airport	300.00	Planning stage	Probable date of Start - Mar 2021 Expected date of Completion – Aug 2023
Jaipur	C/o integrated terminal building	1441	On hold	PPP mode
Jodhpur	New Terminal Building at Jodhpur Airport	400.00	Planning Stage	Probable date of Start - Apr 2021 Expected date of Completion - Mar 2023
Srinagar	Expansion/Modification of New Integrated Terminal Building	494.00	PMC Appointed	Probable date of Start - Mar 2021 Expected date of Completion - Mar 2025
Srinagar	Construction of CISF Barack of BSF campus (PEB & other associated works on D & S basis)	44.38	A/A & E/S stage	Probable date of Start - Jan 2021 Expected date of Completion - Nov 2021
Udaipur	Construction of New Terminal Building at Udaipur Airport	650.00	Planning stage	Probable date of Start - Apr 2021 Expected date of Completion - Oct 2023

13. Development Activities taken in Western Region

Capital Schemes Completed during the year 2020

Amount (Rs. in Crores)

Project-site	Particulars	Completion Date	Completed Cost
Aurangabad	Construction of MSSR building	Dec-2020	3.00
Indore	Provision of Fixed Finger for Rotunda Passengar Boarding Bridge	Feb-2020	1.80
Kolhapur	Construction of perimeter wall	Jan-2020	25.33
Keshod	Recarpetting of Runway and associated works	Dec 2020	13.53
Vadodara	Provision of Solar power plant of 750 KWp	Feb 2020	8.63

Capital Schemes under progress in FY 2020-21

(Amount in Rs. Crores)

Project-site	Particulars	Physical progress	PDC	Approved Cost
Ahmedabad	Extension of Apron, Link Taxiway and associated works	90.00%	Feb 2021	45.73
Bhopal	Construction of rotunda and fixed finger for the PBB	86.00%	Mar 2021	5.30
	Provision of RCC drain cover on existing drain and construction of new drain in operational area.	60.00%	May 2021	2.61
Diu	Extension of Runway and RESA on both ends of the runway, Isolation Bay and associated works	80.00%	Mar 2021	20.78
	Construction of ATC Tower-Cum-Technical Block -cum -Fire Station and other allied structures	77.00%	June 2021	13.53
Goa	Extension of Terminal Building and associated works	05.00%	Sep 2022	255.69
Indore	Development of 15 nos. parking bays, parallel taxi track and other associated works	90.00%	Mar 2021	62.96
	Development of Drain i/c covering in operational area	95.00%	Jan 2021	5.23
Jabalpur	Extension of runway, C/o new apron and isolation bay i/c link taxi, Perimeter road and allied works	72.00%	Jun 2021	147.00
	Construction of New Terminal Building, ATC Tower and associated works	12.00%	Apr 2022	190.92
Jamnagar	Extension of Apron and associated works	75.00%	Jun 2021	6.00
Kolhapur	Extension and strengthening of runway, construction of apron & associated works	70.00%	Jun 2021	150.53
	Construction of New Terminal Building, Technical Block cum ATC Tower and associated works	15.00%	Apr 2022	74.50
Pune	C/o NITB, re-construction of old terminal bldg., modification of existing expanded terminal building	51.00%	Apr 2022	475.00
Rajkot	Construction of apron with link taxi track for AB 320 aircraft	28.00%	Sep 2021	14.98
Hirasar, Rajkot	Construction of New Greenfield Airport	18.00%	Dec 2022	1405.00
Surat	Extension of Terminal Building Airport System, IT, and Ancillary Works	20.00%	Apr 2022	138.48
	Extension of Apron and construction of Parallel Taxi Track	6.00%	Apr 2022	63.13
Vadodara	Construction of Technical Block cum ATC Tower and associated works	26.00%	Feb 2022	57.00

Projects under Planning during Calendar Year 2020

(Amount in Rs. Crores)

Project-site	Particulars	Cost	Status	Remarks
Bhopal	Construction of Technical Block cum ATC Tower and associated works	41	Tender stage	Tenders invited.
Dholera	Development of New Greenfield Airport.	1685	Planning stage	Probable date of Start – Sep. 2021 Probable date of Completion – Dec 2023.
Indore	Construction of Technical Block cum ATC Tower and associated works	87	Tender stage	Tender action in process.
Jamnagar	Construction of New Terminal Building and associated works	68	Planning Stage	Held up for want of NOC from Indian Air Force, as Jamnagar is a Civil Enclave.

14. Development Activities taken in Southern Region

Capital Schemes Completed during Calendar Year 2020

Amount in Rs. Crores)

Project-site	Particulars	Completion Date	Completed Cost
Tirupati	Construction of CISF Barrack and Kote, Ammunition & Armory Building at Tirupati Airport	June-20	5.53
Trivandrum	Widening & strengthening of operational perimeter road at Trivandrum Airport	June-20	12.03
Trivandrum	Construction of additional Apron and GSE area near NITB at Trivandrum International Airport	Aug-20	36.70
Vellore	Development of Vellore Airport under RCS Scheme UDAN - 2. SH: Construction of Pre Feb Terminal Building Type-1, Substation Building and Electrical Works.	Nov-20	8.96
Puducherry	Construction of New ATC Tower & Technical Block Cum Fire Station at Puducherry Airport, Puducherry.	Nov-20	10.77

Capital Schemes under progress during Calendar Year 2020

(Amount in Rs. Crores)

Project-site	Particulars	Physical progress	PDC	Approved Cost
Chennai	Modernization of Chennai Airport Phase-II, Chennai	60%	Phase I- June-2021 Phase II-	2467 Dec-2022
	Construction of 2 nos. Rapid Exit Taxiways (RET) for the main runway 07/25 and straightening of B-Taxiway as Parallel taxi track suitable for code-E Aircraft at Chennai International Airport, Chennai	89%	Mar 2021	97.60

	Construction of R Taxi track left out portion connecting runway 07/25 & 12/30, N taxi track (balance portion) connecting runway 07/25 i/c. box culvert at Chennai Airport, Chennai	95%	Mar 2021	98.36
	Construction of Balance portion of 02 nos. Rapid Exit Taxiways (RET) for the main runway O7 /25 merging with B-Taxi-track (beyond Critical portion of runway) and resurfacing between Taxiway D and Taxiway-M and associated works at Chennai Airport, Chennai	15%	Dec 2021	66.18
	Reconstruction and strengthening of 'H' taxi track, 'E' taxi track for code 'E' aircraft operations, Construction of link taxi track from RET – M to 'H' taxi track in domestic apron, resurfacing of secondary runway and allied works at Chennai Airport, Chennai.	3%	March 2022	53.66
Chennai	C/o Residential quarters at Chennai Airport, Chennai	7%	Nov 2023	460.75
Trichy	Up-gradation of passenger terminal building and airside facilities at Tiruchirapalli (Trichy) International Airport SH: Construction of new terminal building, elevated road along with associated electro-mechanical, airport system, IT works including comprehensive maintenance and operation	47%	March 2022	951
	SH: Construction of Apron, associated Taxiways, Isolation Bays, GSE Area, and associated works.	77%	March 2021	
	Re-Surfacing of Existing Runway 09-27 and associated works at Trichy international Airport, Trichy	39%	March 2021	29.81
Hyderabad	Construction of Civil Aviation Research Organization Complex at Begumpet Airport, Hyderabad, Phase-I	11%	May 2022	353.61
	C/o Civil Aviation Research organization Campus at Begamput Airport. SH: Construction of Hostel Block	55%	Dec-21	25.78
	Modification for provision of ATM " Training Facilities, SMU, Calibration Lab and R&D Centre in existing Terminal Building at Begumpet Airport, Hyderabad.	95%	March 2021	23.24

	SH: Interior and Civil works including Internal, External Electrical work , Cable Management System for Power and Data Circuits and SITC of Fire Alarm and Fire Extinguishers			
	Raising/ Reconstruction of operational wall in damaged stretches (Phase II) at Begumpet Airport, Hyderabad	1%	April 2022	20
Visakhapatnam	Linear Expansion of existing Integrated Terminal Building at C.E Visakhapatnam	77%	March 2021	53.77
Tirupati	Extension of Runway along with Strengthening of existing runway, Apron and provision of RESA and associated works for Code -E Type of Aircraft at Tirupathi Airport	70%	Dec 2021	177
Kadapa	Extension & Strengthening of Existing Runway, Taxiway and Apron along with construction of Isolation Bay, Pavement against Blast Erosion, RESA and Perimeter Road Grading of Strips etc. at Kadapa Airport for the Operation of Code-C Type of Aircraft including electrical works	93%	Mar 2021	94.44
Tuticorin	Development of Tuticorin Airport : Extension of Runway With Blast Pad, RESA, Taxiway, Apron, GSE Area, Isolation Bay and miscellaneous Works	20%	Mar 2022	185.53
	Construction of Compound wall for newly acquired land of AAI at Tuticorin Airport	65%	Mar 2021	14.28
Coimbatore	Construction of additional apron for parking 5 Nos. categories C type and extension of apron for 2 Nos. ATR at Coimbatore international Airport	80%	Mar 2021	29.93
Madurai	Extension of apron and allied works at Madurai Airport	99%	Mar 2021	25.71
	Re-Surfacing of Existing Runway 09/27 for Code-C type of aircraft and Associated works at Madurai Airport.	5%	Nov-21	28.40
Coimbatore & Trichy	Construction of staff quarters at Coimbatore International Airport & Construction of new Residential Staff Quarters, CISF Barracks, Dog kennel & Community hall at old wireless station at Trichy Airport.	54%	July 2021	113.87
Vijayawada	Construction of NITB including associated works at Vijayawada Airport	1%	March 2023	611.80

	Construction of New Apron, Link Taxiway and associated works at Vijayawada Airport	2%	Sep-2021	
	Construction of New Fire Station (Category-VII) at Vijayawada Airport	98%	March 2021	6.48
Mysore	Wall to Wall Grading of Operational area at Mysore Airport	2%	July 2021	24.24

Projects under Planning

(Amount in Rs. Crores)

Project-site	Particulars	Cost	Status	Remarks
Coimbatore	Construction of New Domestic Departure Terminal Building and Associated works at Coimbatore Airport	146	Tender stage	Probable date of Start – June 2021 Expected date of Completion - June 2023
	Runway resurfacing at Coimbatore Airport.	25	Planning stage	Probable date of Start – June 2021 Expected date of Completion - June 2023
Tuticorin	New Domestic Terminal Building and Miscellaneous works at Tuticorin Airport	195.34 2021	Tender stage	Expected date of Completion - Mar 2023
Agatti	Development of Agatti Airport	283	Tender stage	Probable date of Start – June 2021 Expected date of Completion June 2024
Madurai	Extension of Terminal Building at Madurai Airport	106	Planning stage	Probable date of Start – June 2021 Expected date of Completion June 2023
	Technical block cum ATC tower at Madurai Airport.	99	Tender stage	Probable date of Start – June 2021 Expected date of Completion June 2023
Rajahmundry	Extension of Terminal Building at Rajahmundry Airport	200	Planning stage	Probable date of Start – June 2021 Expected date of Completion June 2023
Trivandrum	Technical block cum ATC tower at Trivandrum Airport.	123	Tender stage	Probable date of Start – June 2021 Expected date of Completion June 2023

15. Development Activities taken in Eastern Region

Inauguration of building or facilities during FY 2020-21 upto Dec-2020

EASTERN REGION

Project - site	Particulars	Event Date
Darbhanga, Bihar	Civil Operation at Darbhanga Civil Enclave started by M/s Spice Jet under RCS operation.	08.11.2020

CAPITAL SCHEMES COMPLETED DURING FY 2020-21 upto Dec-2020

EASTERN REGION

Project - site	Particulars	Completion Date	Completed Cost
Raipur	Construction of Technical Block cum Control Tower, New Fire Station (Cat-VIII), Sub Station and allied works at Swami Vivekananda Airport, Raipur, (Chhattisgarh)	06.07.2020	Final Bill under process.
Ranchi	Balance Work of Construction of Technical block and control tower at Birsa Munda Airport, Ranchi	31.07.2020	Measurement and Final Bill is in Progress.
Bokaro	Development of Civil Airport at Bokaro. SH: Provision of Expandable Low Cost Terminal Building, Control Tower, ESS Building & Watch Towers.	28.12.2020	Final Bill under process.
Jharsuguda	Construction of ILS (Civil Works)	30.11.2020	Final Bill under process.

CAPITAL SCHEMES UNDER PROGRESS DURING FY 2020-21 (up to Dec-2020)

EASTERN REGION

(Amount in Rs. Crore)

Project-site	Particulars	Physical progress (Cumulative)	PDC	Cost of work
Bhubaneswar	Construction of ATC tower, Technical Block, Fire Station and E & M work shop.	86.00%	Mar-21	34.18
	C/o Link Building b/w T1 & T2 for Integrated operations using passenger boarding bridge facility & expansion/renovation work of Terminal T2	22.50%	Jun-21	53.93
	Construction of Parallel taxi Track, Rapid Exit Taxi Way and Apron for parking of 08 nos. Code C aircraft	61.00%	Mar-21	65.66
	Provision of 4.0 MWp(DC) ground mounted solar power plant.	80.00%	Mar-21	18.75
Port Blair	Construction of New Intergrated Terminal building at VSI Airport Portblair (Balance Work)	70.82%	Jun-21	441.33
	Construction of New Apron with Link Taxiways at Port Blair	1.00%	Jul-22	57.57
Ranchi	Resurfacing of Runway and Taxiway.	30.00%	Mar-21	19.13
Patna	Construction of New Domestic Terminal Building and other structures (Phase I and II) at Patna Airport. Construction of Control Tower cum Technical Block, Fire station & Cargo Building at Patna Airport (Package I)	55.00%	Mar-21	26.46

	Construction of New Domestic Terminal Building and other structures (Phase I and II) at Patna Airport. SH:- Construction of Terminal Building, Residential Buildings, Multi-Level Car Park, Admin Building and other Associated works at Patna Airport. (Package II)	22.75%	Apr-23	539.20
	Construction of New Domestic Terminal Building and other structures (Phase I and II) at Patna Airport. SH: C/o State Govt. Hangars, Flying Club, VIP Lounge Building and other Associated works (Package III)	25.00%	Apr-21	33.68
Gaya	Construction of Technical Block cum control Tower at Gaya Airport, Gaya	60.00%	Mar-21	17.71
Deoghar	Development of Deoghar Airport, Jharkhand. Construction of boundary wall including RCC drainage, Security watch tower, cooling pit, fire pit and other allied works at Deoghar Airport.	85.00%	Mar-21	34.82
	Development of Deoghar Airport, Jharkhand. Construction of New Terminal Building, ATC Tower, Technical Block cum Fire Station Building, E & M Workshop, Service Block, DVOR and other Building Works at Deoghar Airport, Jharkhand.	77.00%	Apr-21	61.28
Kolkata	Construction of ATC Tower and Technical Block at NSCBI Airport, Kolkata	63.00%	Jun-21	219.91
	Resurfacing of secondary runway 19R/01L	70.00%	Feb-21	37.34
	Construction of 03 Hangars for C Category Aircrafts connecting Apron and Taxi link (Narayanpur side) at NSCBI Airport, Kolkata. SH:- Construction of 03 nos. Hangars with Annexe Building	85.00%	Jul-21	25.94
	Airside Capacity Enhancemnet of NSCBI Airport, Kolkata. SH: Extension of F-Taxi Track from proposed Bay No. C-13 to 19R & from 19R to 19L, Construction of 03 nos. RET's, 04 nos. Apron, Shoulders and Box Culvert at different locations of NSCBI Airport, Kolkata (Civil & Electrical Works).	43.00%	Oct-22	264.99
Darbhanga	Strengthening of Runway, Taxitrack, Apron and Allied works at Airforce Station Darbhanga.	62.00%	Mar-21	64.61
Pakyong	Strengthening the base of RE wall by micro pile and pre-tensioned anchor at Pakyong Airport.	36.00%	Jun-21	29.63
	Construction of concrete cladding wall i/c finger drains to maintain the uphill slope on the western site of the basic strip at Pakyong Airport, Sikkim (Re-Call)	43.00%	Jun-21	108.34

CAPITAL SCHEMES UNDER PLANNING DURING FY 2020-21 upto Dec-2020

EASTERN REGION

(Amount in Rs. Crore)

Project-site	Particulars	Cost	Status	Remarks
Bhubaneswar	C/O New Terminal Building T-3	913.08	Tender Stage	Probable Date of Start: Dec-21 Expected Date of Completion: Sep-25 PIB approval required.
Bihta	Development of Joint use Civil Enclave for AAI & IAF at Bihta.	937.00	Tender Stage	Probable Date of Start: May-21 Expected Date of Completion: Sep-23 PIB approval required.
Dhalbhumgarh	Development of Dhalbhumgarh Airport in the State of Jharkhand for fair weather Operations of ATR-72 Type of Aircraft. Expected Date of Completion: 18 months from the physical possession of land free from all obstructions like trees etc. (Land is yet to be handed over by State Govt. to AAI)		Planning Stage	In Planning Stage
Patna	Resurfacing of Runway at Patna Airport, Patna.			In Planning Stage
Raipur	Construction of NITB at Raipur Airport, Raipur.			In Planning Stage
Kolkata	Construction of Common User Domestic Cargo Terminal (CUDCT) at NSCBI Airport, Kolkata.			Planning StageA/A & E/S is in process.
Kolkata	Construction of Domestic Terminal Building at NSCBI Airport, Kolkata		Planning Stage	SOW issued on 03.01.2020.
Kolkata	Construction of new CISF Complex (CISF Barrack, Women Training Hostel, Aviation Security Training Institute, WTP and STP) at Narayanpur side at NSCBI Airport, Kolkata.		Planning Stage	A/A & E/S is in process.

0.13 Micro-learning

A new initiative on micro-learning 'Ignite' has been initiated whereby relevant inputs relating to civil aviation sector, management concepts, latest terms and trends are being disseminated among employees through a fortnightly flyer. The flyer also includes motivational quote from senior management and periodic quizzes to generate interest among employees.

10.14 Airport Management Professional Accreditation Program (AMPAP) – 2019-20 batch

12 AAI executives completed their last module of AMPAP course in virtual mode and graduated in November 2020.

10.15 Engagement of apprentices

AAI continued to fulfil its societal responsibility by providing training to apprentices across locations, in line with guidelines issued by MSDE and MHRD from time to time. For 2020-21, a target of around 900 apprentices (around 3% of manpower strength) has been taken.

10.16 Internship

Considering the requests of students to undergo internship training during lockdown phase, online internship was introduced w.e.f. June 2020. A total of 27 students have undergone online / face-to-face internship till Dec. 2020.

10.17 Achievement of HRM MoU Parameters 2019-20

Following HRM MoU parameters pertaining to Training Cell were successfully accomplished well within the deadline:

a. Achieving next level of Maturity in People Capability Maturity Model

b. Continuation of talent management and career progression by providing at least one week of training in reputed Indian institutes

c. Capability development in technical and managerial areas with focus on online learning

11. AIR INDIA LIMITED

11.1 INTRODUCTION

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

11.2 AUTHORISED SHARE CAPITAL

The Authorised Share Capital of the Company is Rs.35,000,00,00,000 divided into 35,000,00,00,00 equity shares of Rs.10/- each. As on 1 December, 2020 the Issued, Subscribed & Paid-up Share Capital of the Company was Rs.32,665,22,00,000/- divided into 3266,52,20,000 fully paid up equity shares of Rs.10 each.

11.3 SUBSIDIARY COMPANIES

The following are the wholly owned subsidiaries of Air India Ltd., and as on 31 Match 2020 the Company's investments in these Companies was as under:

- AI Airport Services Ltd   Rs. 138.42 Crore
- Air India Express Ltd   Rs. 780.00 Crore
- AI Engineering Services Ltd   Rs. 166..67 Crore
- Alliance Air Aviation Limited   Rs.   402.25 Crore

Air India Ltd. has one more subsidiary company viz. Hotel Corporation of India Ltd (HCI). As on 01st December 2020 Company's investment in HCI is Rs. 110.60 Crore and that of Government of India is Rs. 27.00 Crore.

11.3.1 AI Airport Services Limited (AI ASL) (formerly known as Air India Air Transport Services Limited (AIATSL):

(Rs.in Crore)

Particulars	2019-20	2018-19 (Restated)
Total Income	708.80	705.00
Profit/(Loss) Before Tax	133.85	116.09

AI Airport Services Limited, a wholly owned subsidiary of Air India was operationalized on 1 February 2013 and started its autonomous operations effective April 2014. The company presently provides ground handling services at 80 Airports in India. Apart from rendering ground handling services to the flights of Air India Limited and its Subsidiary Companies i.e. Air India Express and Alliance Air, ground handling services are also provided to 41 Foreign Scheduled Airlines, 3 Domestic Scheduled Airlines, 4 Regional Airlines, 14 Seasonal Charter Airlines and 23 Foreign Airlines availing Perishable Cargo handling. Due to the pandemic, COVID-19 and cessation of international flights, the Schedule Airlines operations remains suspended and only Repatriation flights, Air Bubble flights with the prior approval of DGCA are being operated. Considering the present scenario, approx. 36,100 flights of Air India, Alliance Air, Air India Express as well as approx. 16,000 flights of customer airlines are expected to be handled during FY 2020-21 by AI Airport Services Limited.AI Airport Services Limited is a debt free company and has ended the FY 2019-2020 profitably for the 6th consecutive time since its autonomous operationalisation.

11.3.2   Air India Express Limited (AIXL):

(Rs. in Crores)

Particulars	2019-20	2018-19
Total Income	5,231	4,202
Profit/(Loss) Before Tax	418	169
Profit/(Loss) After Tax	414	164
Total Comprehensive Income	413	162

AIXL, a wholly owned subsidiary of Air India, commenced operations under the Brand Name Air India Express effective 29 April 2005 with 26 flights per week using 3 leased B737-800 aircraft. Initially, AIXL connected 3 cities in Kerala to 6 points in the Gulf.

During FY 2019-20, Air India Express operated 651 weekly

departures with a network of 20 Indian stations and 13 international stations in Middle East and South East Asia.

The average utilization was 13.4 hours per day per aircraft during the year FY 2019-20. AIXL carried 4.84 million passengers during FY 2019-20 compared to 4.36 million passengers during FY 2018-19.

Due to COVID-19 pandemic, international air travel was suspended from 22 March 2020. Air India Express has been operating flights under Vande Bharat Mission effective 07 May 2020 and subsequently under Air Bubble transport arrangements with various countries.

In addition to the existing destinations, Air India Express operates flights under Vande Bharat Mission and Air Bubble transport arrangements to/ from Kuala Lumpur and Hyderabad.

As of 31st December 2020, Air India Express is operating about 354 weekly departures with a fleet of 16 owned aircraft and 8 leased aircraft.

Vande Bharat Mission (VBM)/ Air Bubble Flights operated by Air India Express

Month	Number of Flights
May-20	215
Jun-20	455
Jul-20	630
Aug-20	908
Sep-20	888
Oct-20	1,130
Nov-20	1,264
Dec-20	1,596
Total	**7,086**

Air India Express operated 7086 flights to/ from India under Vande Bharat Mission/ Air Bubble transport arrangements with various countries between May – December 2020 carrying 0.83 million passengers.

11.3.3   Air India Engineering Services Limited (AIESL):

(Rs.in Crore)

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

AIESL, a wholly owned subsidiary of Air India was operationalized on 1 February 2013. It has bases at Delhi, Mumbai, Hyderabad, Trivandrum, Nagpur and Kolkata for carrying out Maintenance, Repair and Overhaul (MRO) activities for various types of Airbus, Boeing and ATR fleet. Air India Engineering Services Limited (AIESL) caters the Engineering Maintenance, Repair and Overhaul (MRO) service to the aircraft of Air India, AASL (Airline Allied Services Limited) and AIXL (Air India Express Limited) apart from customer like General Electric, Qatar Airways, Silk Air, Go Air etc. AIESL is equipped with 3800 highly trained, experienced technical work force. Its multiple facilities covering all aspects of Maintenance that can truly act as "One Stop Shop" viz. Line Maintenance, Base Maintenance, Engine and APU Overhaul shops, Components and Avionics Overhaul shops, Engineering Management - Asset Management, Material and Logistics Support, Quality Assurance, Technical Services, Technical Training, facilities and Equipment Maintenance. It offers line maintenance facilities in 78 domestic stations.

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

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

11.3.4 Alliance Air Aviation Limited (Formerly known as Airline Allied Services Limited) (AAAL):

(Rs.in Crore)

Particulars	2019-20	2018-19
Total Income	1181.15	836.28
Profit/(Loss) After Tax	(201.00)	(292.33)

Alliance Air Aviation Limited (AAAL) is a wholly owned subsidiary of Air India Limited, which operates under the brand name Alliance Air, commenced operations from 15 April 1996. Alliance Air Aviation Limited (formerly known as Airline Allied Services Limited) is one of the leading international regional airlines in the country providing connectivity to Tier II & Tier III cities in India in complete synergy with the network of Air India. It is in the process of expanding its operations on pan India basis by inducting more aircraft in its fleet. These aircraft will serve shorter routes within the country and also fly overseas.

Alliance Air has the advantage of operating ATR type of aircraft since January 2003. It intends to build on this experience of over a decade of serving to Tier II and III cities. The Company has a fleet of 18 ATR 72-600 aircraft. The existing fleet is deployed to operate about 105 flights every day over a network of 61 stations. In the FY 2019-2020, Company expanded its network and reach to neighboring countries. It further plans to increase the fleet and its network in the coming years.

Regional Connectivity Scheme (RCS)

With the introduction of the Regional Connectivity Scheme (RCS) "Ude Deshka Aam Nagrik" (UDAN) by the Government, a number of new routes to unserved and undeserved airports have opened up for Alliance Air. Effective 27 April 2017, Alliance Air was the first airline to commence flights on Shimla/Delhi sector under this scheme which was flagged off by Hon'ble Prime Minister of India.

In the first round of Regional Connectivity Scheme – UDAN of the Government of India, Alliance Air was awarded 17 routes andAlliance Air has commenced all flights awarded to them.

In the Regional Connectivity Scheme (RCS) UDAN round 2, Alliance Air was awarded 26 routes out of which 8 routes are operational.

In the Regional Connectivity Scheme (RCS) UDAN round 3, Alliance Air has been awarded 40 routes.

In the Regional Connectivity Scheme (RCS) UDAN round 3.1, Alliance Air has been awarded 12 routes.

Alliance Air has commenced 61 routes out of the 95 routes awarded to it in RCS-UDAN three rounds. All efforts are being made to commence flights on the remaining routes subject to airports being made operational for ATR72 type of aircraft.

North East Operations

Alliance Air has been operating flights in the North Eastern Region with ATR72 type of aircraft under a MOU with Ministry of Civil Aviation. The route schedule has been decided in consultation with North Eastern Council and the aircraft is fully deployed. The following flights are operated:

1. Kolkata / Guwahati / Tezpur / Guwahati / Kolkata – Three flights per week

2. Kolkata / Guwahati / Passighat / Guwahati / Kolkata – Four flights per week

3. Kolkata / Shillong / Kolkata – Daily (New direct flight effective 10th August 2019)

Effective 10th August 2019, Alliance Air withdrew its flight operations on Kolkata/Shillong/Kolkata sectors as these sectors were awarded to Indigo Airlines in RCS-UDAN round 3. The North East Operations were restructured subsequently from 10 August 2019 and the following flights are being operated:

Kolkata/Lilabari/Kolkata	-	Daily
Kolkata/Guwahati/Tezpur/Guwahati/Kolkata	-	Three flights/ week
Kolkata/Guwahati/Passighat/Guwahati/Kolkata	-	Four flights/ week

Effective 07 December 2019 Alliance Air commenced flights on Guwahati/Dimapur/ Imphal/ Dimapur/ Guwahati sectors which was awarded in Regional Connectivity Scheme (RCS)-UDAN round 3 scheme.

Lifeline UDAN – Contribution of Alliance Air during the pandemic

In view of the Lockdown announced by the Government of India from 25th March 2020, movement of essential cargo was restricted in order to help the nation during the COVID 19 pandemic.

Alliance Air operated Lifeline UDAN flights with ATR72 aircraft to various parts of the country carrying medical kits, PPE equipment, medicines etc. Alliance Air operated 135 flights & carried 55.7 tonnes of cargo.

During this Lockdown period there was a gas leakage at Vizag on 07th May 2020. Alliance Air operated a special flight on Mumbai / Pune / Nagpur / Vizag sectors to aid transportation of specialised personnel and material from Pune & Nagpur to Vizag.

11.3.5 Hotel Corporation of India Limited (HCI):

(Rs. in Crore)

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

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

Further, as per the direction of the Government, the Company has been allowed use of 45000 sq. mts land parcel leased from Airports Authority of India(AAI) for the Delhi units i.e. Centaur Delhi and Chefair Delhi upto the lease period expiring on 31.3.2032

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

Air India SATS Airport Services Pvt. Ltd. (AISATS) is a joint venture between Air India Limited (AI) and SATS Ltd. where both the JV partners have invested equally Rs. 33.33 Crore each at the time of formation of the JV. As on 31 March 2020, Issued / Paid Up Share Capital of AISATS is Rs. 80,84,99,500/- (divided into 8,08,49,950 equity share of Rs 10/- each). AI's 50% share of investment is Rs. 40,42,49,750/- (40424975 paid up shares @ Rs.10/- each).The net worth of the shareholder's as on 31 March 2020 is Rs. 492 Crore.

The amount invested by Air India has gone up from Rs. 40.42 Crore to Rs. 246 Crore (half of Rs. 492) in 10 years with a CAGR increase of 20% in the shareholder's fund. Besides the above, AISATS has also declared a Dividend of 15% in the FY 12-13, 13-14, 14-15, 7.5% in 15-16; 5% in 16-17, 17-18 & 3% in 18-19 and Air India has received dividend totaling to Rs. 26.45 Crore so far from this JV.

The JV is currently handling more than one lakhs flights in a year which includes Air India and its group companies at Bangalore, Hyderabad, Delhi, Mangalore & Trivandrum. For the FY 19-20, AISATS's revenue & PAT is Rs. 730 Crore and Rs 58 Crore respectively and the written down value of investment in Fixed Assets stands at Rs. 213 Crore as on 31 March 2020.

11.5 FINANCIAL PERFORMANCE

(Rs in Crores)

Particulars	April to November		2019-20 (Prov) (Actual)	2018-19 (Actual)	2017-18 (Actual)	2016-17
	(2020-21)	(2019-20)				
Passenger Revenue	3886.05	15052.36	22619.70	20774.16	17744.09	15997.81
Operating Revenue	5243.59	18742.92	22710.61	25508.82	23003.68	21859.61
Operating Expenses	9458.70	19920.35	32370.92	30194.06	24661.77	21561.58
Operating Profit/(Loss)	(4215.11)	(1177.43)	(4,660.31)	(4685.24)	(1658.09)	298.03
Total Revenue(including Exceptional and Comprehensive Income)	5328.54	18985.24	28307.35	26349.02	23777.68	20032.29
Total Expenses	12232.73	21842.17	36290.18	34905.37	29125.86	25797.45
Net Profit/(Loss)	(6904.19)	(2856.93)	(7982.83)	(8556.35)	(5348.18)	(5765.16)
EBITDA	(2829.16)	177.19	231.89	(2066.34)	944.50	244.36

11.5.1 Operational Performance

Particulars	Unit	April to November		2019-20 (Prov)	2018-19 (Actual)	2017-18 (Actual)	2016-17 (Actual)
		(2020-21)	(2019-20)				
ASKMs (Scheduled Services)	Millions	11755	43052	63185	62134	57722	54155
RPKMs (Scheduled Services)	Millions	7534	34481	50395	49063	45970	41316
Passenger Load Factor	(%)	64.1	80.1	79.8	79.0	79.60	76.3
No. of Pax Carried (Scheduled Services)	Millions	10.94	19.23	22.05	21.66	20.90	19.1

11.5.2: Analysis of the Physical/Financial Performance

(I)   2019-20 vis-à-vis 2018-19

The company has shown an improvement in Operational/Financial parameters during FY 2019-20 as compared to the previous year as reflected below:

(a)   Improvement in Financial Front

- Company has earned an Operating Revenue of Rs 27,710.61 crores as compared to the Operating Revenue of Rs. 25508.83 crores in the previous year mainly due to increase in Passenger revenue by Rs. 1,795.54 crores.

- The Net Loss has decreased by Rs 573 crores i.e 6.7% from Rs. 8556.36 crores in 2018-19 to Rs. 7982.82 crores in 2019-20 mainly due to the following:

  - ATF Cost decreased by Rs. 635 crores (6.3%) - due to reduction in fuel rate by 9.3%.

  - Due to the applicability of IND AS-116 with effect of 01.04.2019, the following expenses have been increased by Rs.2013 Crores:

  - Hire of Aircraft has been reduced by Rs.3231 Crores.

  - Depreciation cost has been increased by Rs.2575 crores due to creation of ROU Assets.

  - Increase in Foreign exchange Loss on account of year end revaluation (On lease Liability and Re-Delivery of Aircraft) by Rs. 2001 crores.

  - Interest cost on Lease Liabilities has been increase by Rs. 668 crores due to the impact of IND AS 116.

  - Aircraft Maintenance Costs increased by Rs.390 crores mainly due to increase in ASKM by 1.7%.

  - Increase in Staff Costs by Rs 220 crores on account of increase in normal DA, increase in Provision for leave Encashment/Medical Provision.

(b)   Improvements in the Operational Front

- Capacity offered (ASKMs) improved by 1.7% from 62134.00 million in 2018-19 to 63185.60 million in 2019-20

- Capacity Utilization (RPKMs) improved by 2.7% from 49063.00 million in 2018 -19 to 50395.47 million in 2019-20.

- Number of Passengers carried has also increased from 21.66 million in 2018 -19 to 22.05 million in 2019 -20 i.e. 1.8%.

(II)   2020-21 (April to November 2020)

The salient features of the performance of the company during April to Nov'2020 as compared to the period of April to Nov'2019 are given as under:

- The Passenger Revenue during April to Nov'20 was Rs 3,886.05 crores as compared to Rs 15052.36 crores in April to Nov'19, i.e. a reduction of Rs 11,166.31 crores i.e.74.1% due to the impact of Covid-19 pandemic.

- The Operating Loss during the period was Rs 4215.11 crores as compared to the loss figure of Rs 1177.43 crores during April to Sept'19 i.e. an increase of Rs 3037.68 crores

- The Net Losses during the period has increased by Rs.4047.26 crores i.e. 141.6% from Rs 2856.93 crores during April to Nov'19 to Rs.6904.19 crores in April to Nov'20.

- The EBITDA during April-Nov 2020 was negative by Rs 2829.16 crores as compared to positive EBITDA of Rs177.19 crores in April- Nov 2019.

- On Operational front, the capacity in terms of ASKM has been decreased by 31297 Million i.e.72.7% (from 43052 million in April-Nov'2019 to 11755 Million in April-Nov 2020) due to the impact of Covid-19 pandemic.

- Similarly, the capacity utilisation in terms of RPKM has also decreased by 78.2% i.e., 34481 million in April - Nov 2019 to 7534 Million in April-Nov 2020.

- The yield per RPKM has increased by Rs.0.8 i.e. a growth of 18% from (Rs. 4.37 in April to November'19to Rs. 5.16 in April to Nov'20).

- The Passenger Load Factor has decreased from 80.1% in April - Nov 2019 to 64.1% during April- Nov 2020.

11.6   DISINVESTMENT OF AIR INDIA LIMITED

The Preliminary Information Memorandum (PIM) for inviting Expression of Interest for sale of 100% equity share capital of Air India Limited (AIL) including AIL's 100% shareholding in the Air India Express Limited (AIXL) and

50% shareholding in Air India SATS Airport Services Private Limited (AISATS) has been-issued on 27.01.2020. Subsequent to issuing of PIM, queries were received from the Interested Bidders. The clarification to the queries raised by the Interested Bidders have been issued. However, in view of prevailing situation arising out of COVID 19, last date for submission of EOIs has been extended to 14.12.2020. Similarly, the date by which intimation to the Qualified Interested Bidders was to be given has been extended to 05.01.2021. Thereafter, the Qualified Interested Bidders would be given time to submit their financial bids.

11.7 STAR ALLIANCE

Air India became a member of Star Alliance on 11th July 2014. Star Alliance brings together 26 member airlines, offering more than 19,000 daily departures. Their combined fleet of over 5,000 airplanes flies to more than 1,300 destinations in 195 countries worldwide, making us the largest global airline alliance .Air India has aligned its processes for Core Values and standards of Star alliance thereby adopting the best practices, ensuring commitments to high service standards, offer worldwide reach.

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

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

- Enhanced Customer Service & smoother travel experience including seamless transfers & code sharing leading to a wider choice of flights while travelling across the globe and enhanced revenue for Star Alliance Carriers

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

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

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

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

During the current Pandemic period all 26 member airlines are committed to the following 6 health and hygiene safety norms

- Complimentary hygiene amenities

- Face mask requirements for passengers

- Safety signs and announcements

- Enhanced aircraft cleaning and disinfection Personal

- Protective Equipment for crew

- Special procedures for passengers developing symptoms

11.8 AIR INDIA WEBSITE/INTERNET BOOKING ENGINE (IBE)

Air India website accepts booking payment in 29 local currencies, worldwide. Air India website provides Social Media integration through Facebook and Twitter handle. Air India website is differently abled compliant. Frequent Flyer Programme related to redemption of miles is permitted through the Air India Website on all Star Carriers through real time integration. Payment Gateway is also integrated with Digital Wallet like Paytm, Mobikwik, PayZapp, PhonePe, Ezeclick, JioMoney,Bhim UPI Pay TM etc. EMI option is also available with select credit cards.

Air India has revamped the website to make it a competitive sales channel.

- Contribution of Web Revenue to the Network Revenue is 31% upto December 2020 of current fiscal year as compared to 13% in the previous year. Revenue generated through the web for the period Apr-Dec. 20 was Rs. 2666 Crs as compared to Rs 2341 Crs for the same period last year which is 14% increase YoY. However, it is significant to note that the total revenue generated by the airline has drastically dropped this year due to the pandemic situation and all efforts have been made to promote online sales to ensure social distancing and contactless interactions with passenger.

- Air India Web Check- in and Mobile Check-in process flow has been upgraded for a better user experience and contactless check-in and at end of Dec. 20, contactless check-in has increased to 85% as compared to 30% last year.

- Air India has integrated Google Adsense to earn revenue thru advertisements and augment Ancillary revenue.

- Other Ancillary Revenue options like Seat Selection, Excess Baggage & Upgrades are already available.

- Frequent Flyer Program related to redemption of miles is permitted through the Air India Website on all Star Carriers through real time integration.

- Designing a new home page for the website is in progress and would be launched by Feb. 21.

- In this year, Air India is in the process of enabling the following enhancements for seamless use of Air India Booking Engine -

  i.   Fare Lock (Blocking of a seat at a fixed amount for a stipulated time)

  ii. Travel Insurance

  iii. ARR (Automated Refund & Reissue) modules are ready and will be made live once scheduled flights become operational.

  iv. Airline to Agency module (A2A).

- Because of the ongoing Pandemic and the necessity for a 100% web check-in.

11.8.1 Air India Mobile App

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

- The revenue from Air India Mobile App was Rs. 244 Crs in FY 2020-21 (Till 31st December 2020) an increase of 33% over last year (1st April 2019 till 31st December 2020)

- The average flown revenue through Air India website is around 3% of the total passenger revenue.

- Passengers can check-in on all Air India operated flights. Total download of the new mobile app is 3.89 million plus. Air India Mobile App provides redemption of FFP miles.

- Air India is on a constant endeavor to upgrade the Mobile App.

- Automated Reissue and Refund (ARR) Module in Mobile App is ready to go live once the scheduled flights operation resumes.

11.9 FLEET SIZE

Air India	
Aircraft type	**No.**
A 319	21
A 320	36
A 321	20
Airbus Family	77
B777	18*
B747	04
B787-800	27
Total Air India	**126**
Air India Express	
B737-800	24
Total Air India Express	**24**
Alliance Air	
ATR72	18
Alliance Air Total	18
Total Aircraft AI Group	**168**

11.9.1   FLEET UTILIZATION & DISPATCH RELIABILITY

The technical despatch reliability and fleet strength in December 2020 of narrow body fleet of Air India Limited is given below:

Type	TDR (%) (December 2020)	Fleet Strength (December 2020)
A319	99.36	21
A320	99.47	36
A321	99.33	20
A320 Family	**99.42**	**77**
B747	100	04
B777	97.21	18*
B787	97.45	27
Boeing Family	**97.42**	**49**

(* INCLUDING VT-ALV AND VT-ALW WHICH ARE SESF AIRCRAFT)

11.10. VANDE BHARAT MISSION:

In view of COVID-19 pandemic, there was an urgent need for stranded and distressed Indians to travel back home.Air India rose to the challenge to bring home stranded passengers abroad due to suspension of scheduled flights. Several individuals of various nationalities stuck in India also needed to travel back to their respective countries. Air India was entrusted with the responsibility to fly to various countries for the purpose.

I. Air India began with first evacuation flight to bring home stranded students in Wuhan, China on 31/01/2020 followed by second flight on 02/02/2020. 647 stranded Indians were evacuated in these two flights.

II. Air India has operated 11971 evacuation flights to 76 destinations in 54 countries in 7 phases of Vande Bharat Mission (7th phase in progress from 01/11/2020 onwards) from 07/05/2020 to 20/12/2020. Air India has carried 972930 passengers to India from different locations abroad and 603739 passengers from India to foreign destinations.

III. From 7th May 2020 till date i.e. 31st Dec 2020, Air India group (Air India and Air India Express) have operated 6392 flights and brought back 10,38,572 Indians.

- Vande Bharat flights by Air India have covered 76 cities in 54 countries.
- Stranded Indians have been brought to 28 cities in 17 Indian States.
- Air India : 2922 Flights carried 5,06,803 Indians
- Air India Express : 3470 Flights carried 5,31,769 Indians

Phase	Period	No. of Flights	No. of Passengers
1	7th May - 16th May (10 Days)	64	12,708
2	16th May - 13th June (29 Days)	325	59,576
3	9th June - 3rd July (25 Days)	455	89,243
4	1st July - 31st July (31 Days)	640	1,14,602
5	1st August - 31rd August (31 Days)	738	1,23,773
6	1st September - 31st October (61 Days)	1798	2,50,425
7	1st November till 31st December(61 Days)	2372	3,88,245

11.11 AIR BUBBLE ARRANGEMENT

S.No.	Country	City	Operator	Data of Air Bubble Agreement	Total
1	UAE	Abu Dhabi	AI Group	09-Jul-20	1032
		Dubai	AI Group		2583
		Ras Al Khaimah	AI Group		4
		Salalah	AI Group		49
		Sharjah	AI Group		762
		Total			**4430**
2	France	Paris	AI Group	13-Jul-20	97
3	Germany	Frankfurt	AI Group	13-Jul-20	228
4	USA	Chicago	AI Group	16-Jul-20	238
		Newark	AI Group		222
		New York	AI Group		138
		San Francisco	AI Group		212
		Washington	AI Group		138
		Total			**948**
5	UK	London	AI Group	27-Jul-20	764
		Birmingham	AI Group		26
		Total			**790**

6	Canada	Vancouver	AI Group	04-Aug-20	94
		Toronto	AI Group		194
		Total			**288**
7	Bahrain	Bahrain	AI Group	10-Aug-20	278
8	Maldives	Male	AI Group	12-Aug-20	36
9	Qatar	Doha	AI Group	13-Aug-20	254
10	Afganishtan	Kabul	AI Group	26-Aug-20	30
11	Japan	Narita	AI Group	16-Sep-20	28
12	Nigeria	lagos	AI Group	17-Sep-20	14
13	Iraq	NA	AI Group	17-Sep-20	0
14	Bhutan	NA	AI Group	19-Sep-20	0
15	Kenya	Nairobi	AI Group	28-Sep-20	20
16	Oman	Muscut	AI Group	01-Oct-20	642
		Grand Total			**8083**

11.12 REGION WISE STATUS OF VANDE BHARAT MISSION

Region	Flight Type	No of operations	Passenger Carried
Africa	Inbound	41	7557
	Outbound	42	4882
Australia And New Zealand	Inbound	74	12663
	Outbound	74	7575
East Asia	Inbound	80	12925
	Outbound	81	9094
Europe And Uk	Inbound	821	139467
	Outbound	822	106969
Middle East (AI)	Inbound	928	135846
	Outbound	931	50571
Middle East (IX)	Inbound	3205	487882
	Outbound	3211	283565
South Asia	Inbound	95	11763
	Outbound	94	5648
South East Asia (AI)	Inbound	116	20504
	Outbound	116	9361
South East Asia (IX)	Inbound	359	56974
	Outbound	359	16275
UsA And Canada	Inbound	828	175541
	Outbound	824	190453

Note : Data till 04 Jan 2021

11.12.1 Cargo Operations during the pandemic of COVID 19

Air India operated 195 Life line UDAN Flights and carried approx. 429 tons of cargo (majorly medical equipments / supplies) across its domestic network between 26th March to 31st May 2020. Also, 126 International Charters were operated between 4th April - 6th August 20 from China (Shanghai, Guangzhou, Dalian, Hongkong) which transported about 3590 tons of cargo. These charters primarily brought in the much needed medical equipment & PPE kits to India.

Keeping in view the drop in Passenger travel and surplus capacity available for cargo carriage, AI has introduced Cargo Only flights on a few high demand sectors. Between 1st August -24th December 2020, we operated 24 Cargo only flights on DEL-ICN-DEL / DEL- MAA-ICN-MAA-DEL sectors wherein about 655 tons of cargo was uplifted. Also, about 55 cargo charters have been operated on BKK-DEL /BKK-BOM sectors between 1st August -28th December which carried a total of around 1186 tons of cargo. Apart from these , in order to cater to the domestic market and provide the much needed goods / perishables to farfetched cities of Agartala & Imphal - scheduled cargo freighters were operated on Kolkata - Agartala - Imphal - Kolkata sector & Chennai -Port Blair-Chennai sector too. These freighters were subsequently discontinued to poor loads /demands to justify the continuation of these flights.

It may please be noted that in order to maximize the capacity utilization /revenue generation on these cargo only flights - special permission has been taken from DGCA to carry cargo in Passenger cabin also, if required. SoPs for the same have been disseminated to all concerned across the AI network .

11.12.2 Air India current operations to North East

Routing	Frequency/Week	Aircraft
Kolkata-Dibrugarh-Kolkata	4 Flights per week	A319
Kolkata-Dimapur-Kolkata	3 Flights per week	A319
Kolkata-Imphal -Aizawl & VV 2	Flights per week	A319
Kolkata-Aizawl-Kolkata	1 Flights per week	A319
Bangalore-Guwahati-Bangalore	3 Flights per week	A320
Kolkata-Guwahati-Kolkata	4 Flights per week	A319
Kolkata-Agartala-Kolkata	7 Flights per week	A319/ A320
Kolkata-Silchar-Kolkata	3 Flights per week	A319
Delhi-Imphal& VV	7 Flights per week	A320
Delhi-Guwahati-Delhi	6 Flights per week	A320/ A319
Delhi-Dibrugarh & VV	3 Flights per week	A320

11.12.3 New flights / Destinations introduced during 2020-21

Domestic

S. No	Sector	Effective date
1	Delhi-Ahmedabad-Vadodara-Delhi	11th July 2020
2	Hyderabad-Jaipur-Ahmedabad-Hyderabad	11th July 2020
3	Hyderabad-Dehra Dun-Bengaluru-Hyderabad	15th July July 2020
4	Hyderabad-Bengaluru-Dehra Dun-Hyderabad	19th July 2020
5	Bengaluru-Patna-Bengaluru	1st Aug. 2020
6	Bengaluru-Lucknow-Delhi	1st Aug. 2020
7	Delhi-Pune-Ahmedabad-Delhi	10th Aug 2020
8	Delhi-Surat-Goa	6th Sep. 2020
9	Goa-Surat-Hyderabad	6th Sep. 2020
10	Hyderabad-Surat-Delhi	6th Sep. 2020
11	Delhi-Surat-Kolkata	9th Sep. 2020
12	Kolkata-Surat-Bhubaneshwar	9th Sep. 2020
13	Bengaluru-Jaipur-Bengaluru	15th Sep. 2020
14	Bengaluru-Pune-Bengaluru	16th Sep. 2020
15	Delhi-Lucknow-Dehradun-Delhi	16th Oct. 2020
16	Bengaluru-Mangalore-Bengaluru	26th Oct. 2020
17	Delhi-Dibrugarh-Delhi	28th Dec. 2020

11.13. SC/ST/OBC REPRESENTATION IN EACH GROUP IN AIR INDIA AS ON 01.12.2020-REGULAR EMPLOYEES

GROUP	TOTAL NO. OF EMPLOYEES	TOTAL REPRESENTATIONS OF SCs	PERCENTAGE (%)	TOTAL REPRESENTATIONS OF STs	PERCENTAGE (%)	TOTAL REPRESENTATIONS OBCs	PERCENTAGE (%)
A	Other than Lowest Rung	2992	524	17.51	207	6.91	2157.18
A1	Lowest Rung	1583	265	16.74	127	8.02	382.40
B		2175	359	16.50	166	7.63	31714.57
C		70	09	12.85	08	11.42	0710.00
D	Excluding Safai Karamcharis	1161	360	31.00	94	8.09	837.14
D1	Safai Karamcharis	389	229	58.86	16	4.11	164.11
	TOTAL :	8370	1746	20.86	618	7.38	6768.07

11.13.1 Women Welfare

Air India is amongst the very few organizations in the world to employ women in highly skilled vocations such as flying and maintenance of aircraft. Presently, there are 02 Female Functional Directors, out of a total of 04 Functional Directors. Further, there are 06 Female Executive Directors out of total of 14 Executive Directors. In addition, there are 11 Female General Managers out of a total of 42 General Managers in Air India. As on 01.12.2020, Air India has a total strength of 8370 permanent employees excluding subsidiaries, out of which 2500 are women employees, which comprises of 29.86% of total strength. Out of which there are 116 women executives and 142 women pilots (including 16 Executive Pilots).

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

There is a mechanism to prevent sexual harassment at work place in line with THE SEXUAL HARRASSMENT OF WOMEN WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013 which has been implemented in Air India. Complaints Committees for investigation of complaints & prevention of sexual harassment of women employees of Air India Limited, have been constituted at the Corporate level headed by an Executive Director and in all the Regions.

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

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

11.14. POLLUTION CONTROL

Air India has established corporate Environmental Cell. The environmental cell has a team of qualified and professional expertise. The team addresses all environment issues with particular regard to preserving and protecting the environment. Air India through its "Environment Cell" abides by all applicable laws and regulations and tries to exceed the requirements by periodically reviewing its

policy for improvement in its environment related performance.

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

11.15 AWARD AND ACHIEVEMENTS

Air India was awarded "Swachh Bharat Award" at Wings India 2020 in March 2020 for wonderful work carried out during Swachh Bharat Pakhwada.

11.16 DIGITALIZATION

- In order to ensure safety of passenger during COVID-19, Air India amended its Airport SOPs to ensure contactless interactions with Passenger wherever possible. Towards this objective greater emphasis was put on Digitalization and passengers were encouraged to book and check-in Online.

- Contactless Check-in % in the current fiscal has gone up to 85% from 34% last year.

- Web+ mobile App sales has gone up to 43% in the current fiscal from 14% last year.

11.16.1 Customer Service Initiatives

- For the convenience of passengers, it was ensured that helpdesk numbers were operational throughout the Lockdown period and necessary infrastructure requirements were provided to facilitate employees to work from Home. On an average 15000 calls have been answered per day post Covid period as compared to 11500 calls per day Pre Covid.

- Facility has been provided on the website for passengers to lodge their queries and complaints.

- Chat & Chat Bot has been deployed for better customer service and to reduce voice call dependency.

In the current calendar year (1/1/20 -28/12/20), total number of Public Grievances received is 5748 and total number of Public Grievances disposed off is 5356.

11.17 FACILITIES TO PERSONS WITH DISABILITIES AND REDUCED MOBILITY

Air India is sensitive to the needs and requirements of persons with disabilities air passengers as per international standards and guidelines envisaged under ICAO and IATA. Air India complies with the DGCA notified CAR on "Carriage by Air - Persons with Disability and / or Persons with Reduced Mobility", Section 3, Series M Part I, Issue III, Rev 4 dated 12th July 2016.

Air India is also a member of STAR Alliance comprising of 26 member airlines. The facilities include Ramp Access and Wheelchair enabled access at booking offices, and priority handling of passengers. Air India operates at airports that are compliant with national and global standards with facilities for persons with disabilities. Air India offers wheelchair facilities based on advanced intimation of requirement when booking flights. Escorted boarding is accorded where needed at departure, arrival and transit at Air India stations. Air India also employees persons with disabilities in various offices in compliance with national directives and guidelines. Air India and its Ground Handlers comply with the requirement of safe travel of passengers with disability & persons with reduced mobility as guided by the CAR, based on the infrastructure facilities made available at the airports.

Air India Website www.airindia.in is designed using XHTML 1.0 Transitional to meet Guidelines for Indian Government Websites and also adheres to level AA of the Web Content Accessibility Guidelines (WCAG) 2.0 laid down by the World Wide Web Consortium W3C. The compliance statement is accessible on Air India Web Site Home page under link 'Accessibility Statement'. The facilities provided to persons with disability and persons with reduced mobility can be accessed on the Air India Website under "Travel information - Before you fly - Disability Assistance".

11.18 CITIZEN'S CHARTER

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

12. PAWAN HANS LIMITED

12.1 ORGANIZATION

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

12.2 CAPITAL AND ORGANIZATION STRUCTURE

The authorized and paid up share capital of the Company is Rs. 560 crores and Rs. 557.482 crores respectively. The ratio of shareholding of President of India and ONGC Ltd. is 51:49. Net worth of PHL as on 31.03.2020 is Rs.970.54 crores.

The Board of Directors of Pawan Hans comprises of Chairman & Managing Director and other 5 part-time directors [JS-MOCA, JS&FA-MOCA, Director (Offshore)-ONGC and ACAS (T&H)-Air Force] including one Independent Director.

12.3 FLEET PROFILE

Pawan Hans is one of Asia's largest helicopter operators having a well-balanced, own operational fleet of 43 helicopters including 2 ALH/Dhruv helicopter on lease at present with pan India presence. Pawan Hans has achieved flying of more than 10 lakh hours and 25 lakh landings on its fleet since its formation.

The Company's operational fleet as on 31.12.2020 comprises of the following:-

Helicopter type	No. of helicopters	Average Age (years)
Dauphin SA365N	17	33
Dauphin AS365 N3	14	11
Bell-407	3	17
Bell 206L4	2	25
AS 350 B3	2	9
MI-172	3	13
ALH/Dhruv (on lease)	2	14
Total	**43**	

Four Dauphin SA365N Helicopters having vintage of over 33 years which have been grounded since long due to obsolescence and have been approved as impaired Assets by the Board.

12.4 FLEET DEPLOYMENT

12.4.1   Off-shore Operations: Pawan Hans is providing helicopter Transport Services for offshore operation of ONGC for carrying its men and vital supplies round the clock to drilling rigs situated in "Bombay High" off-shore platforms. At present 7 Dauphin N3 helicopters are on contract with ONGC out of which 1 Dauphin is stationed overnight at the main platforms in addition to a dedicated Night Ambulance to meet any emergency evacuation.

12.4.2   On-shore Operations: The Company is providing helicopter services to several State Governments namely, Meghalaya, Mizoram, Maharashtra, Tripura, Sikkim, Himachal Pradesh, J&K, Ministry of Home Affairs, UT of Daman & Diu, Administration of Andaman & Nicobar Islands and Lakshadweep Islands. The Company is also providing helicopter services to corporates such as NTPC and for Charter services.

Medevac Sortie done by Pawan Hans in Mizoram from Serchhip to Aizawl. Patient plus 03 attendants & family

members evacuated.

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

12.5 STRATEGIC DISINVESTMENT OF PAWAN HANS LTD.

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

12.6 MOU WITH MINISTRY OF CIVIL AVIATION

Pawan Hans Limited signs MoU with the Ministry of Civil Aviation every year after negotiation meetings in Department of Public Enterprises. For the year 2016-17 the MoU rating was "Very Good" and for 2017-18 the Company has been rated as "Good". Pawan Hans Limited has sought exemption for the years 2018-19 and 2019-20 from signing MoU from Department of Public Enterprises through Ministry of Civil Aviation due to on-going disinvestment.

12.7 HUMAN-RESOURCES DEVELOPMENT

The total manpower of the Company as on 31st December 2020 was 668 (with 347 permanent employees and 321 contractual employees) which comprise of 126 pilots, 99 Aircraft Maintenance Engineers, 59 Executives, 138 Technicians and 246 other technical and non-technical employees as against 689 as on 31st December 2019. There has been high rate of attrition of pilots from the Company. The HR Department has been making continuous efforts to intake pilots and has conducted interviews/ selection but shortage continues.

12.8 SAFETY MEASURES

The Company is pursuing safety in its operations and maintenance activities as a continuous process. Third party Safety (SMS) audits by Global Domain Experts are carried out periodically. M/s Bureau VERITAS, after the audit, has assessed that Pawan Hans Limited is a well-structured organization supported by competent personnel with good staff involvement and well documented safety systems.

12.9 OPERATIONS DURING COVID-19 PANDEMIC

During the last quarter of F.Y. 2019-20, the World was hit by COVID-19 Pandemic. Its increasing effect began to appear in India during the month of March, 2020. To combat this Pandemic, Government of India enforced total lock-down in the country w.e.f. 25.3.2020. During this period, the Company played important role by way of rescueing stranded passengers, undertaking medical evacuation flights and delivering cargo to the far and inaccessible corners of the country. Number of rescued passengers during this period was 230. 271 passengers were also air-lifted by the company's helicopters. The Company also carried cargo weighing to 2878 kgs. by covering a distance of 11,241 kms. The crew members of the company performed their duties extending to more than one month at a stretch at remote bases.

Pawan Hans Transported samples of suspected covid people & medicines from Jammu to Srinagar

12.10 FINANCIAL PERFORMANCE

12.10.1 Financial Results

(Rupees in Lakhs)

Particulars	2018-19 Amount	2019-20 Amount
A) Revenue from Operations	38115.58	34593.16
B) Other Income	3284.00	3088.80
C) Total Revenue including other income	41399.58	37681.96
D) Expenditure		
i) Operating & non-Operating expenses including Prior Period adjustments	43091.24	38778.36
ii) Depreciation and amortization expenses	7583.57	8741.76
Total	50675.14	47520.12
E) Profit /(Loss) before Exceptional items	(9275.56)	(9838.16)
F) Exceptional Items	-	
G) Profit/(Loss) after Adjustments	(9275.56)	(9838.16)
H) Provision for Income Tax for earlier years/ Deferred tax	(2916.57)	(7530.05)
I) Net Profit/(Loss) after tax	(6358.99)	(2308.11)

12.10.2 Dividend

Due to losses incurred during the year 2019-20, PHL has not paid any dividend for the year under review.

12.11 NEW INITIATIVES

Following New Initiatives under RCS UDAN have been pursued and finalized till recently:-

PHL Started operations under RCS UDAN Scheme on the following routes:

1) Shimla-Kullu-Shimla (Thrice a week) w.e.f. 13.05.2019.

2) Shimla-Dharamshala-Shimla (Thrice a week) w.e.f. 14.05.2019.

3) Commencement of Services under the RCS UDAN II in Uttarakhand on route "Dehradun New Tehri-Srinagar-Gauchar-Srinagar-New Tehri-Dehradun".The Services were inaugurated on 29th July 2020 by, Hon'ble Chief Minister of Uttarakhand and Hon'ble Minister of State for Civil Aviation (Independent Charge).

Commencement of Services under the RCS UDAN II in Uttarakhand on route Dehradun-New Tehri-Srinagar-Gauchar-Srinagar-New Tehri-Dehradun.

12.12 EMERGING SCENARIO

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

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

12.13 HELIPORT/HELIPAD IN DELHI

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

Pawan Hans Limited participated in International Exhibition and Conference on Civil Aviation sector

'Wings India' held in March 2020 at Begumpet Airport, Hyderabad (India)

12.14 SWACHH BHARAT MISSION

Pawan Hans observed the MoCA sponsored Swachhta Pakhwada during the period from 1st to 15th November, 2020 in following the calendar of Department of Drinking Water and Sanitization, Ministry of Jal Shakti, GOI for the year 2020. During the period various activities were undertaken such as display of banners, posters for creating awareness on Swachhta, organizing of competitions on Essay & Slogan Writing Workshop on Waste Management, Tree Plantation and Competitions (Essay & Slogan Writing and Drawing) in Rajkiya Inter College, Sector-12, Noida (UP), Shram Padyatra and Shramdaan etc. Glimpses of pictures taken on the occasions are shared.

(Seen in Picture-1, 2nd from right , Shri Sanjeev Razdan, CMD,PHL along with PNB, Noida Branch(Sector-1)before proceeding for Shramdaan and in Picture- 2, CMD,PHL along with Air Cmde. T. A Dayasagar, Executive Director (Technical & Ops) and other officers and employees of Pawan Hans while marching ahead   to start the Shrampadyatra followed Shramdaan during Swatchhta Pakhwada-2020.

12.14.1   IMPLEMENTATION OF POLICY STATEMENT FOR ABATEMENT OF POLLUTION.

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

12.15 WOMEN WELFARE

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

12.16 STEPS TAKEN TO IMPROVE PUBLIC GRIEVANCE REDRESSAL MACHINERY

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

12.17 REPRESENTATION OF SC/ST AND OBC AS ON 31.12.2020.

Pawan Hans has also employed persons with disabilities.

Name of the Organisation	Total No. of Empls.	Tota-SC Empls.	Percentage (%)	Total ST Emps.	Percentage (%)	OBC Emps.	Percentage (%)
1	2	3	4	5	6	7	8
Pawan Hans	347	62	17.87	32	9.22	31	8.93

12.18 HELICOPTER SERVICES IN THE NORTH EAST

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

12.19 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 Nov 2011. The Whistle Blower Policy of the Company has been approved by the Board of Directors.

12.20 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/Pakhwada, holding Hindi Workshops and granting monetary incentives to winners of various competitions organized on the occasion of Hindi Pakhwada (14th – 28th September, 2020) besides complying with Section 3(3) and other provisions under the Official Language Act, 1963 as also of the Official Language Rules, 1976. The Company has been awarded IInd prize for the Year- 2020 for doing maximum work in Hindi and also for its in-house magazine "Hansdhwani" in the Inter Ministerial Departmental Competitions organized by Ministry of Civil

Aviation for the year 2020. The Shields for "Rastriya Gaurav Puruskar" were presented in presence of Shri Pradeep Singh Kharola, Secretary, MoCA to Shri Sanjeev Razdan, CMD, PHL by Dr. Sumeet Jerath Secretary, Department of Official Language, MHA and to Shri H.S. Kashyap, Jt.GM(HR&A)PHL.

(In picture-1, Shri Sanjeev Razdan, CMD, PHL receiving the Rastriya Gaurav Puruskar" Shield in presence of Shri Pradeep Singh Kharola, Secretary, MoCA(on extreme left) & Shri Arvind Singh, Chairman,AAI from Dr. Sumeet Jerath Secretary, Department of Official Language, MHA and in Pix-2 Shri H.S. Kashyap, Jt.GM(HR&A)PHL also receiving the Shield).

12.21 CITIZEN CHARTER/WELFARE OF SENIOR CITIZENS

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

13. ACCOUNTING ORGANIZATION IN THE MINISTRY

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

13.2 The Chief Financial Controller is the "Head of Department" for accounting organization and functions under the overall supervision and control of Financial Advisor.

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

(a) Arranging all payments through the Pay and Accounts Offices/Principal Accounts Office except where the Drawing and Disbursing Officers are authorized to make certain types of payments.

(b) Compilation and consolidation of accounts of the Ministry and their submission in the prescribed form, to the Controller General of Accounts; preparation of Annual Appropriation Accounts of the Demands for Grants of his Ministry, getting them duly audited and submitting them to the CGA, duly signed by the Chief Accounting Authority.

(c) Arranging internal inspection of payment and accounts records maintained by the various subordinate formations and Pay and Accounts Offices of the Ministry.

The Accounting organization comprises of the Principal Accounts Office, Five Pay & Accounts Offices (two in Delhi and one each at Mumbai, Chennai & Kolkata) and an Internal Audit Wing located at New Delhi.

Budgetary Provision for Ministry of Civil Aviation for the financial year 2020-21 is as under:

	(Rs. in crore)
Revenue Section	3771.74
Capital Section	25.97
Total	3797.71

13.3 PRINCIPAL ACCOUNTS OFFICE

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

- Consolidation of the accounts of Ministry of Civil Aviation as per provisions of Civil Accounts Manual and in the manner prescribed by the Controller General of Accounts.

- Preparation of Monthly Accounts and Annual Appropriation Accounts of the Demand for Grants of Ministry of Civil Aviation, submission of Statement of Central Transactions and the materials for the Finance Accounts to the Controller General of Accounts, Ministry of Finance.

- Issue of Inter Departmental Authorisation to various agent Ministries such as Ministry of External Affairs, Ministry of Urban Development, Ministry of Information and Broadcasting.

- Rendition of technical advice to Pay & Accounts Office and maintaining necessary liaison with office of the Controller General of Accounts for overall co-ordination and control in accounting matters.

- Preparation of Receipt Budget & Pension Budget.

- Coordination of the work related to PFMS, NTRP and implementation of EAT module.

13.4 PAY & ACCOUNTS OFFICE

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

- Pre-check of bills submitted by Non-cheque Drawing & Disbursing Officers (NCDDOs) of the Ministry, for payment.

- Assignment of funds to Cheque Drawing & Disbursing Officers (CDDOs) to operate to a certain level through issue of "Letter of Credit". Chief Commissioner of Railway Safety at Lucknow with Commissioner of Railway Safety offices at Bengaluru, Kolkata and Mumbai are the four CDDOs.

- Release/ payment of Grants-in-aid/ equity to Autonomous Bodies/ Public Sector Undertaking under the administrative control of Ministry of Civil Aviation.

- Compilation of the monthly account based on the receipts collected and the payments authorized by them after duly reconciling and incorporating the accounts of cheque Drawing & Disbursing Officers (CDDOs) and submit it to the Principal Accounts Office.

- Maintenance of General Provident Fund accounts, and remittance of New Pension Scheme contribution to trustee banks. Settlement of Inward and outward claims. Authorization/ Payment of pension, family pension, commutation, gratuity, leave encashment etc. to the retiring employees.

- Making available accounting information to all concerned authorities/ divisions.

- Review of balances under DDS& R heads.

13.5 INTERNAL AUDIT

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

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

The Principal Accounts office, Pay and Accounts Offices as well as the offices of the Drawing and Disbursing Officers in Ministry of Civil Aviation are within the jurisdiction of Internal Audit. In addition to these offices Internal Audit Wing is required to audit the Autonomous Bodies/Grantee Institutions.

During the year internal audit of Office of the DGCA (HQ) New Delhi has been conducted.

The position of outstanding paras of Internal Audit is as under.

No. of Units	Paras outstanding as on 31.12.2019
54	782

13.6 REDRESSAL OF GRIEVANCES:

The Principal Accounts Office mainly receives grievances from Pensioners/ Family Pensioners & CPGRAM Portal. In addition to this, grievances were also received through mail / post. The majority of the grievances pertains to release of Pensionary benefits. To minimize such grievances, special attention is being given by Principal Account's office.

13.7 INITIATIVES FOR DIGITISATION OF PAYMENTS AND RECEIPT:

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

13.8 PUBLIC FINANCIAL MANAGEMENT SYSTEM

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

PFMS being a centralized and fully operationalized IT application for fund transfer is in a position to facilitate "Just in time budget release" and complete monitoring of utilization of funds up to end level beneficiaries. As per directions of Ministry of Finance autonomous bodies/grantee institutions are also requested to operate PFMS through EAT module.

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

PAOs	CDDOs	NCDDOs
05	04	44

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

13.9 Non Tax Receipt Portal (NTRP)

The Non Tax receipt portal developed by Controller General of Accounts is a comprehensive end to end solution to overcome the delays and inefficiencies of the manual system. In order to abide by the guidelines of the Digital India initiative Ministry of Finance Department of Economic Affairs has universalized the use of NTR Portal under Bharatkosh to collect all Non-Tax revenue receipt through electronic mode. In compliance thereof Ministry is now integrated with NTR Portal facilitating the online remission of Revenue receipts through Bharatkosh. All the fees, dividend, guarantee fees etc are now flowing through NTRP. A sum of Rs.163.75 Crores has been received through NTRP upto 31st December 2020 in current financial year.

14. WELFARE OF WOMEN

14.1 INTRODUCTION

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

14.2 BUREAU OF CIVIL AVIATION SECURITY

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

14.3 COMMISSION OF RAILWAY SAFETY

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

14.4 AIRPORTS AUTHORITY OF INDIA

Airports Authority of India (AAI) lays a strong emphasis towards ensuring safe and secure working environment for its women employees. Internal Complaint Committees have been constituted at various office locations for prevention of sexual harassment.

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

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

14.5 AIR INDIA LIMITED

Air India is amongst the very few organizations in the world to employ women in highly skilled vocations such as flying and maintenance of aircraft. Presently there are 05 Female Executive Directors, out of a total of 11 Executive Directors. Further there are 12 Female General Managers out of a total of 55 General Managers in Air India. Air India has 29.63% women employees of the total strength.

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

There is a mechanism to prevent sexual harassment at work place in line with the Sexual Harassment of Women Workplace (Prevention, Prohibition and Redressal) Act, 2013. Internal Complaints Committees for investigation of complaints & prevention of sexual harassment of women employees of Air India Limited, have been constituted at the corporate level.

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

Air India regularly supports women development in various types of activities besides administrative and commercial areas. Air India has been the first airline to encourage specialized technical areas to be handled by women. On 8th March every year the Women's day is celebrated and many interactive programmes are

conducted which act as a great booster for knowledge and also reveal the pride of women achievements in the Airlines. On yearly basis, women's day is celebrated with all women crew flights including women pilots, women cabin crew, women quality and safety auditors, women simulator engineers, engineers certifying the aircraft as well as women flight despatchers releasing flights.

14.6 INDIRA GANDHI RASHTRIYA URAN AKADEMI

IGRUA has fourteen women employees (2 Regular + 12 Contractual) and their welfare is being looked after through normal administrative channels. An internal complaint committee comprising three members is in place to look into the complaints of sexual harassment.

14.7 PAWAN HANS LIMITED

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

14.8 AIRPORT ECONOMIC REGULATORY AUTHORITY OF INDIA

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

14.9 RAJIV GANDHI NATIONAL AVIATION UNIVERSITY

For the safety of girl students and women employees at the University campus (both academic as well as residential campus), an Internal Complaints Committee (ICC) has been constituted in accordance with the provisions of the "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013". The broad functions of the ICC is to take note of any violation of the basic principles of gender sensitivity and gender justice in the University campus and act against the same as deemed appropriate. Keeping in view the safety and security of girl students, the hostel accommodation have been divided into two parts by creating partition in between the girls and boys hostel area.

15. FACILITIES TO PERSONS WITH DISABILITIES

15.1 IMPLEMENTATION OF GUIDELINES

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

15.2 DIRECTORATE OF CIVIL AVIATION

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

15.3 BUREAU OF CIVIL AVIATION SAFETY

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

15.4 COMMISSION OF RAILWAY SAFETY

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

15.5 AIRPORTS AUTHORITY OF INDIA

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

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

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

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

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

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

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

- Car Parking: Reserved parking spaces with signage have been provided on city side of Departure and Arrival Terminals at various airports. Slots of 3.6 m x 5.0m car park space are specially designated in the car parking area for Persons with Disabilities.

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

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

- To assist PwDs / PRM passengers and Senior Citizens "May I help You Desks" are being established at AAI Airports having annual traffic one million and above.

15.6 AIR INDIA LIMITED

Air India is sensitive to the needs and requirements of air passengers with disabilities as per international standards and guidelines envisaged under ICAO and IATA. Air India is also a member of STAR Alliance comprising of 26 member airlines. The facilities include Ramp Access and Wheelchair enabled access at booking offices, and priority handling of

passengers. Air India operates at airports that are compliant with national and global standards with facilities for persons with disabilities. Air India offers wheelchair facilities based on advanced intimation of requirement when booking flights. Escorted boarding is accorded where needed at departure, arrival and transit at Air India stations.

15.7 INDIRA GANDHI RASHTRIYA URAN AKADEMI

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

15.8 RAJIV GANDHI NATIONAL AVIATION UNIVERSITY

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

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

16.1 INTRODUCTION

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

the provision of facilities for air navigation, and States whose designation will ensure that all major areas of the world are geographically represented. As the governing body, the Council provides continuing direction to the work of ICAO. It is in the Council that the Standards and Recommended Practices are adopted and incorporated as Annexes to the Convention on International Civil Aviation. The Council is assisted by the Air Navigation Commission (technical matters), the Air Transport Committee

ICAO HEADQUARTERS MONTREAL

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

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

(economic matters), The Committee on Joint Support of Air Navigation Services and the Finance Committee.

The Air Navigation Commission (ANC) is composed of nineteen members who have "suitable qualifications and experience in the science and practice of aeronautics", as outlined in the Convention on International Civil Aviation (Chicago Convention). The ANC is tasked by the Council to manage the technical work programme of ICAO and, since its establishment, the Commission has considered and recommended SARPs comprising 17 out of the 19 Annexes

COUNCIL CHAMBER

ANC CHAMBER

to the Chicago Convention – including the most recent introduction of the new Annex 19 on Safety Management. Under the approval of the Council, the ANC typically convenes for three sessions each year to address matters within its work programme. Each session typically lasts nine weeks including a three-week recess.

The Secretariat, headed by a Secretary General, is divided into five main divisions: the Air Navigation Bureau, the Air Transport Bureau, the Technical Co-operation Bureau, the Legal Bureau and the Bureau of Administration and Services. In order that the work of the Secretariat reflects a truly international perspective, professional-level personnel are recruited on a broad geographical basis.

ICAO works in close cooperation with other members of the United Nations family such as the United Nation Security Council (UNSC), World Meteorological Organization (WMO), the International Telecommunication Union (ITU), the Universal Postal Union (UPU), the World Health Organization (WHO), the World Tourism Organization (UNWTO) and the International Maritime Organization (IMO).

Non-governmental organizations which also participate in ICAO's work include the International Air Transport Association (IATA), Airports Council International (ACI), the Civil Air Navigation Services Organisation (CANSO) the International Federation of Air Line Pilots' Associations (IFALPA) and the International Council of Aircraft Owner and Pilot Associations (IAOPA).

16.2 ICAO STRATEGIC OBJECTIVES

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

- **Safety:** Enhance global civil aviation safety. This Strategic Objective is focused primarily on the State's regulatory oversight capabilities. The Global Aviation Safety Plan (GASP) outlines the key activities for the triennium.

- **Air Navigation Capacity and Efficiency:** Increase the capacity and improve the efficiency of the global civil aviation system. Although functionally and organizationally interdependent with Safety, this Strategic Objective is focused primarily on upgrading the air navigation and aerodrome infrastructure and developing new procedures to optimize aviation

system performance. The Global Air Navigation Capacity and Efficiency Plan (Global Plan) outlines the key activities for the triennium.

- **Security & Facilitation:** Enhance global civil aviation security and facilitation. This Strategic Objective reflects the need for ICAO's leadership in aviation security, facilitation and related border security matters.

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

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

16.3 FUNCTIONS OF ROI

India maintains a permanent office of the delegation of India in ICAO which comprises of the Representative of India (ROI), Technical Advisor and other staff.

The main function of the ROI is to represent India in the Council of ICAO and attend all Sessions of the Council, various Committees of the Council, Working Groups, Special Groups, etc., and participate actively and effectively in the governance of ICAO in taking policy decisions relating to Budget and Management of ICAO, realization of its Strategic Objectives viz., Safety, Security, Air Navigation Capacity and Efficiency, Economic Development and Environmental Protection, as well as participating in the Council's principal function of making/ amending Standards and Recommended Practices (SARPs).

Functions of the ROI also include maintaining:

- diplomatic and social contacts with delegations of all States and to preferably achieve common understanding and consensus on various policy matters;

- close and cordial contact with the President/ Secretary General and senior Secretariat officials of

ICAO to enable flow of information between ICAO and Government of India;

- obtain advice of the Ministry/ DGCA on major policy issues coming up for discussion in the Council and other bodies.

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

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

Ministry of Civil Aviation

Government of India