



VISION

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



MISSION

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





Inauguration of Belagavi Airport Terminal Building



Contents

Contents	Page No.
1. Highlights	06-15
2. Ministry of Civil Aviation	16-22
3. Directorate General of Civil Aviation	23-32
4. Bureau of Civil Aviation Security	33-38
5. Commission of Railway Safety	39-43
6. Airports Authority of India	44-68
7. Air India Limited	69-81
8. Indira Gandhi Rashtriya Uran Akademi	82-86
9. Pawan Hans Limited	87-92
10. Airports Economic Regulatory Authority	93-98
11. Aircraft Accident Investigation Bureau	99
12. Rajiv Gandhi National Aviation University	100-101
13. Accounting System in the Ministry	102-105
14. Welfare of Women	106-107
15. Facilities to Persons with Disabilities	108-109
16. Representative of India (ROI) on the Council of ICAO	110-114





1. HIGHLIGHTS

1.1 Regional Connectivity Scheme (RCS):

1.1.1 Airport Authority of India, Implementing Agency for RCS-UDAN has issued Letter of Award for 27 proposals of five Selected Airline Operators to operate from 43 RCS (12 under-served & 31 unserved) airports in first round of bidding under Regional Connectivity Scheme (RCS)-UDAN. Second round of bidding under RCS-UDAN has been commenced from 24.08.2017.

1.1.2 Ministry of Civil Aviation has revised the Regional Connectivity Scheme in September 2017 for better and effective implementation of the Scheme for un-served and under-served areas of the country. Following key revisions have been done in the RCS-UDAN 2.0 released in September 2017:

- Priority areas has been introduced for better connectivity for the States of Jammu and Kashmir, Himachal Pradesh & Uttarakhand, North Eastern Region of India, Andaman and Nicobar Islands and Lakshadweep Islands
- Consideration of routes with stage length less than 150 Kms for operations through fixed wing aircraft as RCS Routes.
- Selected Airline Operator may issue No-Objection Certificate (NOC) to other airline operator(s) willing to operate on the respective RCS Route.
- No. of RCS Flights per week can be a maximum of 14 departures for Priority RCS Routes and 7 departures for RCS Routes other than Priority RCS Routes.
- No minimum performance Specifications applicable on Non-RCS Routes.
- VGF Caps for Helicopters increased and 10% of the estimated annual inflows in the RCF earmarked for operations through helicopters.
- All seats up to 13 passenger seats for Helicopters shall be considered as RCS Seats and accordingly, VGF shall be provided.



Signing of MoU with Government of Telangana on RCS



1.2 Passenger Growth:

Passengers carried by domestic airlines during Jan-Nov 2017 were 105.6 million as against 90.0 million during the corresponding period of previous year thereby registering a growth of 17.3 %

1.3 Scheduled Operators & Non Scheduled Operators:

There are 15 Scheduled Operators (11 Scheduled Operators, 2 Scheduled Commuter Operators and 2 Cargo Operators) and 111 Non-Scheduled Operators.

1.4 Air Service Talks:

1.4.1 During the year 2017, bilateral air services talks were held with following countries and MoU/Agreed Minutes/ Air Service Agreements / Record of Discussion were signed.

1.4.2 Austria, Bahrain, Botswana, Brunei Darussalam, Cyprus, Ethiopia, European Union, Fiji, Georgia, Iraq, Italy, Japan, Lao PDR, Latvia, Lithuania, Malaysia, Malta, Morocco, Mozambique, Netherlands, Nigeria, Rwanda, Sri Lanka, Switzerland, Tanzania, United Kingdom and Zambia.

1.4.3 As on Date, India has Air Service Agreement with 115 countries.

1.5 Grant of Traffic Rights:

The Government of India has adopted a cautious approach for allocation of traffic rights to Indian Carriers after giving the priority to Air India and has thereby opened up several new routes. Besides accelerating growth of the Indian Civil Aviation sector, such an approach shall offer improved connectivity at competitive fares to the Indian passengers.

1.6 ICAN (International Civil Aviation Negotiations), 2017:

ICAN (International Civil Aviation Negotiations), 2017 was convened in Colombo from 4th to 8th December, 2017. The Conference was attended by 69 countries out of ICAO membership of 191 countries. Indian

delegation met 15 countries during ICAN Conference. During this negotiations "Memorandum of Understanding" were signed with 10 countries namely Tanzania, Nigeria, Morocco, Italy, Sri Lanka, Botswana, Thailand, Austria, Switzerland and Brunei. The "Records of Discussion" were signed with 4 countries namely Ethiopia, Lao PDR, Bahrain and Iraq and "Agreed Minutes" was signed with Zambia.

1.7 Implementation of Horizontal Agreement:

1.7.1 An Horizontal Agreement was signed between India and European Community (EC) on 8th April, 2008. EC had proposed signing of a Horizontal Agreement to bring the existing Air Services Agreement between India and the respective Member States of the EC in tune with the provisions of the Community law. However the Horizontal Agreement was put on hold since 2008. A Joint Declaration was signed between India and EC on 28th September, 2008 which provides that the Horizontal Agreement would come into force only when each bilateral agreement between India and EC member States would have been amended to include new provisions relating to cargo open sky with 5th Freedom right, routing flexibility, cooperative marketing arrangements, and inter-modal services.

1.7.2 The process of amending the existing bilateral provision with 26 EU nations out of 28 EU countries was started. Croatia and Estonia were extended from the process as Croatia was not the member of EU at the time of Joint Declaration, while there is no ASA between India and Estonia. The amendments have been completed with all 26 EU member states and Indian side has notified the completion of internal process for implementation of Horizontal Agreement which was signed on 8th April, 2008. The provisions of Horizontal Agreement is applicable from 18th December, 2017 i.e. date of notification by Indian side.

1.7.3 India has been able to negotiate with the 26 EU nations so that the clauses on Cooperative Marketing Arrangement, Routing flexibility, Cargo Open Sky and Inter Modal Services have been incorporated



effectively and Indian carriers can now feed traffic from EU nations through code share services. Further by implementing the EU-India Horizontal Agreement cross EU ownership issue has been resolved.

1.8 FDI Guidelines:

Government of India has recently raised the FDI limit from 49% to 100% in Scheduled and Non Scheduled Air Transport Services, FDI in Scheduled Airlines upto 49% permitted under automatic route and FDI beyond 49% through Government approval. For NRIs, 100% FDI will continue to be allowed under automatic route. Foreign Airlines would continue to be allowed to invest in capital of Indian companies operating scheduled and non-scheduled air transport services upto the limit of 49% of their paid up capital subject to the laid down conditions in the existing policy. FDI route for existing airport projects have also been automatic upto the limit of 100%.

1.9 Route Dispersal Guidelines (RDGs):

1.9.1 As envisaged in the National Civil Aviation Policy (NCAP) 2016, Route Dispersal Guidelines have been revised in exercise of the powers conferred under Sub-Rule (1A) of Rule 134 of Aircraft Rules, 1937 for better connectivity of air transport services of different regions. Revised categorization of routes under RDG is effective from winter schedule of 2017.

1.9.2 DGCA has analyzed the Category - I routes on the basis of traffic data of Scheduled Domestic Airlines for the Calendar year 2013 to 2015 and has found that the following Category - III routes (from S. No. 11 to 20) meet the criteria of flying distance of more than 700 Kms., average seat factor of more than 70% and annual traffic of 5 lakh passengers.

Sl. No.	Existing Category – I Routes
1	Mumbai – Delhi
2	Bangalore – Mumbai
3	Delhi – Bangalore

4	Delhi – Kolkata
5	Mumbai – Chennai
6	Delhi – Chennai
7	Hyderabad – Delhi
8	Mumbai – Kolkata
9	Bangalore – Kolkata
10	Chennai – Kolkata

Sl. No.	Proposed inclusion of Category – III Routes into Category – I Routes
11	Bangalore – Pune
12	Ahmedabad – Delhi
13	Delhi – Patna
14	Mumbai – Jaipur
15	Mumbai – Cochin
16	Delhi – Pune
17	Mumbai – Chandigarh
18	Delhi – Goa
19	Mumbai – Lucknow
20	Chennai – Pune

1.9.3 Existing Category – I routes viz. Mumbai-Hyderabad and Mumbai-Trivandrum have been removed from the above table as they were not meeting the above criteria in all three years.

1.10 Extension of the initial NOC to Operate Scheduled / Non – Scheduled Air Transport Services:

Ministry, with a view to streamline the procedure and ease of doing business in aviation sector, has reviewed the existing procedure for grant of initial NOC to operate Scheduled / Non-Scheduled / Scheduled Commuter Air Transport Services and has decided to extend the validity of initial NOC as below:



Purpose	Validity
Initial NOC to operate Scheduled Passenger / Regional Scheduled / Scheduled Cargo Air Transport Services	03 years
Initial NOC to operate Scheduled Commuter Airlines	03 years
Initial NOC to operate Non-Scheduled Passenger / Non-Scheduled Cargo Air Transport Services	03 Years

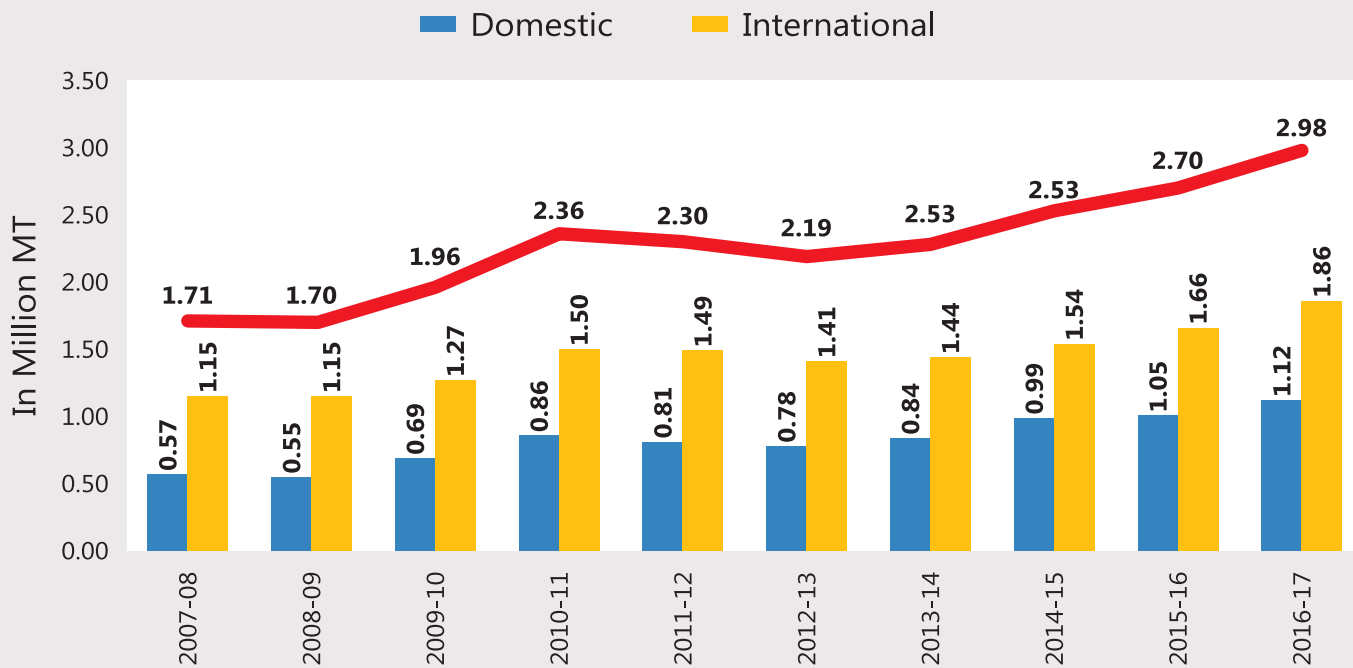
1.11 Growth and development of air cargo sector:

1.11.1 Air cargo supports trade, investment, and inventory management, promotes connectivity, and improves efficiency and competitiveness of a country. It serves as a vital link between domestic and international markets, especially for cross-border trade in high value and high time-

dependency goods, such as perishables, pharmaceuticals, live animals, electronics and goods shipped through e-commerce.

1.11.2 Demand for air cargo transportation in India witnessed continuous expansion, rising by 10% (y-o-y) in 2016-17 to 3 million tonnes of air cargo handled at airports across India. Domestic cargo grew by 8.3% p.a. (CAGR) and international cargo by 7.6% p.a. during the decade ending 2013-14. During the last three years 2014-15 to 2016-17, domestic cargo grew by 10.4% p.a. and international cargo by 8.8% p.a. In the first 9-months of 2017-18, domestic cargo has grown by 9.1% and international cargo by 18.0% over the corresponding levels in the preceding year. Express cargo or time-bound door-to-door delivery services grew by about 15% p.a. over the last five years propelled by factors such as rise of e-retail industry, strategic significance of logistics, and technological innovation. E-commerce contributes about 30% to domestic air cargo.

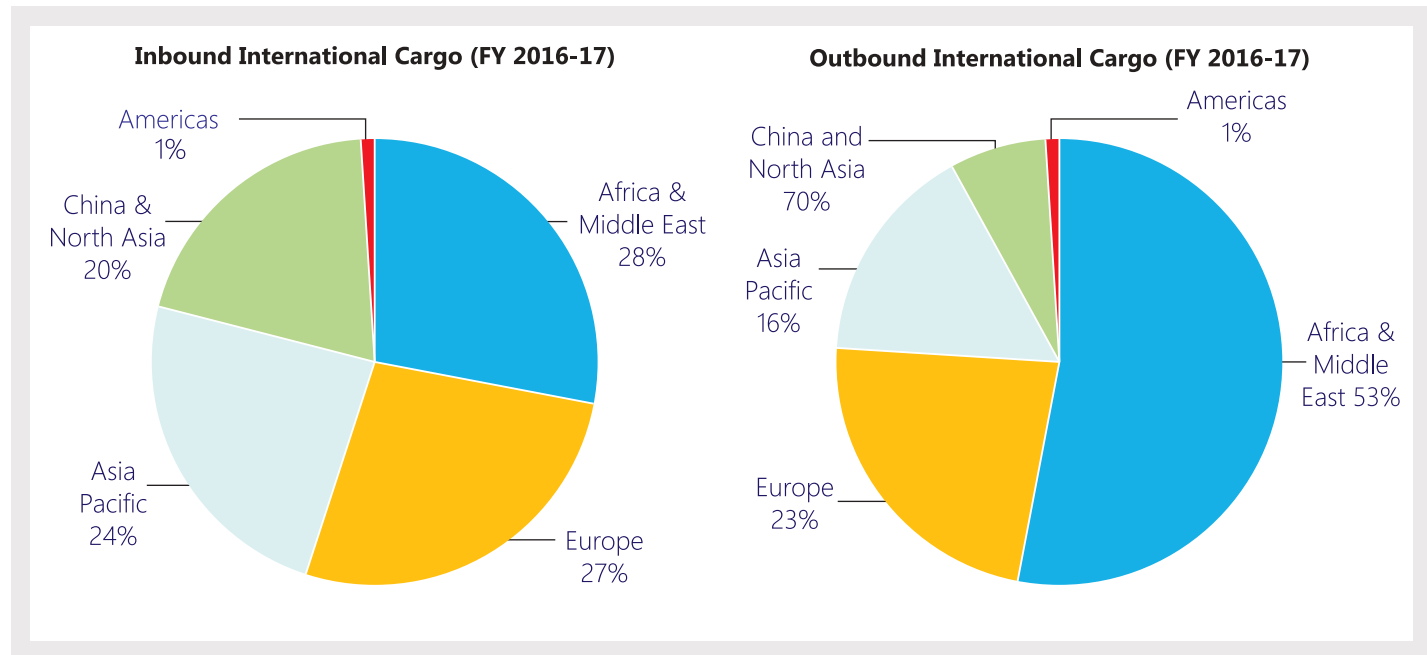
Chart-1: Air Cargo Handled in India





1.11.3 As per IMF's forecast, India's GDP is forecasted to grow at an annual average rate of growth of 7.5% - 8.2% during FY 2018-21 and thus air cargo could be at the centre of supply. Various other forecasts also suggest that India's growth trajectory would continue for more than two decades. India's

air trade to GDP ratio has doubled from about 4% to 8% in last two decades. The rise in India's GDP is further expected to propel the air cargo market in India. IATA in its recent forecast has projected that India would be one of the top 10 freight markets in the world by 2018-19.



1.11.4 Key drivers of air cargo growth will primarily be the growth of e-commerce, significant demand from small and medium B2B segment, and growth of India's cross-border trade. Improved international connectivity with resulting consolidation activity and expanding cargo-handling infrastructure, both physical and digital, support this impetus for growth. Alongside, a strong push for reforms has created a positive environment for the future growth of air cargo in India.

1.12 Improved Business Confidence and Airport Infrastructure is propelling cargo growth

1.12.1 India is now the 3rd largest – and the fastest growing – domestic aviation market in the world in terms of number of domestic tickets sold. In 2017, India registered a growth of 23.5% in domestic passenger departures as compared to 3.3% growth in the US and 10.7% in China. Grant of 07 Scheduled

Air Operator Permits (AOPs), and 34 Non-Scheduled AOPs by DGCA since 01.01.2014, will bring in new operators and new cargo routes. During the last 3½ years alone, a huge order of 943 aircraft has been placed by scheduled airlines in India, which will enhance air cargo capacity.

1.12.2 Airports are increasingly deploying technology to enhance utilization and efficiency. Airport modernization has been fast-tracked. ₹ 12,461 crore invested in airports during last 3 years. Earmarked ₹ 88,000 crore for capital projects at airports covering air cargo facilities also over next 5 years.

1.12.3 21 Common User Domestic Cargo Terminals (CUDCTs) in AAI airports have been developed, 15 of which were developed since 2013-14. International cargo handling facilities have also been developed at Indore and Bhubaneswar airports. An interim Pharma Zone has been



launched at Chennai airport. Smart warehouses and facilities to manage temperature-sensitive air cargo have also been taken up. International courier facilities at Chennai, Trichy, and Kolkata airports have recently been launched by AAI. All international air cargo terminals have exclusive/ segregated out hazardous cargo storage area from general cargo.

1.13 Air cargo facilities enhanced at the Joint Venture airports.

- 1.13.1 At Mumbai (MIAL), an Export Cargo Terminal exclusively for heavy and bonded cargo has been operationalized on 03.01.2017; and India's largest domestic common user terminal "Santacruz Air Cargo Terminal" was operationalized on 01.06.2016 with annual throughput capacity of 3.0 lakh tonnes.
- 1.13.2 At Delhi (DIAL), a second Common User Domestic Cargo Terminal has been developed in 2016, and further capacity expansion of the Domestic Cargo Terminals has been taken up in April 2017; development of Phase 1 of Cargo City (ACLC 2) in front of Cargo Terminals has been taken up comprising of 18,000 sq.mtr. warehouse space w.e.f. August 2017; Cargo Terminal received Good Distribution Practice's certification for Pharma Cargo handling by IATA in September 2016.
- 1.13.3 At Bengaluru (BIAL), the First Integrated on-Airport Perishable Cargo Handling Centre (Air India SATS Coolport) has been set up in October 2016 to handle a capacity up to 40,000 tons per annum; development of a dedicated Express Cargo Terminal has been taken up, which is likely to be operationalized from April 2019; development of a full-fledged Airport Logistics Park has been taken up.
- 1.13.4 At Hyderabad (GHIAL), additional Cool-cells storage facility developed for storing ULDs with temperature-sensitive products for exports; dedicated Perishables Terminal, Pack house and an Express Cargo Terminal development under process Certified on WHO Good Storage and Distribution Practices (GSDP) for Pharmaceutical

products in January 2018; cargo satellite building (CSB) has been developed as an innovative solution for providing office and warehousing space as a Trade facilitation measure; IATA Safety Audit for Ground Operation re-certified by IATA in 2015 and 2017 which is valid till 2019; handled 16 dedicated wide-body Charter Freighters (Airbus 330F & IL-76F) for livestock exports.

- 1.13.5 At Cochin (CIAL), additional space has been added to the Domestic Cargo area; additional X-ray machines, fork-lift trucks and tractors have been procured; a new conveyor system was installed at the Centre for Perishable Cargo.

1.14 Initiatives in Air Cargo:

- 1.14.1 Comprehensive National Civil Aviation Policy (NCAP) was launched in 2016 for promoting rapid growth of the sector, ease of doing business and advanced regional connectivity.
- 1.14.2 Airport Authority of India Cargo Logistics & Allied Services Company Ltd. (AAICLAS) has been set up as a wholly-owned subsidiary of AAI to promote, represent, organize, undertake, establish, conduct, handle, arrange, own, operate, participate, facilitate, sponsor, encourage, and provide the business as Cargo Terminal Operator, Free Trade Zone, Air Freight Station and Inland Container Depot for air cargo.
- 1.14.3 Setting up Air Freight Stations (Off-airport Common User-Facility) has been encouraged. Approval has been granted for setting up AFSs at Delhi, Bengaluru and Pune, and the one at Delhi has been notified by Customs authorities. An inter-Ministerial online IT applications' portal has been operationalized with effect from 18.08.2017 for ensuring speedier and more transparent approval process for ICDs/ CFSs/ AFSs.
- 1.14.4 Infrastructure status has been granted to logistics, which will ease access to capital and long-term borrowing. Cargo facilities co-located at an airport are now covered under the 'Harmonised List of Infrastructure' and will get the benefit of 'infrastructure' sector.



- 1.14.5 India-Afghanistan Air Freight Corridor has been launched between Kabul-Delhi on 19 June 2017 and Kabul-Mumbai on 27 December 2017.
- 1.14.6 Air cargo potential in regional industrial and/or consumption clusters is being tapped through increased connectivity of Tier-II and Tier-III cities under successive rounds of bidding under the Regional Connectivity Scheme (RCS-UDAN). Air freight operations at RCS airports for a 10-year duration would be entitled to receive a number of incentives, including waivers of airport landing and parking charges and AAI's terminal navigational landing charges (TNLC). Route navigation facility charge (RNFC) would be levied at a discounted basis @ 42.5% of normal rates. Excise duty @ 2% only would be leviable on ATF drawn by freighters on RCS airports for a period of 3 years. 4,500 crore is earmarked for upgrading unserved/ underserved RCS airports, including air cargo facilities. Under the awards from the first round of bidding, 27 currently served airports, 12 currently underserved airports and 31 currently unserved airports (total of 70 airports) would be connected. Under the awards from the second round of bidding, another about 73 hitherto unserved and underserved airports, heliports and helipads would be connected thus enhancing the capacity to handle air cargo commensurately.
- 1.14.7 Airports are increasingly deploying technology to enhance utilization and efficiency in cargo transactions. IT-based Cargo Management and Mobile Apps have been developed by AAICLAS/ AAI for functioning at their pan-India air cargo facilities. IT-related initiatives have been taken at JVV airports also. For instance, BIAL airport has been declared as 100% IATA e-Freight compliant since October 2014; DIAL had introduced a Mobile App with cargo transactions capability in December 2015; and at MIAL an "Air Cargo Custodian Mobile Application" has been introduced and the cargo facilities have achieved "E-freight compliance" since 2015.
- 1.14.8 An Inter-Ministerial Air Cargo Logistics Promotion

Board (ACLPB) has been constituted to promote better, inter-ministerial coordination and to take forward the needed interventions to promote growth of air cargo.

1.15 Key initiatives for improving efficiency, transparency and ease of doing business:

- 1.15.1 A digital National Air Cargo Community System is being developed as a common platform for all stakeholders to communicate with each other digitally and improve ease of doing business in air cargo sector.
- 1.15.2 e-Sahaj, an online portal for processing 22 types of security related clearances has been introduced with effect from 01.12.2017, in order to streamline the procedure and to make it time-bound.
- 1.15.3 Airport Entry Permits (AEPs) for businesses (e.g. MROs) and other employees (including visitors) within airports introduced on 01.08.2017.
- 1.15.4 No Objection Certificate Application System (NOCAS) for height clearance of structures, including buildings, introduced by Airports Authority of India (AAI).
- 1.15.5 24x7 Customs clearance facility is now available at 17 Air Cargo Complexes. Upgrading of air cargo screening facilities carried out at most terminals.
- 1.15.6 Single Window Interface for Facilitating Trade (SWIFT) clearances system has been introduced w.e.f. 01.04.2016 on ICEGATE portal covering requirements of all Partner Government Agencies (PGAs).
- 1.15.7 Customs authorities have eliminated the need for physical documentation for Customs clearances, for instance, bank payments and import declaration are electronically integrated. The number of mandatory documents has been reduced and only three mandatory documents are now prescribed for general import/export.
- 1.15.8 Other air cargo facilitation measures taken up include reduction of free period for air cargo clearance from 72 hours to 48 hours w.e.f. 01.04.2017, notifying service level standards to all stakeholders for reduction of dwell time, and use of



digital signatures for transmission of messages and digital submission of documents under SWIFT.

- 1.15.9 For facilitating trade, the National Trade Facilitation Action Plan, which goes beyond the commitments embodied in the World Trade Organisation's Trade Facilitation Agreement has been adopted for implementation.
- 1.15.10 An Integrated Logistics Action Plan, which would holistically cover multimodality also, is being developed.

1.16 The Rajiv Gandhi National Aviation University (RGNAU)

- 1.16.1 The National Aviation University (NAU) infrastructure, coming up in Fursatganj, Uttar Pradesh, over 26.35 acres of land, is on the verge of completion. Further, the University is designed to have state-of-the-art infrastructure for students, officials and faculty members with a dedicated data center, smart classrooms with the latest audio-visual training aids which are designed to offer the latest in terms of facilities to all the prospective students.
- 1.16.2 In the initial phase of operations, NAU is conducting various Executive and Management Development

Programmes (EDPs and MDPs). Following the success of its pioneer batch of EDP in Aviation Management and MDP on Implementation of Safety Management Systems, the University also conducted a 3-day long MDP on Human Factors in Aviation. The University is planning to launch a Diploma programme in the academic year 2018-19. The University is also planning to launch an e-MBA and MBA programme in Aviation Management in the near future. NAU, being the apex centre for aviation studies in India, shall also be exploring the possibility of affiliating colleges/ institutes for B. Sc. (Hons.) in Aircraft Maintenance.

1.17 Skill Development in Aviation Sector:

- 1.17.1 Government has laid out a road map for "Aviation Education and Skill Building" through the National Civil Aviation Policy, 2016 to:
 - Create necessary ecosystem and architecture for using capacities of institutes under the control of Government / PSUs.
 - Upgrade DGCA-licenced job categories (pilots and engineers) to meet fast evolving global norms.



Launch of AME Apprenticeship training



- Ensure conformance of non-licenced category training to National Skill Qualification Framework (NSQF) standards.
 - Expedite commencement of courses by National Aviation University
 - Provide full support to Aerospace and Aviation Sector Skill Council (AASSC).
 - Register/ Recognise Flight training/ AME/ other training schools under law or as a part of an approved vocational education course or as training partners approved by NSDC or Sector Skill Council.
 - Monitor aviation-related educational institutes.
- 1.17.2 The Ministry had engaged M/s. ICRA Management Consultancy Services Limited (IMaCS) as Consultant to conduct a comprehensive Skill Gap Analysis and draw future road map for Skill Development in Civil Aviation Sector. The recommendations contained in its Report have been accepted and implementation has been taken up.
- 1.17.3 A MoU between Ministry of Civil Aviation and Ministry of Skill Development and Entrepreneurship was signed on 20.10.2016 for collaboration on skill development.
- 1.17.4 Qualification Packs-National Occupational Standards (QPNOS) have been drawn up for identified job roles in the aviation sector in accordance with the National Skill Qualification Framework (NSQF). 38 Job roles (19 Airlines, 8 MRO, 11 Airports) have been identified in the first phase. All the 38 Job roles have been notified by National Skill Development Corporation (NSDC).
- 1.17.5 Recognition of Prior Learning (RPL) has been introduced under Ministry of Skill Development and Entrepreneurship's flagship scheme - Pradhan Mantri Kaushal Vikas Yojana (PMKVY) as a platform to provide recognition to the informal learning or learning through work to get equal acceptance as the formal levels of education. The Ministry of Civil Aviation organized a Workshop on Recognition of Prior Learning for Aviation Professionals in the Airline/Airport/Ground Handling/MRO services on 08.02.2017 to encourage and inform the stakeholders. As a pilot initiative, RPL training was held in March 2017 for Data Entry Operators (DEOs) in the Ministry. A proposal for Recognition of Previous Learning (RPL) program for 2000 workers in New Delhi & Mumbai airports has been submitted to National Skill Development Corporation (NSDC) and is under consideration.





1.17.6 As per the amendments in Apprentices Act, 1961, establishments are required to engage numbers of apprentice equivalent to a minimum of 2.5% and a maximum at 10% of the total workforce, including contractual workers. In this regard, an advisory dated 27.10.2017 has been issued to all establishments concerned, including the CPSEs/ Subsidiaries/ Joint Ventures under Ministry of Civil Aviation, with a request to duly register on the Apprentices Portal set up by MSDE and update the data required therein.

1.17.7 One-Year Standard AME Apprenticeship Training: In order to develop core career skills and learning opportunities which would significantly enhance the employability of AMEs, a One-Year Standard AME Apprenticeship Training has been launched in collaboration with various airlines, Maintenance, Repair and Overhaul (MRO) organizations, and Non-Scheduled Operators (Helicopters). A Certificate of Competence, which is also recognized as a Certificate of Experience of one-year by DGCA and other stakeholders, would be issued by the establishment concerned to every successful Apprentice. An interactive portal for registration, tracking, monitoring, and disseminating information on AME Apprenticeship is being developed by the Ministry, which would serve as a common platform for all stakeholders in AME Apprenticeship training, i.e. students, establishments, academia, training institutes, and regulatory agencies, to register and track and monitor the implementation of such skilling.

1.17.8 AIESL & Boeing AME Accelerated Apprenticeship Program: Air India Engineering Services Ltd. (AIESL) in partnership with Boeing have launched the AME Accelerated Apprenticeship Program. The key

objectives of the Program are to improve the employability of AMEs through training and hands-on experience by performing specific tasks on Boeing aircraft. The AME Accelerated Apprenticeship Program will consist of one year of theory and practical learning in a smart-classroom environment, including select CAR66 Modules. The first class is likely to commence at the AIESL Mumbai facility, in mid 2018.

1.17.9 Setting up of a Multi Skill Development Centre at Old Airport Chandigarh, as a CSR initiative of AAI, is in an advanced stage. Bird Group has been identified as Training Partner by NSDC. The Training Partner has a mandate to train about 2,360 candidates spread across a minimum of 8 job Roles over a 3-year period.

1.18 Signing of MoU between India and Australia for cooperation in civil aviation security:

A Memorandum of Understanding (MoU) was signed between the Ministry of Civil Aviation of the Republic of India and the Department of Infrastructure and Regional Development of the Commonwealth of Australia on the 7th of April, 2017 for promotion and development of cooperation in civil aviation security.

1.19 Subordinate Legislation on Anti-hijacking:

Pursuant to publication of a fresh legislation on Anti-hijacking, namely, the Anti-hijacking Act, 2016 (30 of 2016) in the Gazette of India in May, 2016, necessary Rules were formulated in exercise of the powers conferred by sub-section (1) of Section 20 of the said Act. These Rules called "Anti-hijacking Rules, 2017" were subsequently published in the Gazette of India on 5th July, 2017.





2. MINISTRY OF CIVIL AVIATION

2.1 Organization

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

Attached Offices

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

Autonomous Bodies

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

Public Sector Undertakings

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

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

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

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





ORGANIZATIONAL STRUCTURE OF MINISTRY OF CIVIL AVIATION



Shri Ashok Gajapati Raju Pusapati
Cabinet Minister



Shri Jayant Sinha
Minister of State



Shri R. N. Choubey
Secretary



Smt. Gargi Kaul
Joint Secretary & Financial Advisor



Shri Arun Kumar
Joint Secretary



Shri Satyendra Kumar Mishra
Joint Secretary



Smt. Usha Padhee
Joint Secretary



Ms. Vandana Aggarwal
Economic Advisor



2.1.5 Heads of Organizations under Ministry of Civil Aviation:

Attached Offices:

- Directorate General of Civil Aviation :
Shri B.S. Bhullar, DG
- Bureau of Civil Aviation Security :
Shri Kumar Rajesh Chandra, DG
- Commission of Railway Safety :
Shri Shailesh Kumar Pathak, CCRS
- Aircraft Accident Investigation Bureau:
Shri Bir Singh Rai, JDG

Autonomous Bodies:

- Airports Economic Regulatory Authority of India:
Shri S. Machendranathan, Chairperson
- Indira Gandhi Rashtriya Uran Akademi (IGRUA)
Air Marshal (Retd.) V.K. Verma, Director
- Rajiv Gandhi National Aviation University:
Air Vice Marshal (Retd.) Nalin Kumar Tandon,
Vice-chancellor

Public Sector Undertakings:

- Airports Authority of India:
Dr. Guruprasad Mohapatra, Chairman
- Air India Limited: Shri Pradeep Singh Kharola,
CMD
- Pawan Hans Limited: Dr. B.P. Sharma, CMD

2.2 Organisation and Method:

All important information such as time limit for disposal for cases along with channel of submission and work distribution among the sections and organizational chart are available on the website of the Ministry in compliance to the Right to Information Act, 2005. Instructions are issued from time to time emphasizing the need for observance of provisions of Manual of Office Procedure (MOP).

2.3 Record Management:

Record Retention Schedule relating to substantive functions of Ministry of Civil Aviation is available on the Ministry's website.

2.4 Swachh Bharat Mission:

The Government has announced "Swachh Bharat Mission" to achieve a clean India by 150th Birth Anniversary of Mahatma Gandhi in 2019, Ministry of Civil Aviation and its attached / subordinate organizations including PSUs observed Swachhata Pakhwada during 16th January 2017 to 31st January, 2017 and 15th September 2017 to 2nd October 2017 and took up specific activities as per definite action plan drawn to achieve this objectives of the Swachhata Campaign.

MoCA was adjudged the best Ministry for its contribution towards Swachhata Action Plan under Swachh Bharat Mission.

2.5 Public Grievances Redressal Machinery:

2.5.1 The Public Grievances Redressal Machinery (PGRM) in the Ministry is headed by a Joint Secretary who has been designated as the "Public Grievances Officer". All organizations working under the administrative control of the Ministry too have full-fledged public grievance redressal machinery headed by respective designated "Nodal Officers". The Director/Deputy Secretary has been designated "Nodal Officer" for dealing the policy related issues of the Ministry (Main). The Centralized Public Grievances Redressal and Monitoring Systems (CPGRAMS), which is a web-based on-line public grievance handling system, was introduced and developed by the Department of Administrative Reforms & Public Grievances (DARPG). The system has been implemented in the Ministry for prompt and effective disposal of the grievances from 01.01.2008. Up to the end of the year 2017, a total of 7067 public grievance cases were received on-line, out of which, 6683 cases, i.e. 98%



approximately, have been disposed of through the CPGRAMS.

2.5.2 AirSewa is an initiative of the Ministry of Civil Aviation launched on 25th Nov., 2016 to offer people a convenient and hassle-free air travel experience. It operates through an interactive web portal (airsewa.gov.in) as well as through a mobile app for both android and iOS platforms. The portal includes a mechanism for grievance redressal, back-office operations for grievance handling, flight status/schedule information, airport Information and FAQs. AirSewa initiative has integrated various stakeholders in aviation sector with whom an air traveler has to interact during the air travel. These stakeholders are: (i) Airlines (ii) Airports (iii) Security (iv) Immigration (v) Customs (vi) BCAS (vii) DGCA (viii) Helicopter/General Aviation.

By using AirSewa, passengers are able to register their grievances through the mobile app or a web portal. The users have the facility to upload voice or video along with an elaborate description of their issues. They are given a unique reference number for each of their reported grievances which is also communicated through an email as well as an SMS. The Users can track the status and response to these grievances through the mobile application as well as the web application based on the reference number

provided. Once the grievance is closed the user has an option to provide his/her feedback and rate the overall experience and satisfaction.

Users have the option to check the flight status and schedule between any of airports. Flights can be searched on the basis of flight number or for all flights to a particular airport. Airport Information displays basic weather information and connecting flight details from the airport. Airport information also include basic details and contact information regarding airport services like wheel Chair, transport/parking, rest and relax, Wifi services etc.

Response to "AirSewa" has been very encouraging.

2.5.3 Administrative & Staff Grievances Redressal Mechanism:

Director (Administration) of the Ministry of Civil Aviation also functions as Director (Grievance) of the Ministry and is available every Wednesday from 10.00 AM to 01.00 PM to listen to the grievances of the employees of the Ministry personally. In addition, Administration Section in the Ministry functions as Grievance Cell and handles all complaints received from the Staff besides taking all required steps to ensure harmonious relations between the members of staff for increasing the efficiency and output of the Ministry.

2.6 Right to Information Act, 2005:

Right to Information Act, 2005 has been introduced to provide the citizens secure access to information under control of the public authorities. It promotes transparency and accountability in the working of every public authority.

This Ministry has notified 11 CPIOs and 7 Appellate Authorities for implementation of the provisions of the RTI Act in the Ministry. With the increased awareness among the people about RTI Act, 2005, a large number of applications / appeals were received. A total of 1671 applications and 112 appeals





were received during the year 2017. All efforts were made to dispose of these applications and appeals within the prescribed time.

In compliance of section 4(1)(b) of the RTI Act, 2005, steps are being taken to disclose as much information suo moto to the public at regular intervals on Ministry's website www.civilaviation.gov.in.

2.7 Welfare of Minorities:

Hon'ble Prime Minister's 15-point programme on welfare of minorities envisages that special consideration should be given to recruitment from minority communities where in institutionary such as Railways, Nationalized Banks and Public Sector Enterprises including Civil Aviation sector where large scale employment opportunities exist. All Public Sector Enterprises under the Ministry have been advised to comply with the directives issued under PM's 15 Point Programme. Periodical returns have been prescribed to monitor compliance / progress.

2.8 Vigilance activities:

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

2.8.2 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.

2.8.3 In pursuance of Central Vigilance Commission's directions, "Vigilance Awareness Week - 2017" has been observed in this Ministry, its attached offices as well as in the PSUs under the administrative control of this Ministry from 30th October (Monday) to 4th November (Saturday), 2017. The JS & FA, Ministry of Civil Aviation administered the 'PLEDGE' to all the employees at 11.00 AM on 30th October, 2017.

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

2.8.5 Meetings of all CVOs of PSUs / attached and subordinate offices are held under the Chairmanship of JS & CVO, to review the pending vigilance cases in PSUs / attached and subordinate offices under the administrative control of this Ministry, at regular intervals.

2.9 Welfare of Scheduled Castes / Scheduled Tribes / Other Backward Classes:

A dedicated Cell looks after the liaison work relating to reservation for Scheduled Castes, Scheduled Tribes and Other Backward Classes in posts and services in the Ministry and its subordinate organizations. Similar cells also exist in various organizations of the Ministry to overseas and safeguard the interests of SCs / STs / OBCs. 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 are brought to the notice of all the



organizations for implementation from time to time. 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 Classe's employees/their associations are examined and remedial action is taken wherever required as per instructions on the subject.

2.10 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.

2.11 Protection of Environment:

The guidelines of the Ministry of Environment and Forests are being followed by the Ministry of Civil Aviation and organizations under its administrative control towards protection of the environment. Efforts are being made to adopt alternative options with an objective to reduce carbon footprint specifically with reference to operations in aviation sector.





3. DIRECTORATE GENERAL OF CIVIL AVIATION

3.1 Introduction

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

3.2 Organisation

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

3.3 Functions

The main function of the Directorate General of Civil Aviation is to regulate all civil aviation matters which include :-

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





3.4 Legislation

To keep the statutory provisions abreast with the international standards and the latest developments in the sphere of civil aviation, comprehensive amendments were made in the Aircraft Rules, 1937 which include :-

- Amendment to Schedule II related to Section M, R & Z;
- Amendment to Rule 133C for increase of quantum of fees being charged for approval of various organizations as enumerated under Rule 133B;
- Insertion of rule 118A relating to licensing of ATCOs;
- Amendment to Rules 38, 38A, 38B related to carriage of cabin;
- Amendment to rule 134A & 134C pertaining to validity & fee charged for application, grant and renewal of NSOP;
- Insertion and amendment to rules 3, 15, 49A, 49B, 50, 50A & Schedule II for inclusion of provisions related to Light Sports Aircraft;
- Amendment to rule 39C pertaining to period of medical fitness assessment & licenses.
- Insertion of provisions for regulation of Gyroplanes, Remote Controlled Aircraft Systems and Amateur Built Aircraft were also carried out by inserting/amending rules 3, 15A, 20, 38, 39C, 60, 61 & Schedule II in the Aircraft Rules 1937 during the year 2017.

3.5 Air Transport

3.5.1 Tourist Charters

Operations of Inclusive Tour Package Charter flights to and from India continued under the liberalized guidelines issued vide Aeronautical Information Circular No. 05 of 2015 and a total number of 782 flights were operated during the period January- October 2017 bringing 146768 tourists in India.

3.5.2 Non-Scheduled Operator's Permit

As on 31st October 2017, a total number of 111 companies are holding Non-Scheduled Operator's Permit, as against 121 companies during the last calendar year 2016.

3.5.3 Domestic Scheduled Operators

3.5.3.1 In year 2017, M/s Turbo Megha Airways Pvt Ltd (True Jet) converted their existing Scheduled Regional (South) permit to Scheduled Commuter category for participating in the RCS (UDAN) Scheme. Further, M/s Deccan Charters Private Limited was issued Air Operator Certificate under Scheduled Commuter category for participating in the RCS (UDAN) Scheme.

3.5.3.2 In addition to Air India Ltd., Alliance Air and Air India Charters Ltd., there are at present Ten (10) private scheduled operators viz. Jet Airways (India) Ltd., JetLite (India) Ltd., SpiceJet Ltd., Go Airlines (India) Pvt. Ltd., InterGlobe Aviation Ltd. (Indigo), Air Asia Pvt. Ltd., Tata SIA Airlines Ltd. (Vistara), Zexus Air Services Pvt Ltd (Zoom Air), Turbo Megha Airways Pvt Ltd (True Jet) and Deccan Charters Pvt. Ltd., (Air Deccan) operating on the domestic sector providing a wide choice of flights and connectivity to various parts of India.

3.5.3.3 In addition there is one cargo airlines viz. Blue Dart Aviation Ltd. operating scheduled cargo services in the country. During the period, Air Costa (Scheduled Airline), Air Carnival (Scheduled Regional Airline), and Quickjet Cargo Airline (Scheduled Cargo Airline) suspended their operations.

3.5.3.4 During the year 2017 (Jan-Nov), scheduled domestic airlines operated a total number of 8.0 Lac scheduled flights carrying a total of 105.6 million scheduled passengers as against 7.2 Lac scheduled flights carrying a total of 90.0 million scheduled passengers during the previous year 2016 (Jan-Nov). The number of domestic passengers carried by scheduled domestic Indian carriers has witnessed a growth of 17.3 percent in the year 2017 as compared to the previous year 2016 (up to 30th November 2017).

3.5.4 Passengers carried on International Route

During the period from Jan to Sep 2017 a total of 43.4 million passengers were carried on international route by Indian/foreign carriers as against 39.8 million in the corresponding period in 2016 and thereby witnessing a growth of 8.95 % (YoY). Out of the 43.4 million passengers, 16.8 million passengers were carried by scheduled



Indian carriers while 26.6 million passengers were carried by scheduled foreign carriers during the period January to September 2017.

3.6 Airworthiness

3.6.1 A total of 123 aircrafts were registered by Airworthiness Directorate during the year 2017. A total of 224/110 AME licenses were converted/ issued during the year 2017.

Further, approval of following organization were accorded during the year 2017:

- 13 Foreign and 20 domestic maintenance organizations;
- 03 Foreign and 05 domestic Type training organizations;
- 15 Continuing Airworthiness Management organisation (CAMO) Under the provisions of CAR 'M' Sub Part G; and 02 Continuing Airworthiness Management organisation (CAMO) under the provisions of CAR 'M' Sub Part F; and
- 14 number of organisations were granted approval under the approval for Fuel, lubricants and Special Petroleum products Organizations.

3.6.2 Examination

3.6.2.1 The Central Examination Organisation is vested with

the responsibility of conducting knowledge based examination for Aircraft Maintenance Engineers (AMEs), Pilots, Flight Engineers, Flight Dispatchers, Foreign Aircrew Temporary Authorisation (FATA), Flight Instructor Ratings (FIR) and Assistant Flight Instructor Ratings (AFIR) in accordance with the laid down Rules and relevant Civil Aviation Requirements for the purpose of issue of licenses. Central Examination Organisation of DGCA conducts the examination throughout the year with Centers across India.

3.6.2.2 During the year 2017; 11,683 candidates appeared for AME; 24,673 candidates appeared for Pilots (including AFIR/FIR & FATA); 369 candidates appeared for Flight Dispatchers and 04 candidates appeared for Flight Engineers.

3.6.2.3 1836 number of Unique computer number (Unique Identification number) and 2755 number of Unique computer numbers (Unique Identification number) have been allotted for each of the Pilot and AME candidates by the Central Examination Organization.

3.6.2.4 Other important activities undertaken during 2017 include :-

- Two sessions with "VIMAN" Portal for AME Online modular examination as per CAR-66.
- Periodic addition to the question bank for Pilot and AME related examination.

3.7. Training and Licensing of Aircrew

During 2017 following licenses/ endorsement were issued:-

SL. No.	Type of Licenses, Ratings, FATAs & Endorsements	Nos. of Licenses Ratings, FATAs issued & Endorsements done
01	ATPL (A)/ (H)	495
02	CPL (A)/ (H),	593
03	PPL (A)/ (H)	124
04	PLM/ PPB/ PLG	01
05	FRTOL/ FRTOL(R)	1282
06	IR(A)/ (H)	580
07	FIR (A)/ FIR (H)	14
08	AFIR (A)/ AFIR (H),	20
09	FATA (issued)	152
10	FATA (Renewed)	369
11	Endorsements	2729



3.8. Flight Standards

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

3.8.2 Flight Standards Directorate also carries out the following functions:

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

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

- Directorate of Training & Licensing: On operational and training aspects for issue/ renewal and revalidation of licenses/ ratings.
- Directorate of Airworthiness: Minimum Equipment List (MEL) for aircraft type.
- Directorate of Air Safety: Investigation of Accident/ Incident.
- Directorate of ANS: Examination & Review of IAL Procedures and if necessary, Flight Trials are carried out on aircraft and simulators by the Flight Operations Inspections.
- Central Examination Organisation: Flight Operations Inspectors are associated with CEO for standardization of Question Papers. FSD is also associated in oral examination for ATPL being conducted by CEO.
- Directorate of Air Transport: Evaluation of operational capabilities of operators at the time of issue of Airline Operator's Certificate as per CAP 3100.

3.8.4 During 2017, Flight Standards Directorate carried out following major activities:

- 376 Ramp Inspections, 72 SOFA, 271 Cockpit Inspections, 74 Station Facility inspections (36 for Non- Scheduled Operator & 38 for Scheduled operator), 06 ATO inspections and 09 Main Base Inspections.
- Approvals/ Renewals were granted to 61 Training Captains (Check Pilots/ Instructors/ Examiners) of various non- schedule & General Aviation operators (Aeroplane & Helicopter).
- Approvals were granted to 55 DE; 86 for TRI (A); 26 for TRI (S), 09 for SFI for scheduled operators.
- Cabin Safety conducted 09 Base inspection and 63 cabin en-route inspections.
- 05 Simulator recurrent evaluations were carried out.

3.8.5 Various Operations Circulars were issued by FSD for guidance of Scheduled/ Non-scheduled/ General Aviation operators in order to enhance safety of aircraft operations during 2017, detailed below :-



Annexure -1

(OPERATIONS CIRCULARS)	
1/2017	Precision Approach Radar (PAR) Approaches
2/2017	Guidance for Operators on Training Programme on the use of Ground Proximity warning System (GPWS)
3/2017	Unstable Approaches
4/2017	Nomination of Designated Examiners to carry out Standardisation Checks
5/2017	Number of Route Checks and Training Sectors in a Flight Duty Cycle
6/2017	Precautions to be observed by Operators/ Pilots during Helicopter Operations to Temporary/ Regular use Helipads
7/2017	Reporting of communicable disease by Pilot in Command
8/2017	Application Form for Approval of Flight Dispatcher
9/2017	Approach and Landing Accident Reduction (ALAR) and Control Flight into Terrain (CFIT) reduction tool kit
10/2017	Checklists of Training Captains- Scheduled, Non-scheduled and General Aviation Operators

The Civil Aviation Requirements issued by FSD during 2017 for guidance of Scheduled/ Non-scheduled/ General Aviation operators in order to enhance safety of aircraft operations and streamline aircraft operations and the details same are as under :-

Annexure- 2

Civil Aviation Requirement	Subject
CAR Section 7, Series D, Part IV	Approved Training Organizations(ATO) for type rating of flight crew
CAR Section 7, Series D, Part V	Airline type Rating Programme
CAR Section 7, Series D, Part VI	Requirements for the Qualification of Aircraft Full Flight Simulators and Synthetic Flight Training Devices
CAR Section 7, Series I, Part I	Appointment of Designated Examiners for Scheduled Commercial Operators with Fixed Wing Aircraft
Section 7, Series I, Part II	Authorization of Instructors and line Training captains for scheduled commercial operators with fixed wing aircraft and for approved training organizations
Section 7, Series I, Part III	Criteria for Approval of Check Pilot and Examiners for Non-Scheduled and General Aviation Operations with Fixed Wing Aircraft
Section 7, Series I, Part X	Flight Crew Training Capacity of Scheduled Operators and Approved Training Organisations (ATOs)
Section 8, Series B, Part I	Operator Authorisation for ILS Cat-II/IIIA/B Operations
Section 8, Series C, Part I	All Weather Operations (AWO)
Section 8, Series F, Part II	Flight Crew Training And Qualification Requirements For Scheduled and Non-Scheduled Operators having Aeroplanes with AUW exceeding 5700 Kgs



Section 8, Series F, Part VII	Flight Crew Training And Qualification Requirements For Scheduled Commuter And Non-Scheduled Operators: Small Aeroplanes
Section 8, Series F, Part VIII	Flight Crew Training and Qualification Requirements for Scheduled Commuter and Non-Scheduled Operators having Aeroplanes with AUW Exceeding 5700 Kgs
Section 8, Series H, Part II	Flight Crew Training and Qualification Requirements for Commercial Helicopter operations
Section 8, Series O, Part II	Operation of Commercial Air Transport - Aeroplanes
Section 8, Series O, Part III	Operation of General Aviation Aeroplanes
Section 8, Series O, Part IV	Commercial Helicopter Operations
Section 8, Series O, Part V	Operation of General Aviation - Helicopters
Section 8, Series O, Part VIII	Exit Row Seating
Section 8, Series S, Part I	Requirements for Extended Diversion Time Operations (EDTO) for commercial air transport.
Section 8, Series S, Part III	Requirements for operation of aircraft in in North Atlantic High Level Airspace(NAT HLA)
CAR Section 8, Series S, Part IV	Performance Based Navigation (PBN)
Section 8, Series S, Part V	Requirements For Automatic Dependent Surveillance-Broadcast (ADS-B) Authorization
Section 8, Series S, Part VII	Operation of Aeromedical Transportation (AMT)

3.9 Aerodrome Standards

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

3.9.2 During the year 2017, Five (05) number of Initial Licenses were issued for public use, namely for Rohini Heliport, Shirdi Aerodrome, Kishangarh, Kolhapur and Jalgaon Aerodrome.

3.9.3 Further, renewal / operational Authorisation of licenses of 51 aerodromes (public use) were issued, while Koppal Baldota Aerodrome was issued with initial issue of License for Private use of the Aerodrome; and renewal/ extension/ operational

authorization of 16 airports (private use) were also concluded. Surveillance Inspection of 69 airports were also completed.

3.9.4 Joint inspection under the scheme of Regional Connectivity for Puducherry; Porbandar; Kandla; Jaisalmer; Bikaner; Jindal Vijayanagar and Adampur were undertaken and concluded. Calicut Airport was also covered under the Joint Inspection for operations with wide-bodied aircrafts under Regional connectivity scheme.

3.9.5 The Directorate has carried out inspections of Passighat, Padampur, Rupsi & Tura, Kailasahar, Baripda, Darbhanga, Dumka, Bokaro, Kishanganj, Therubali, Hisar, Pansoli, Kalyan and Khambalia Aerodrome under Regional Connectivity Scheme over and above Pre-licensing inspection of Baldota Koppal, Jalgaon and Pakyong Aerodrome.



3.9.6 Beside clearance DGCA also granted in a large number of cases related to maintenance / development / expansion etc. in airport operational area as per regulatory requirements.

3.10 Air Safety

3.10.1 During the year 2017, DGCA instituted inquiries in case of 12 incidents under Rule 13(1) of Aircraft Rules 2012 and 20 Airprox incidents have been investigated. Regional Air Safety Office associated and guided the investigation of incidents by the Permanent Investigation Board of Airlines for Investigation of incident occurring to aircrafts operated by them. 1040 Wildlife Strike have been reported which have been entered in the database. Safety recommendations emanating from investigations of various aircraft accident and incidents have been followed up for implementation with the concerned agencies so as to prevent recurrence of similar accidents/incidents.

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

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

3.10.4 DGCA makes Annual Surveillance Program which is available on DGCA website. From 01.04.2017 to 31.12.2017, 36 Audits (Regulatory Audits/Safety

Audits) and 221 Surveillance Inspections of Schedule Airlines & various Non-Schedule & Private Operators were carried out. These inspections have pointed out various discrepancies which have been taken up with the operators for taking remedial measures.

3.10.5 Regulations issued/amended during the year 2017 are as follows:

- CAR Section 5 Series C Part I, Issue II, Rev 1 on "Notification of Incidents and Investigations thereof" requires reporting of occurrences to DGCA/AAIB.
- CAR Section 1 Series C Part, Issue II, Rev 0 on "Implementation of Safety Management System" was issued. The CAR has been revised to be in compliance with ICAO Annex 19, Edition 2.
- CAR Section 5 Series F Part II, Issue 1, Rev 1 on "Monitoring of DFDR/ QAR/ PMR data for Accident/Incident Prevention" was issued. This CAR has been revised to be in compliance with ICAO Annex 6 and ICAO Annex 19, Edition 2.
- Analytical review of accidents and incidents were made to prepare the statistical data for the purpose of trend analyses.

3.10.6 In furtherance of Enforcement Actions Taken for effective administration and enforcement of provisions prescribed, a total of 197 cockpit & cabin crew were checked before conducting their assigned duties and being found under the influence of alcohol, were suspended from flying duties as per the provision given in CAR Section-5, Series-F, Part-III.

3.10.7 Air Safety Directorate deputed officers to the accident site for carrying out preliminary investigation to assist the Aircraft Accident Investigation Bureau (AAIB).



3.11 Aircraft Engineering Directorate

3.11.1 Type Design of thirty six aircraft/engines/ propeller certified by foreign Civil Aviation Authorities have been evaluated based on requests received from Indian operators for Type Design Acceptance. Letters of Type Acceptance (LOTA) have respectively been issued. Twenty Nine Type Design changes as per Supplemental Type Certificates (STCs) issued by foreign Civil Aviation Authorities for embodiment on various airplanes and helicopters have been evaluated based on the requests received from Indian operators and acceptance letters have been issued. Two Civil Aviation Requirements (CARs)/ Circulars have been issued in furtherance of extension of facilities to Carriage by Air of Persons with Disability and/ or Persons with Reduced Mobility, and unbundling of services, in larger public interest. Twelve surveillance inspections and seven regulatory audits have been carried out on various Design Organizations. Assistance has been provided to AAIB/Directorate of Air Safety in 04 accidents/ incidents. Laboratory investigation of failed parts of four aircrafts have been carried out. 45 samples of aviation turbine fuel prior to refueling VVIP Flight and 21 samples for commissioning of Aviation Turbine Fuel storage tanks, Pipe Lines etc., have been received and tested. 66 Welding Samples (Tensile stress, Bend Test, Micro etc.) for welder competency and 11 upholstery materials (flammability test) have been tested against requirements.

3.11.2 Laboratory investigation of failed parts of following aircraft have been carried out:

- M/s Jindal Steel & Power Limited's Cessana-550 XLS aircraft (VT-JSS) failed/ detachment of thrust reverser. (incident took place at Varanasi on 25.08.2017).
- Battery of Samsung make J700fz model mobile in M/s Jet Airways flight (9W971) from Delhi to Indore on 20.10.2017.

3.12 Air Space & Air Navigation Services

3.12.1 Safety Audit/Inspection of ATM facilities at Shamsabad, Nagpur, Patna, Varanasi, Lucknow, Mangaluru, Chennai, Trichy, Madurai, Raipur, Chennai, Ahmedabad, Vishakhapatnam, Bhubaneswar, Rajahmundry, Hyderabad, Mumbai, Bengaluru, Pantnagar, Delhi, Vijaywada, Durgapur, Kolkata Calicut and Agartala Airports.

3.12.2 Safety Audit/ Inspection of Rescue and Co-ordination Centers at Kolkata, Mumbai, Chennai, Guwahati and Delhi was also undertaken to ensure preparedness.

3.12.3 Meteorological facilities are integral part of the safe environment of aviation and accordingly, safety audit/ inspection of Meteorological facility at Nagpur, Mohanbari, Gaya, Bengaluru, Safdarjung, Madurai, Varanasi, Mangaluru, Amritsar Kochi Bhopal and Agartala was carried out during the year 2017.

3.12.4 Surveillance Inspection of CNS facilities at Belgaum, Trivandrum, Ranchi and Cuddapah Airports; AIS Section, AAI CHQ, New Delhi; AIS Section of IGI Airport, New Delhi and RCC, New Delhi has been carried out.

3.12.5 Air Information Service section at Kolkata, Chennai, AAI CHQ Delhi – Maps and Charts and AAI CHQ, Delhi- AIS Section were inspected with respect to Aeronautical Maps and Charts facilities.

3.12.6 Other important functions performed during the period are as follows:-

- Certification of NDB facility at Baldota Koppal & Angul Aerodrome have been Carried out.
- Promulgation of RNAV (GNSS) procedure Rwy 05 & 23 at Ahmedabad Airport; ILS (Y) Rwy 26 procedure at Udaipur Airport; NDB Procedure Rwy 10 & 23 at Baldota – Koppal Airport; VOR Procedure Rwy 08 at Vijayawada Airport; NDB



procedure Rwy 29 at Angul Airport and ILS CAT III A/IIIB Procedure Rwy 34 at Amritsar Airport was undertaken and concluded.

- VOR DME Procedure Runway 14 at Shimla Airport; ILS CAT II/III A/ III B Runway 01R at Kolkata Airport; VOR Procedure Runway 05 and Runway 23 at Mundra Airport and VOR Procedure Runway 26 at Hubli Airport were also promulgated during the year 2017.
- Revision to CAR Section 9, Series I, and Part I based on Amendment 39 to ICAO Annex 15; incorporation of Amendment 77 of Annex 3 in CAR Section 9 Series M Part I Issue II and Amendment of CAR Section 9 Series C Part I has been effected.
- Surveillance Inspection of Flight Procedure Design Section, AAI, CHQ, New Delhi
- Amended of CAR Section 9 Series M Part I Issue II (Rev1).
- Amendment CAR Section 9 Series S Part I.
- ANSS Advisory Circulars 1, 2, 3, 4 and 5 of 2017 have been issued.

3.13 Flying Training

3.13.1 To meet the requirement of the country in Commercial Pilot License Course 30 DGCA approved functional Flying Training Organisation in India are operational of which 02 Flying Training Organisations were recertified during the year 2017. To maintain the standards of training in flying training organisations in India 103 (One Hundred Three) Standardization check/ Examiner Competency Check in respect of CFIs/Dy. CFIs were carried out. Further, Surveillance/ inspection of 15(Fifteen) Flying Training Organisations were also carried out.

3.13.2 Eleven (11) Gliding Instructor/ Gliding Examiners have been approved and another 02 (Two) applications are under examination. A total of 34 (Thirty Four) post holder-i.e., CFI/ Dy. CFI/ CGI, have been approved for Flying Training Organisations.

Oral Examination for 26 candidates for FIR/ AFIR was conducted. The Directorate has opened 117 number of E-file through E-office for effective implementation of e-governance.

3.14 International Relations (Air Services Agreements)

3.14.1 During the Calendar year 2017, bilateral talks were held with Govt. of United Kingdom of Great Britain and Northern Ireland; European Commission and Japan.

3.14.2 During the deliberations with Govt. of United kingdom of Great Britain and Northern Ireland, revised capacity entitlement for designated carriers of UK on route London (Heathrow) - Delhi and London (Heathrow)- Mumbai to a combined of 56 services/week and similar capacity for designated carriers of India on route Delhi- London (Heathrow) and Mumbai - London (Heathrow) were agreed.

3.14.3 Bilateral talks were also held with European Commission from 15th-16th March 2017 at Brussels to implement EU- India Horizontal Agreement on an early date. It was decided by both parties that pending the entry into force of Horizontal Agreement, India will recognize the principle of EU designation in respect of those 23 EU member States including Poland, Austria, Belgium, Bulgaria, Czech Republic, Finland, France, Germany, Denmark, Hungary, Ireland, Italy, Netherlands, Portugal, Slovenia, Luxembourg, Sweden, Slovakia, Greece, Spain, United Kingdom and Romania. The MoU was executed on 15th March 2017 for amendment to the ASA to incorporate four clauses of liberalization by and between the Government of Malta and Government of the Republic of India.



3.14.4 Further, the bilateral talks were held from 28th-29th August 2017 with delegation of Government of Japan at New Delhi in light of NCAP of India and six airports namely Delhi, Mumbai, Kolkata, Chennai Hyderabad and/or Bengaluru were agreed to be points of call for designated airlines of Japan in supersession of Record of Discussion dated 18 June 2008.

3.14.5 Bilateral discussions were held and MoUs/ RoDs have been executed with 15 (fifteen) countries namely Austria; Bahrain; Botswana; Brunei; Sri Lanka; Ethiopia; Iraq; Italy; Lao; Morocco; Nigeria; Switzerland; Tanzania; Thailand and Zambia during ICAO Air Services Negotiations (ICAN 2017) event held at Colombo, Sri Lanka in December 2017.

3.15 Administration

On the call of Hon'ble Prime Minister in Mann ki Baat Programme, on the occasion of Gandhi Jayanti, Swachta Hi Sewa campaign was organized in DGCA during the week 18th to 22nd September 2017. The Campaign started with Swachhta Pledge by all officers/ officials of DGCA. Thereafter cleaning of sections/ rooms was organized. An awareness drive was organized on cleanliness through pamphlets/ posters in the nearby slum/night shelter area

beneath the Safdarjung flyover. Officers/ officials offered voluntary shramdan to clean DGCA canteen and record room of CEO, R.K. Puram.

3.16 Vigilance

3.16.1 Seven disciplinary cases were under process in the year 2017-18 out of which 04 cases were disposed off.

3.16.2 Vigilance Awareness Week was observed during 30th October 2017 to 04th November 2017 and discussions on various issues like transparency, fair competition, integrity and ethical values in Government etc., including competitions of Essay Writing, Ex-tempore speech and Poster making on the theme of preventive vigilance were held with wide participation of DGCA officials.

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





4. BUREAU OF CIVIL AVIATION SECURITY

4.1 Introduction

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

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

4.1.3 The Bureau has nine Regional Offices at Delhi, Kolkata, Mumbai, Chennai, Hyderabad, Ahmedabad, Amritsar, Guwahati and Imphal each under a Regional Director, BCAS regulating, monitoring and conducting regular security inspections and audits of the airports in their areas of jurisdiction. Establishment of 11 new Regional Offices at Bangalore (Bengaluru), Raipur, Lucknow, Srinagar, Patna, Chandigarh, Bhopal, Bhubaneswar, Trivandrum (Thiruvananthapuram), Jaipur and Goa is under process.

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





exercises are being conducted regularly at the airports.

4.1.5 Regulations are enforced through AVSEC orders and AVSEC circulars pertaining to different aspects of aviation security. A total of 16 numbers of AVSEC Orders/Circulars/other communications have been issued in 2017 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.

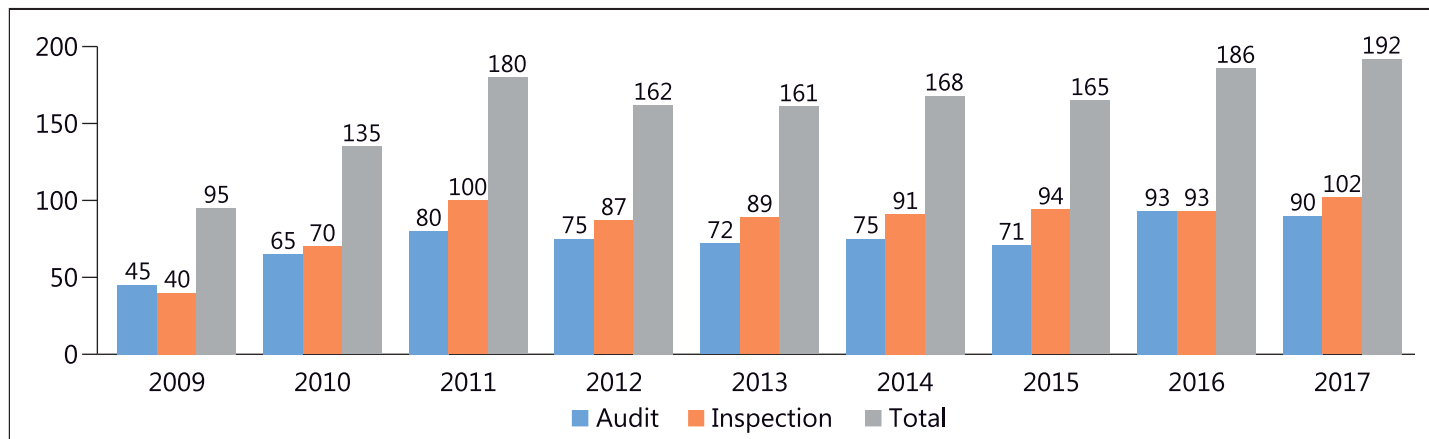
4.1.6 Random screening of passengers at entry gates of terminal buildings has been introduced at airports in a phased manner. CCTV has been made mandatory for all operational airports. Survey of all airports regarding location of the cameras has been completed. Passengers are being allowed entry to Airport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

Access Control System has been formulated and issued for implementation at airports.

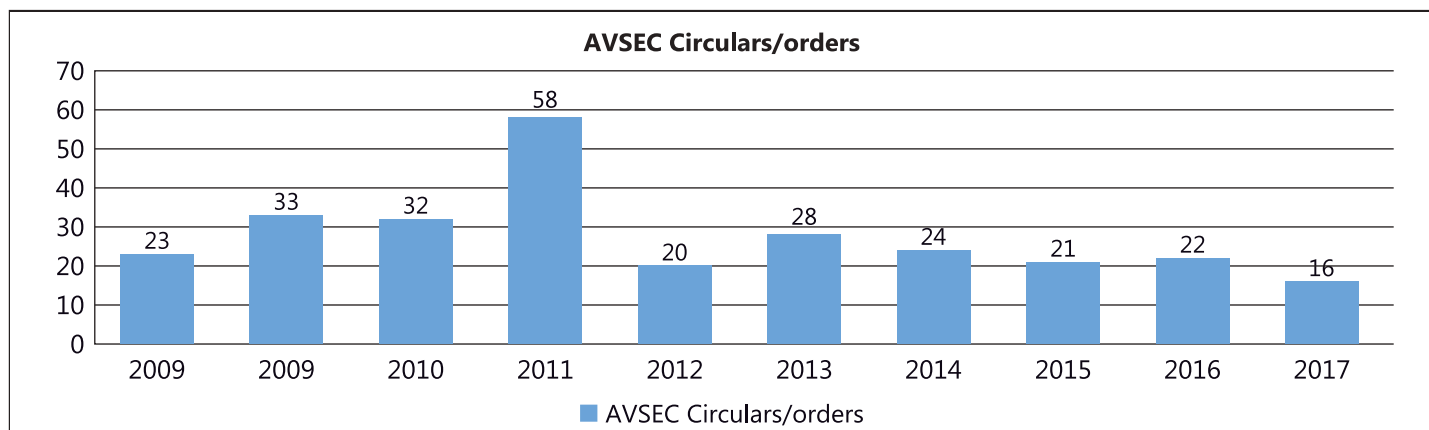
The achievements of the Bureau against the aforesaid targets are given in the succeeding paragraphs:

4.2 Initiatives Taken to Improve Security at Airports

- A comprehensive schedule has been drawn up for audits, inspections, surprise checks and dummy checks for ensuring compliance of all AVSEC Orders, Acts and Instructions at all airports to detect weakness in the security system implementation and the same are being taken up for remedial action with concerned agencies. For the year 2017, 90 audits, 102 inspections, 148 surprise checks, 76 Manpower Surveys, 15 CTCP and 76 AHME have been carried out by BCAS. Technical visits for USA airports have been conducted.

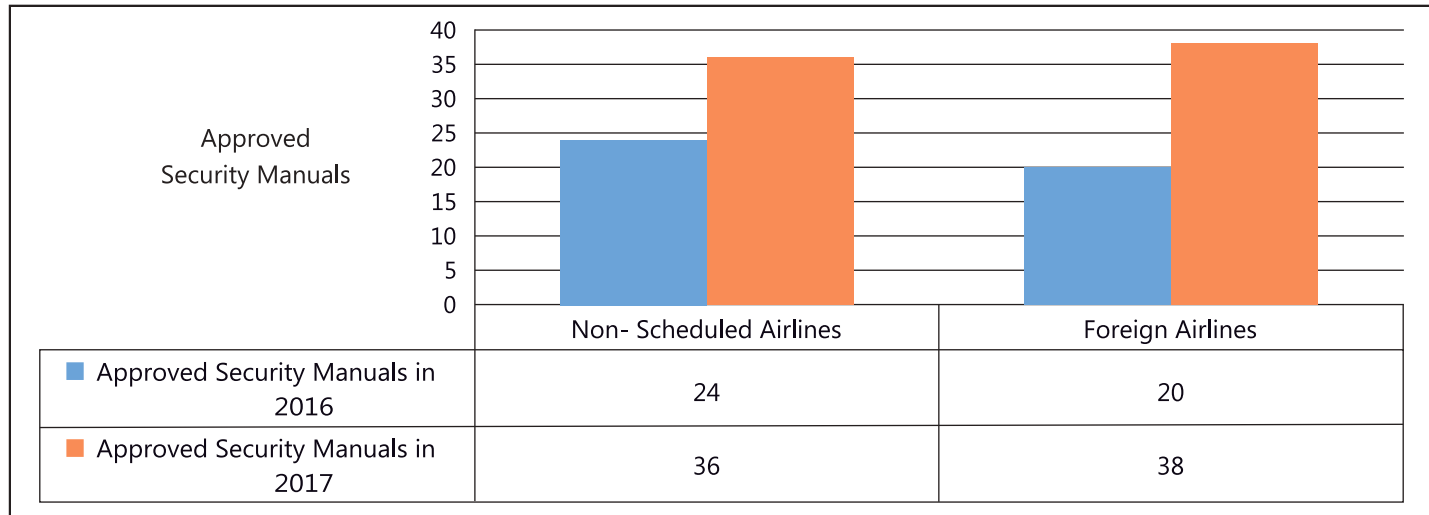


- Regulations are enforced through AVSEC orders and AVSEC circulars pertaining to different aspects of aviation security. 15 AVSEC Circulars and 1 AVSEC Order have been issued this year.





- Airline Security Programme and airport security program templates have been put up on website. 36 Non – Scheduled Operator manuals and 38 Foreign airlines Security Manuals have been approved as per the latest template.



- Passengers are being allowed entry to Airport Terminal on the basis of soft copy/image of e-tickets on electronic device viz. smart phone, PC, laptop etc.
- All the stages of security clearance and approval of security programmes of various entities are put up on the website and updated on a weekly basis.
- In pursuance of Government decision to demonetize high value currency, BCAS issued instructions to Aircraft Operator/ "Pilot-in-Command" to prevent transportation of contraband goods and suspicious money/bullion on aircraft.
- During the year, a number of Security Vetting of Airport Terminal Buildings and other facilities, including Common User Domestic Cargo Terminals (CUDCTs) were carried out. Besides this, Procedure for speedy transportation of human organs, in consonance with ICAO guidelines, has been laid down. Also, Self-Handling of security functions by foreign Airlines is disallowed and these Airlines have been asked to deploy security through Indian Carriers/ Regulated Agents. Apart from this, Regional Directors of BCAS have been asked to ensure that AVSEC Awareness Training Programme is

imparted to each employee working at Civil Airport in the Region.

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

4.3 Modernisation

- 4.3.1 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.



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

4.3.3 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.

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

4.3.5 Biometric Attendance System as well as e-office system have been implemented completely at BCAS and all the files/receipts are being processed electronically only.

4.4 Structuring/Strengthening of BCAS:

449 additional posts in various grades have been created and twelve new Regional Offices have been approved out of which Regional Office at Imphal has been established recently. As part of strengthening BCAS, 34 Group-C posts have already been filled up.

Restructuring is being implemented in which 11 new Regional Offices and 60 new CASLO offices are planned to be established.

4.5 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

4.6 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 employee's own initiatives and contribution to the efforts towards a pollution free atmosphere. BCAS ensures that all new vehicles are "Bharat-IV" Certified. Bureau also provides a "Smoke-free Environment" to its employees.

4.7 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.

4.8 Training

- Online AVSEC Basic exams has been introduced by BCAS from the month of August 2013 and examination is being conducted successfully at Delhi, Mumbai, Chennai, Hyderabad, Cochin, Bengaluru and Kolkata.
- A Common training material for AVSEC Basic Course, X-ray Screener Certification test and Inline baggage screening system were approved by competent authority and circulated to all stake holders to use as training materials to maintain uniformity in all ASTIs.
- National Civil Aviation Security Training Programme (NCASTP) was amended as per new guidelines of ICAO and approved by MCA.
- Total 24 ASTIs has been accredited by BCAS compared to 09 at the beginning of 2010.
- ICAO has endorsed our training centre as ASTC which will be the training hub for aviation security in Asia. So far, 9 ICAO sponsored courses have been conducted at the ASTC, which includes 112 participants.



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

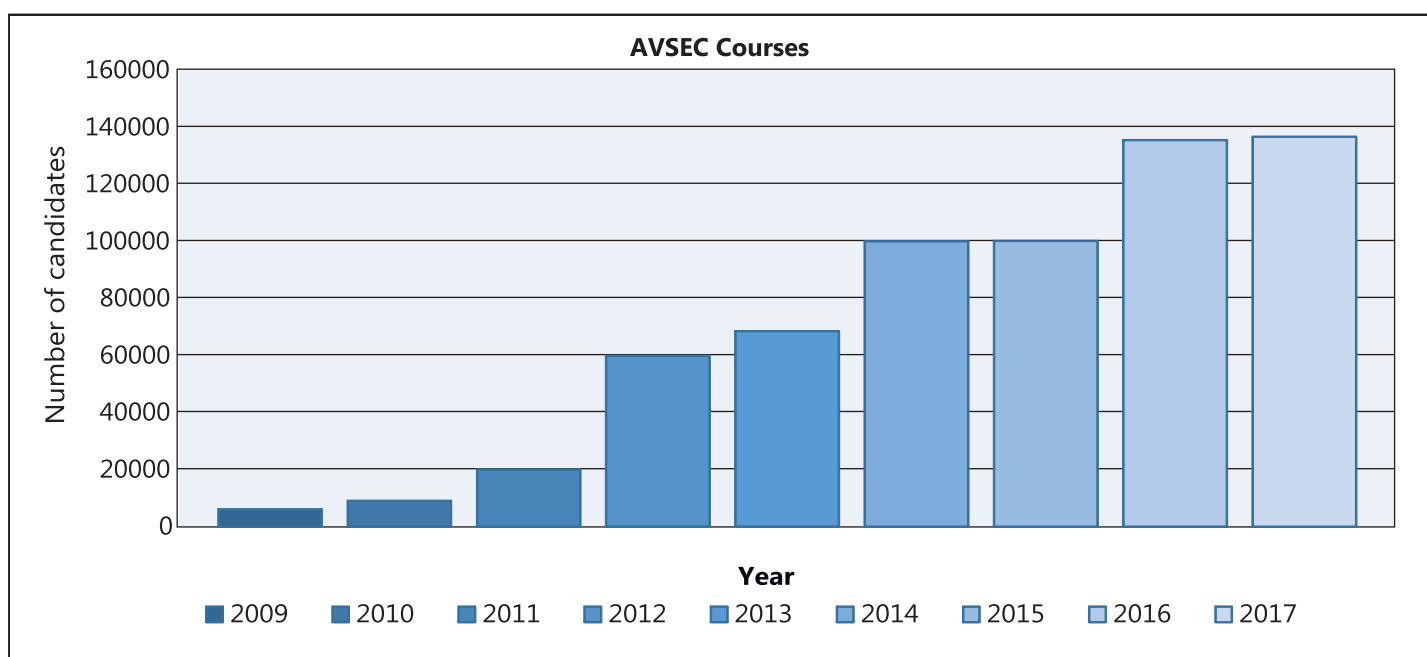
BCAS for Security personnel in Aviation Sector during the year 2017 as mentioned below:

4.9 Representation of SC/ST and OBC

The Bureau adheres to the prescribed Government policies on the subject. Position of representation of SC/ STs and OBCs as on 31.12.2017 is given below:-

Name of the organization	Total No. of Employees	Total No. of SC Employees	Percentage of SC Employees	Total No. of ST	Percentage of ST Employee	Total OBC Employees	Percentage
BCAS	161	22	13.66	4	2.48	36	22.36

Sr. No.	Name of Course/ Training	Duration of Course/ Training (in Days)	No of candidates appeared	No of candidates passed
1.	AVSEC Awareness Training	01	93439	93418
2.	AVSEC Basic	12	5967	4008
3.	AVSEC Induction	05	3570	3348
4.	AVSEC Basic Crew	06	5237	4697
5.	Screener Training	03	9964	6118
6.	Inline Screener	03	759	574
7.	AVSEC Basic Refresher	03	8319	8087
8.	AVSEC Basis Crew	02	9395	8965
	Grand Total	35	136650	129215





4.10 Implementation of Official Language

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

4.10.2 During the year, a "Hindi Pakhwara" was organized in September 2017. During this period, Hindi Typing, Hindi Dictation, Hindi Essay, Noting & Drafting and Quiz Competitions were organized for all officers and staff of this Bureau. Winners were awarded with cash prizes and certificates by the DG, Bureau of Civil

Aviation Security. Similarly, "Hindi Pakhwara" was also organized in all the regional offices of the Bureau in September 2017.

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

4.11 Staff Grievances Cell

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



Amritsar Airport



5. COMMISSION OF RAILWAY SAFETY

5.1 Brief History

- 5.1.1 In 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.
- 5.1.2 In 1939, the Pacific Locomotive Committee, set up in connection with the Bihta disaster, recommended that Railway Inspectorate should be separated from the Railway Board, on the principle that those responsible for the inspection of Railways should be independent of the Authority administering the Railways, as contemplated in Section 181 (3) of the Government of India Act, 1935. 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).

- 5.1.3 On 01.11.1961, CGIR was redesignated as Commissioner of Railway Safety (CRS) and GIR, as Additional Commissioners of Railway Safety (ACRS). From June, 1979 designation of CRS was changed to Chief Commissioner of Railway Safety (CCRS) and ACRS, to CRS. CRS are recruited from amongst Officer of Indian Railways – (IR) by they revert back to Railways and are absorbed in the Commission of Railway Safety under MoCA.

5.2 About the Organisation

- 5.2.1 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.





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

5.2.3 The post of the Commissioner of Metro Railway Safety (CMRS) and its circle office has also been created at New Delhi on 10.01.2018. At present, the CRS under whose jurisdiction the Metro Railway lies is also looking after the work of CMRS and is so designated with regard to Metro Railway functions & powers.

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

- NEC, SCC and SEC are from Civil Engineering
- CC is from Electrical Engineering and
- NC, EC, NF, WC and SC are from Signal & Telecommunication (S&T) Engineering.

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

5.2.6 In the Technical Wing, there are 4 Dy. CRS of various disciplines (Mechanical, S&T, Electrical Engineering and Transportation) to assist CCRS and CRS as and when required on technical matters. This wing works as think tank and maintaining the institutional memory I 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

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

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

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

5.4 The Functions of the Chief Commissioner of Railway Safety are as follows:

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

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



received from CRS's office, if found in order then the same is forwarded to Railway Board with suitable stipulations.

- Examination of Railway Board's proposals for amendments to General Rules, Railway Rules for Opening, Schedule of Dimensions etc. in consultation with the Commissioners convey the views of the Commission to Railway Board, whenever so referred; and
- Preparation of the Annual Report on the activities of Commissioners of Railway safety.

5.5 The Functions of the Commissioner of Railway Safety are as follows:-

- 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 the Commission along with the application seeking sanction of respective CRS for opening of new railway lines/metro railway lines, doubling of existing lines, gauge conversion works, electrification of Railway lines etc. Rules for Opening stipulates that the application should be submitted at least one month in advance to the Commission of Railway Safety. 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.

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 all the deficiencies by the Railway before opening the subject section for public carriage of passengers or else authorizes

the Central Government to open the subject section after attending the deficiencies.

- 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.
- The detailed procedure has been laid down by Ministry of Railway under Policy Circular No. 6. It deals with the procedure for:
 - ▶ Sanctioning speed of new designs of rolling stock
 - ▶ dispensation of Oscillation trials
 - ▶ RDSO Speed Certificate
 - ▶ movement of newly designed rolling stock
 - ▶ increasing the speed of existing rolling stock
 - ▶ sanction for increasing speed of nominated trains on specified routes.
 - ▶ introduction of new trains
 - ▶ special trials and conditions of operations
 - ▶ heavy haul and running of goods & passenger trains with special configuration on specified routes.
 - ▶ Emergency braking distance (EBD) trials,
 - ▶ Coupler Force Trials,
 - ▶ Rating, Performance and Adhesion trials
 - ▶ Signal interference trials

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, 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 Circular No.6 and if found in order, gives the sanction for the same.

- Introduction of new rolling stock and increase in the speed of existing rolling stock: CRS after examining such proposals sends the report, with



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

- Railway Board had issued the Schedule of Dimensions (revised 2004), Maximum, Minimum & Recommended Dimensions to be observed on all 1676mm Gauge on 1R. 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.
- When a proposal for any infringement to the Schedule of Dimension is submitted to CRS, it is scrutinized by CRS from safety point of view.

After examining, CRS sends the proposals for condonation of infringement to CCRS. Again in CCRS office the proposal is examined and based on the recommendation of CCRS, Railway Board grants sanction to the condonation of infringement.

- 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. The same is examined in the office of the CRS and when it is found in order, sanction is granted by the CRS for movement of ODC in the concerned zonal Railway.
- Inspection of running lines to keep themselves familiar with Railway working; and
- Investigation into Serious Railway Accidents and review of reports of other train accidents, inquired by Railways.

5.6 Activities/Achievements

5.6.1 A gist of main activities performed during the years 2016-17 and 2017-18 (upto 31st December, 2017) is as under:-

MAIN ACTIVITIES	2016-17	2017-18 (Upto December 2017)
(I) Statutory inquiries held into serious railway accidents.	08	05
(ii) Lines inspected and authorized.(in kms.)		
(a) New Lines	780.651	239.88
(b) Double Lines	911.866	307.446
(c) Sections Electrified	2234.181	560.521
(d) Conversion of Gauge	2104.47	339.871
(e) Deviation lines	2.942	4.350
(iii) No. of applications New Minor works sanctioned	4576	3124
(iv) Periodic inspection conducted	10897.499	12618.724
(v) New types of locomotives/rolling stock recommended/sanctioned for introduction.	93	150
(vi) Applications for condonation of infringements dealt with.	48	31
(vii) No. of over-dimensional consignments authorized for movement.	04	Nil



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

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

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

5.7 Progress in use of Hindi

5.7.1 In pursuance of the annual programme of progressive use of Hindi, achieving the target of 100% Hindi correspondence in the year 2017-18 has been stressed upon. Up to December, 2017, the 'A', 'B' & 'C' region circle offices of the Commission had corresponded 92.13%, 96.96% and 91.17% in Hindi respectively. The Commission published its 2017 edition of Hindi Home Magazine 'Suruchi' on 13th September, 2017.

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

5.7.3 All the Circle Offices of the Commission observed the Rajbhasha Day in the month of September, 2017 in which Rajbhasha prizes were distributed. Dy. CRSs

are awarded with cash award of ₹ 5,000/- for doing their work in Hindi.

5.8 Pollution Control

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

5.9 Women Welfare In Gender Budgetary Data

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

5.10 Public Redressal Grievances Machinery

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

5.11 Representation of Scheduled Castes, Scheduled Tribes and Other Backward Class Employees in The Commission of Railway Safety as on 31.12.2017:

Name of the organisation	Total No.of employee	Total No. of SC employees	Percentage	Total No. of ST employees	Percentage	Total No. of OBC employees	Percentage
Commission of Railway Safety	89	18	20.22	05	5.62	09	8.01

5.12 Vigilance Activities

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



6. AIRPORTS AUTHORITY OF INDIA

6.1 Introduction

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

6.1.2 The main functions of the Authority are as under:-

- Control and management of the Indian air space (excluding special user air space) extending beyond the territorial limits of the country as accepted by ICAO.
- Provision of Communication, Navigational and Surveillance Aids.
- Expansion and strengthening of operational areas viz. Runways, Aprons, Taxiways, etc. and provision of ground based landing and movement control aids for aircrafts & vehicular traffic in operational area.
- Design, development, operation and maintenance of passenger terminals.
- Development and management of cargo terminals at international and domestic airports.
- Provision of passenger facilities and information systems in the passenger terminals.

129
Airports

23 International
Airports

78 Domestic
Airports

08 Customs
Airports

20 Civil Enclaves at
Defence Airfields

Varanasi Airport



6.2 Financial Performance

(₹ in Crore)

S. No.	Particulars	Apr'17 to Oct'17	Projected for Nov'17 to Mar'18	Provisional 2017-18
I.	REVENUE			
	Revenue from ANS			
	1. Route Navigational Facility Charges	1563.99	1273.47	2837.46
	2. Terminal Navigational Landing Charges	265.96	209.37	475.33
	Other CNS_ATM	0.00	4.82	4.82
(A)	Total of revenue from ANS (A)	1829.95	1487.66	3317.61
	Aeronautical Airport Services			
	3. Landing, Parking & Housing Charges	546.55	440.84	987.39
	4. Passenger Service Fee (Security)	380.84	458.97	839.81
	5. Passenger Service Fee (Facilitation)	225.60	79.33	304.93
	6. User Development Fees	698.23	885.04	1583.27
	7. Other Airport Services	256.16	213.74	469.90
(B)	Total of Aeronautical Airport Services	2107.38	2077.91	4185.29
	Non-Aeronautical Airport Services			
	8. Trading Concession	365.47	282.83	648.30
	9. Rent and Services	502.54	222.10	724.64
	10. Other Non-Aeronautical Airport Services	106.60	69.64	176.24
(C)	Total of Non-Aeronautical Airport Services:	974.61	574.57	1549.18
(D)	11. Cargo Revenue	0.00	0.00	0.00
(E)	12. Airport Lease Revenue			
	DIAL	1220.22	433.00	1653.22



	MIAL	754.55	533.51	1288.06
	Total of Airport Lease Revenue	1974.77	966.51	2941.28
(F)	13. Other Income	299.99	280.87	580.86
	TOTAL OF REVENUE (A+B+C+D+E+F)	7186.70	5387.52	12574.22
II.	EXPENDITURE			
	1. Employee Benefit Expenses	2033.70	1418.70	3452.40
	2. Repairs & Maintenance	470.65	482.87	953.52
	3. Consumption of Stores & Spares	29.00	64.93	93.93
	4. Electricity & Water Charges	261.32	157.02	418.34
	5. Other Operating Expenses	165.80	142.29	308.09
	6. Administrative & Other Expenses	750.18	463.37	1213.55
	7. Financing Charges	40.42	18.50	58.92
	8. Depreciation	844.15	659.63	1503.78
	9. Security Expenses	571.28	480.99	1052.27
	10. Prior Period Adjustment (Net)	0.00	0.00	0.00
	TOTAL OF EXPENDITURE	5166.50	3888.30	9054.80
III	PROFIT BEFORE TAX	2020.20	1499.22	3519.42
IV	PROVISION FOR TAXATION	703.03	582.26	1285.29
V	PROFIT AFTER TAX	1317.17	916.96	2234.13
VI	DIVIDEND		863.14	863.14
VII	TAX ON DIVIDEND		175.72	175.72
IX	NET INTERNAL RESOURCES		2699.06	2699.06

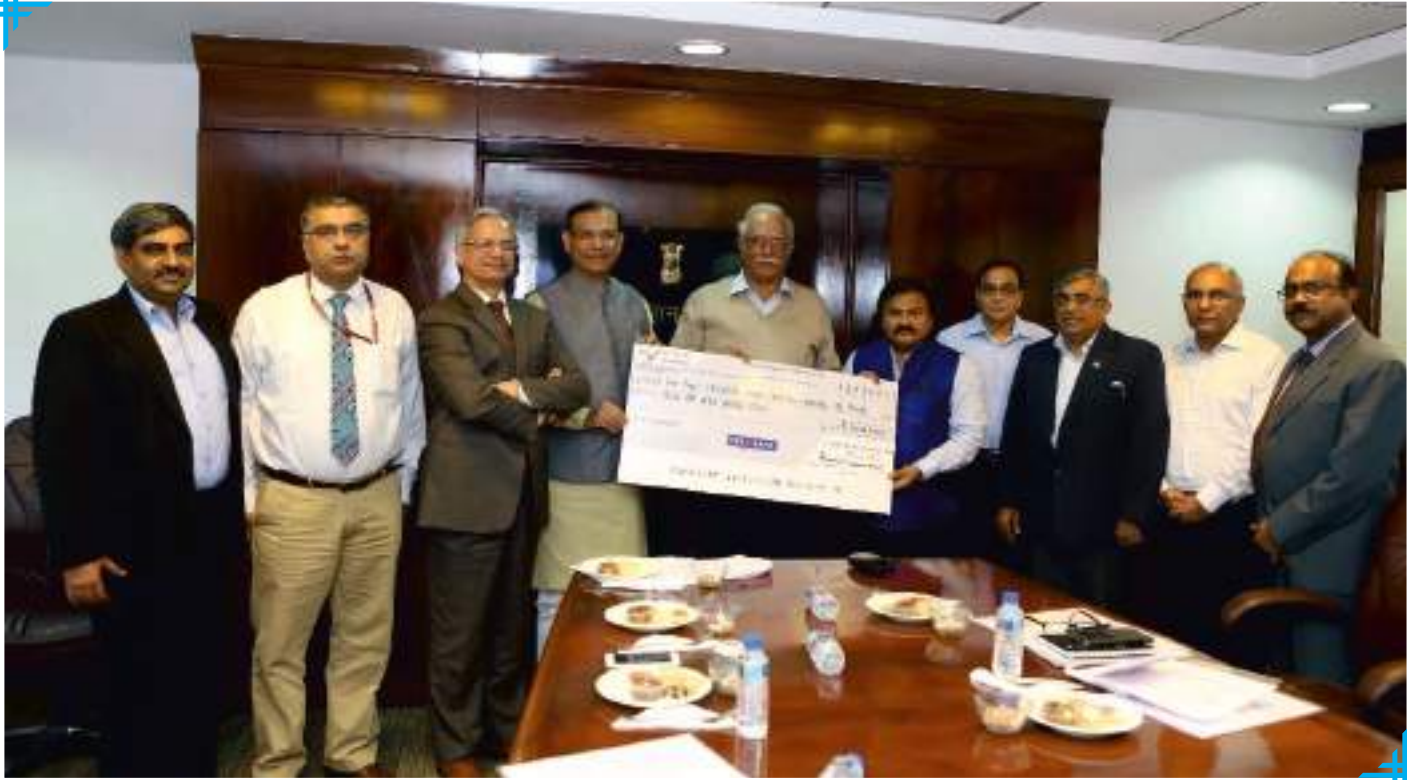


The details of aircraft movements, passengers and cargo handled at all Indian Airports for the period of 2016-17 vis-a-vis 2015-16 and 2017-18 are given below:-

Category	FY 2016-17	FY 2015-16	FY 2017-18		
	Apr- Mar) 2016-17	Apr- Mar) 2015-16	(Apr- Oct) 2017-18	(Apr- Oct) 2016-17	(Apr- Mar) 2017-18*
Aircraft Movements (In 000')					
International	400.42	375.00	250.71	229.69	429.68
Domestic	1648.66	1420.46	1061.50	942.33	1825.27
Total	2049.09	1795.46	1312.21	1172.02	2254.95
Passenger (In Lakhs)					
International	592.85	546.62	366.67	334.03	632.41
Domestic	2056.85	1692.93	1344.42	1152.96	2269.88
Total	2649.70	2239.55	1711.09	1486.99	2902.29
Freight (In 000' tonnes)					
International	1855.06	1657.70	1248.88	1059.75	1898.33
Domestic	1123.18	1046.88	712.22	659.43	1155.06
Total	2978.24	2704.58	1961.10	1719.18	3053.39
* Estimated Figure					

ACI- ASQ Awards 2016:

Jaipur and Srinagar Airports have been awarded first and second rank respectively, in the category "Best Airport by Size" in the traffic volume of 2 to 5 million passengers per year in the annual Airport Service Quality (ASQ) awards for the year 2016 announced by Airports Council International (ACI). Also, Jaipur Airport has been rated as the best airport in the category of "Best Airport by Size and Region" in the traffic volume of 2 to 5 million passengers per year in Asia Pacific region.



Dividend paid by AAI for the year 2016-17

6.3 Initiatives / Major Achievements of Various Directorates Of AAI During 2017-2018

6.3.1 Planning

- Works completed / in progress including developmental activities taken in the North East.
- Starting of RCS flights from New Civil Enclave at ADAMPUR w.e.f Dec 2017.
- Starting of RCS flights from SHIMLA w.e.f April 2017.
- New Terminal Building Ph-I inaugurated at GORAKHPUR AIRPORT by Hon'ble CM of UP.
- Expansion and modification of Terminal Building completed at a cost of ₹ 75 Cr. at JAMMU AIRPORT, inaugurated by Hon'ble PM in June 2017.
- Expansion and modification of Terminal Building and Extension and Strengthening of runway completed at a cost of ₹ 141.87 Cr at BELAGAVI AIRPORT, inaugurated in Sept 2017.

- Development of HUBBALI AIRPORT including New Terminal Building and Extension and strengthening of runway COMPLETED at a cost of ₹ 141.41 Cr.
- Runway resurfacing work and construction of parallel Taxi-track and a new Arrival block completed at TRIVANDRUM AIRPORT.
- New Integrated passenger Terminal Building with a capacity to handle 700 peak hour passenger (500 domestic and 200 International) and allied works completed at a cost of ₹ 174 crores has been awarded 4-Star rating by GRIHA on 02.03.2017 for TIRUPATI AIRPORT.
- Construction of New Interim Domestic Passenger Terminal Building with a capacity to handle 500 peak hour passengers along with car park, approach road & associated facilities, completed at VIJAYAWADA AIRPORT at a cost of ₹ 161.635 Crores within a limited period of 11 months. Inaugurated on 12.01.2017 and commissioned on 03.02.2017



- Strengthening of runway and taxiway at CALICUT AIRPORT completed at a cost ₹ 55.42 Cr.
- Starting of RCS flights from SHOLAPUR wef Jun 2017.
- Runway and apron works completed at TEZU AIRPORT.
- PAKYONG Airport ready for operationalization.
- Extension of runway at DIBRUGARH AIRPORT at a cost of ₹ 59.85 Cr.
- KISHANGARH AIRPORT inaugurated on Oct 2017.
- Commissioning of ILS Category IIIB at Kolkata and Amritsar airports.
- Expansion of Security Hold Area and face lifting completed in AGARTALA AIRPORT for ease of passenger movement.
- City Side canopy installed and face lifting of Terminal Building completed at DIMAPUR AIRPORT for convenience of passengers.
- Expansion of Security Hold Area completed at GUWAHATI AIRPORT for ease of passenger movement.
- Extension and Strengthening of Runway completed at SURAT AIRPORT at a cost of ₹ 72.14 Cr.
- Extension and Strengthening of Runway completed at RAIPUR AIRPORT at a cost of ₹ 88.44 Cr.
- Installation of 158 KVP rooftop solar plant at PORTBLAIR CE.
- GAYA - Resurfacing of runway, taxiway and apron. Completed Cost of ₹ 20.87 Cr. Completed on: 31.05.2017.



Visit of Hon'ble Prime Minister at Shimla Airport



- PORTBLAIR - Installation of Glide Path. SH: Construction of retaining wall cum operational boundary wall in land side area. Completed Cost : ₹ 3.96 Cr. Completed on : 20.04.2017.
- RANCHI - Expansion of existing Apron for additional bays for 3 Nos. A 321-200 aircrafts. Approved Cost : ₹ 11.20 Cr.
- Development of JHARSUGUDA Airport. Cost : ₹ 176.20, PDC – Sep, 2018.
- PORTBLAIR - Construction of New Integrated terminal Building - Balance work.
Approved Cost : ₹ 441.33 Cr. PDC: June, 2020.
- IMPHAL - Construction of Hangar, Associated apron & link taxiway at Imphal Airport.
Approved Cost : ₹ 30.33 Cr. PDC : June, 2019
- IMPHAL - Recarpeting of runway & major repairs to taxiway. Approved Cost : ₹ 43.24 Cr. PDC : Aug, 2018.
- JODHPUR - Construction of New Apron and link Taxi. Approved Cost : ₹ 12.97 Cr.
- DELHI - Construction of Indian aviation academy and Hostel Block. Approved Cost : ₹ 93.65 Cr. Inaugurated on: 21.08.2017 by Hon' ble Minister of Civil Aviation.
- CALICUT - Construction of New International Arrival Block, Internal Modification of existing International Passenger Terminal Building and associated works. Approved Cost : ₹ 120.19 Cr. PDC: June, 2018.
- CHENNAI - 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. Approved Cost : ₹ 97.60 Cr. PDC : Oct, 2019
- 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. for the Operation of Code-C Type of Aircraft including electrical works. Approved Cost : ₹ 94.44 Cr. PDC : Mar, 2019
- MANGALORE - Construction of Link Parallel Taxi Track (Phase-II) and Grading of Basic Strip at South Side. Approved Cost : ₹ 120.71 Cr. PDC: Aug, 2019
- RAJAHMUNDRY - Extension of Runway and Strengthening / Resurfacing of Existing Runway 05 / 23 along with Construction of Isolation Bay, Pavement against Blast Erosion & RESA and other allied Works. Approved Cost : ₹ 132.14 Cr. PDC: May, 2018
- VIJAYAWADA - Extension and strengthening of existing runway 08-26 for code E-type of aircraft along with construction of isolation bay, RESA & Associated works. Approved Cost : ₹ 145.00 Cr. PDC: Dec, 2018
- VISAKHAPATNAM - Extension of apron for additional 06 no's of parking bays. Approved Cost : ₹ 59.83 Cr.
- GOA - Construction of Parallel Taxi track. Approved Cost : ₹ 158.01 Cr. PDC: May, 2019
- Construction of New Integrated Passenger Terminal Building at LUCKNOW Airport at a cost of ₹ 1383 Cr. Pax capacity: (3200 Dom. + 800 Intl.) Award of work – Mar-18. PDC Feb-21
- Construction of New Integrated Terminal Building at DEHRADUN Airport at a cost of ₹ 348 Cr. Pax capacity: 1300 Award of work – Mar-18 PDC Feb. 2020
- Construction of New Domestic Terminal Building & associated works at LEH Airport at a cost of ₹ 267 Cr. Pax capacity: 800 Award of work – Mar-18 PDC Feb. 2021
- Development of New Integrated Terminal Building at JAIPUR Airport at a cost of ₹ 1441 Cr.



Pax capacity: 5000 Award of work – Aug. 2018 PDC July 2021

- Construction of New Integrated Terminal Building at SRINAGAR Airport at a cost of ₹ 495 Cr. Pax capacity: 2300 Award of work – Aug. 2018 PDC – Feb. 2021
- Construction of New Integrated Passenger Terminal Building at TIRUCHIRAPALLI Airport at a cost of ₹ 764 Cr. Award of work – Jun. 2018 PDC Dec. 2020
- Modernization of CHENNAI Airport Phase-II at a cost of ₹ 2100 Cr. Award of work – Feb. 2018 PDC Dec 2021
- Construction of New Integrated Terminal Building at PUNE Airport at a cost of ₹ 408.48 Cr. Pax capacity: (1700 Dom. + 600 Intl.) Award of work – Mar 2018 PDC Feb 2021
- Construction of New Domestic Terminal Building & other allied structures (Ph-I&II) at PATNA Airport at a cost of ₹ 722.05 Cr. Award of work – April 2018 PDC March 2021
- Construction of New Integrated Terminal Building Pax capacity: (1000 Dom. + 200 Intl.) at AGARTALA Airport at a cost of ₹ 438.28 Cr. Award of work – 08.06.2017(WIP) PDC May 2019
- Construction of a New Integrated Terminal Building at GUWAHATI Airport at a cost of ₹ 1142 Cr. Award of work – Jan. 2018 PDC Nov. 2020
- Construction of New Terminal Building, ATC Tower cum Technical Block, Fire Station Category VII and all other associated works at JABALPUR Airport at a cost of ₹ 163 Cr. Award of work – March 2018 PDC Feb. 2020
- Construction of New Integrated Terminal Building at VIJAYAWADA Airport, at a cost of ₹ 420 Cr. Award of work – Aug. 2018 PDC June 2021
- Extension of Existing Terminal Building and allied

works at DABOLIM Airport, Goa at a cost of ₹ 230 cr. Award of work – Jan. 2019 PDC Dec. 2020

6.3.2 Air Navigation Services (ANS)

6.3.2.1 Airports Authority of India has inducted new Technology and upgraded CNS ATM System in its existing ANS Infrastructure to cope up with increasing Air-Traffic Growth. With the increase in Air-Traffic the biggest challenge is to enhance Airport and Air-route capacity so that more number of Aircrafts can fly over Indian Air-space in a safe and efficient manner. AAI is committed to create highest standards of ANS Infrastructure without compromising Air-Passenger safety.

6.3.2.2 Keeping the above objective in mind, AAI has modernized CNS/ATM Infrastructure as mentioned below:

- Air Traffic Flow Management System:

In the global aviation industry, air traffic demand is growing at an exponential rate and will double, triple in a decade ahead. To balance the demand and capacity, AAI is installing Central –Air Traffic Flow management system for most efficient operations. This system can provide tools to assist planning in Strategic, Pre-tactical & Tactical phase of flight and provide advisories to initiate Traffic management initiatives to balance the Demand versus capacity. Historical analysis of existing traffic will help for future planning.

- Automatic Dependent Surveillance-Broadcast (ADS-B):

AAI has inducted new low cost Surveillance Technology i.e. ADS-B using which Ground stations can track the Aircraft location which is computed by aircraft based on the GPS satellites and broadcasted along with other important parameters. ADS-B Ground system has been successfully installed at 21 Airports and effectively being used to enhance the Surveillance of ADS-B equipped aircrafts. AAI is going to procure 10 numbers of additional ADS-B Ground stations to enhance Surveillance coverage.



- Networking of Radars with ATM Automation System:

Networking of radars and integrated radar data processing to provide uniform radar data to the controllers. This will help in achieving seamless radar separation and enhanced Air Traffic management. With advance Surveillance coverage, AAI has implemented Upper Space Harmonization at Chennai & Kolkata which will be followed at Delhi and Mumbai in next phase. Surveillance coverage over Indian airspace will fill the surveillance gaps. This will provide seamless monitoring of air traffic over Indian airspace and enhance air safety of passengers.

6.3.2.3 Enhancement of Navigational Aids infrastructure:

- AAI is maintaining vast navigational infrastructure of 66 Instrument Landing System(ILS), 97 very high frequency OMNI range (VORS) & 166 Distance measuring equipment's (DMES) to facilitate aircraft to fly under complete navigational guidance over Indian airspace. AAI expanded navigational equipment base by replacing & installing at new location 08 numbers of instrument landing systems, 24 Nos. of DME and 09 Nos. of DVOR in year of 2016-17, which enhanced the safety of landing aircrafts at airports, in near future. AAI is further in process of procurement and installation of 12 Nos. of DVOR, 23 Nos. of DME and 08 Nos. of ILS in year of 2017-18, additionally to enhance the operational efficiency and safety at airports and over en-route.

6.3.2.4 Surveillance Enhancement over Indian airspace and Airports:

- Radars System:

AAI has wide network of 45 Radars installed at various airports additionally, AAI completed installation of 06 nos. more new ASR/MSSR radars for replacement old Radars and installation at new location in 2016-17. AAI

further in process of procurement and installation of 09 of new ASR/MSSR in year 2017-18 to cover the surveillance gaps over Indian airspace.

- Advance Surface Movement and Guidance Control System (ASMGCS):

AAI installed 5 new Advance Surface Movement and Guidance & Control system (ASMGCS) in year of 2016-17 to enhance surveillance capability at airports and near vicinity. These equipment facilitated landing of aircrafts in low visibility condition and enhance monitoring & safety during surface movement at airports. ASMGCS at Lucknow Jaipur and Amritsar are installed, commissioned and operational. ASMGCS at Guwahati and Ahmedabad are installed and under process of commissioning and operationalization. AAI is planning to procure a ASMGCS for Cochin & Bhubaneswar Airport in year 2017-18.

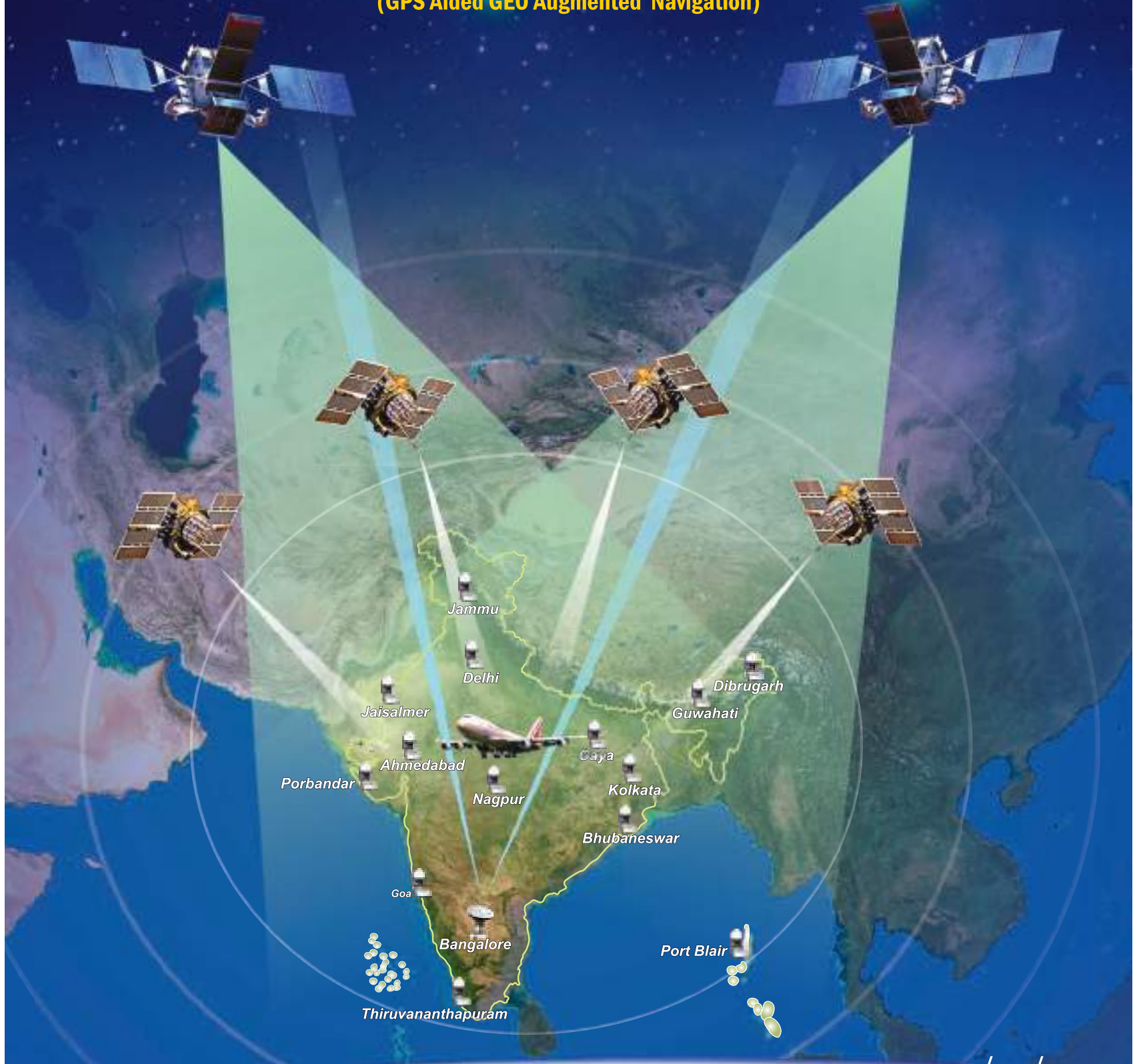
6.3.2.5 ATC Automation System

- AAI has installed State of the Art ATC automation system at Kolkatta airport which is having advance features to enhance ATC Operation efficiency & safety of air Passengers. Upper space harmonization at Kolkatta airport has been completed to provide more Surveillance.
- AAI is going to replace Automation system at Delhi Airport which is having a latest features to avoid air traffic conflicts & enhance Air safety of passengers.
- AAI has also introduced IP-Based Voice Communication system at Kolkata to enhance the functional capability of integrating Voice IP Radio Transmitter and Receivers for better flexibility and efficient operations. The same type of VCCS system will be installed in the new Up-coming ATC Centre at IGIA Airport. In future AAI will replace 46 existing Voice Communication system.



gaGan

(GPS Aided GEO Augmented Navigation)





6.3.2.6 India Transition Plan From Ground Based To Satellite Based Navigation

- GPS Aided Geo Augmented Navigation (GAGAN):

Airports Authority of India in coordination with ISRO has implemented GPS Aided Geo Augmented Navigation (GAGAN) which provides very precise navigation to all over Indian airspace and capable of providing seamless Navigation Service to neighboring countries. GAGAN provides vertical guidance to select runway ends thereby increasing operational efficiency reducing fuel burns and providing capacity enhancement. Vertical navigation will increase aviation safety. GAGAN system has certified for RNP0.1 (enroute) and APVI (Approach) with vertical guidance operations w.e.f April 2015 and is being utilized for aviation and non-aviation purpose like ISRO, DRDO, Forestry, Agriculture etc.

- Major achievement in GAGAN Programme during 2016-17
- India's first satellite navigation system "GAGAN" planning to expand its coverage beyond Indian boundaries.
- With this objective, India coordinated with Sri Lanka during the 9th session of the Sri Lanka-India Joint commission held on 5th February 2016 at Colombo for expanding cooperation in the aviation sector by building capacity for aircraft accident investigation, aeronautical SAR, use of Indian Satellite System GAGAN, sharing of training opportunities etc.
- AAI along with ISRO coordinated with states in Mid-East ICAO region. A team of Arab Civil Aviation Commission (ACAC) expressed interest in utilizing the GAGAN services in ACAC region and visited GAGAN Bangalore on the feasibility of GAGAN service in ACAC

region. Discussion on MoU is in progress.

- National Civil Aviation Policy (NCAP) released by MoCA directed that all aircraft being registered in India from 1st Jan 2019 will mandatorily have to be GAGAN enabled.
- As per directives from Inter-Ministerial Group to promote GAGAN in Non-aviation sectors, AAI organized various meeting and workshops during 2016. A concept of Short Message Service (GAMES) using GAGAN is being evolved and will be implemented soon. AAI had meeting with Indian National Centre for Ocean Information Services (INCOIS), Snow and Avalanche Study Establishment (SASE) and Indian Meteorological Department (IMD) for utilization of GAMES for provide specific, reliable alert messages to various users.
- Ground Based Augmentation System (GBAS):

In order to provide precision approach Category – I based on Space Based Navigation, AAI has undertaken a pilot project at Chennai airport to install and certify GBAS as a precision approach aid that will complement the Instrument landing System and provide flexible approach options to aircraft. The issue of the damage of the installed GBAS at Chennai due to flood has been resolved by procuring a new GBAS system. Presently the new GBAS system is under installation and testing phase. Site Acceptance test of the same is expected to be completed by October 2017.

6.3.2.7 AAI has taken initiative in inducting new Technology to handle increase in Air-traffic:

- Inducting of Mobile ATC Tower:

AAI is procuring 7 nos of Mobile ATC Tower to provide Air connectivity to remote underdeveloped Airport under RCS Scheme. The mobile ATC tower was designed to provide flexible and



rapidly operational air traffic control services complying with high performance requirements. The mobile ATC tower can be elevated up to 8 meters and even more. Transportable by air, sea and road, may be rapidly set up and its deployment is completely autonomous. The mobile tower concept relies on a scissors lift – mounted cabin system integrated to a trailer. The tower is equipped with a power supply generator that provides an autonomous power supply of tower deployment and operating mode operations. The control cabin is equipped with all the equipment required to provide ATC services: radio communication system, antennas system, meteorological station and display equipment, time distribution system, recorders, as well as all the accessories required for controllers comfort.

- Remote Control Tower:

Remote and virtual tower (RVT) is a new concept where the air traffic service (ATS) at an airport is performed somewhere else than in the local control tower. Remote tower solutions provide a smarter approach to air traffic control by digitizing and integrating airport functions whether that airport is an international hub, a small regional airport or a new airport. When new runways and terminals were built at airports it decreased the efficiency of the current working towers mainly for the controllers view. Replacing concrete towers with remote towers opens a range of possibilities for service optimization and cost savings. Remote tower made it possible to control air traffic without a physical control tower through a better use of technologies and procedures.

- Space Based ADS-B Data service:

As on date there is no surveillance of Air-Traffic over oceanic Air-space. To address this issue, Space ADS-B Technology is available globally using Iridium satellites. AAI is planning to

induct Space based ADS-B data services in ANS Infrastructure. The ADS-B Broadcasted data from Air-craft will be captured by low orbit Satellite and processed at ground station. The processed data will be integrated with ATC Automation system for enhancing the safety and efficiency of Air-Traffic. In due course of time, the same data service will also be used for reducing the separation between aircrafts. By having real-time surveillance and situational awareness throughout the region, there will be a significant safety improvement, resulting in a reduction in chances of vertical and lateral air traffic collisions over oceanic Airspace.

- Airport Collaborative Decision Making (A-CDM):

A-CDM is a joint venture between different stakeholder like Airlines, Airport operator and ANS Service providers which aims to improve the operational efficiency of all airport operators by reducing delays, increasing the predictability of events during the progress of a flight and optimizing the utilization of resources. In addition this will increase capacity at participating airports. This aim is to be achieved via improved real time information sharing between airport operators, aircraft operators, ground handlers and air traffic control. The concept involves implementation of a set of operational procedures and automated processes. Airport CDM (A-CDM) aims at improving the overall efficiency of airport operations by optimising the use of resources and improving the predictability of events. It focuses especially on aircraft turn-round and pre-departure sequencing processes.

Increased predictability can be of significant benefit for all major airport and network operations; it raises both productivity and cost-efficiency. AAI has implemented A-CDM at Mumbai, Delhi, Kolkata and Chennai Airport.



CNS-OM

Within Airports Authority of India, CNS Department is responsible for Maintenance Management of Communication, Navigation, Surveillance, ATM Automation Systems and ancillary Systems for providing Air Navigation services over continental and oceanic airspace.

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

6.3.3 Technical

Considering development and Regional Connectivity of various airports in India, AAI has finalized and awarded Rate Contract in the F.Y. 2017-18 for Passenger Baggage Trolleys – Qty. 19,000 Nos. at a total cost of Rs. 20.00 crores (approx.) and Passenger 3-seater Chair – Qty. 6,400 Nos. at a total of Rs. 12.00 crores (approx.). This will cater the growing needs and facilitation of passengers at various AAI airports in India and to achieve desired level of Customer Satisfaction.

6.3.4 Cargo

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

Presently, AAICLAS is having 19 Nos. operationalized International Cargo Terminals at Chennai, Kolkata, Lucknow, Coimbatore, Trichy, Amritsar, Guwahati, Indore, Pune, Mangalore, Trivandrum, Varanasi, Bagdogra, Bhubneswar, Calicut, Vizag, Jaipur, Ahmedabad and Goa

Airports, besides 02 Nos of International Courier Cargo Terminals at Chennai and Kolkata Airports.

Similarly, 20 Nos. CUDCTs are being managed at Port Blair, Coimbatore, Jaipur, Lucknow (outbound), Chennai, Bagdogra, Amritsar (interim), Bhubaneswar, Kolkata, Indore, Ahmedabad, Raipur, Aurangabad, Mangalore, Madurai, Vizag, Goa, Ranchi, Trivandrum and Srinagar (interim) airports.

6.3.4.1 Facilitation to Cargo Trade / Users of Cargo Terminals

- AAI has been able to convince the approving authority i.e. MoCA for increase of 5% in the cargo tariff at non-AERA airports for the period 2016-17 to 2020-21.
- In order to promote the pharma business from Chennai airport, Air-conditioning facility created by converting one of the hall for Import Pharma and Old APEDA building for Export pharma, as an interim measure.
- The up-gradation of the web-based on-line existing I.T. System titled 'ICMS' of the Cargo Dte. has been agreed for interim/permanent development to meet with the latest technology and additional features such as Mobile-application for cargo transactions. The upgradation has increased the throughput from the existing I.T. System.
- AAI has made a policy to provide the space for a least a 10 year lease to the operators of express cargo freighters and express terminal for developing the dedicated infrastructure to improve their operational efficiency.
- Re-introduction of Customer Satisfaction Index at Chennai/Kolkata Airports and rating(s) improved at both airports and continuing. The following tabulated details would make the issue crystal clear:-



Cargo Terminals at	Respondent Category	Round-I (July-Dec'16)		Round-II (Jan-Jun'17)	
		CSI	Overall CSI	CSI	Overall CSI
Chennai	Exporters	4.36	4.32	4.35	4.33
	Importers	4.29		4.31	
Kolkata	Exporters	4.17	4.07	4.19	4.09
	Importers	3.97		4.00	
Overall CSI of both the Air Cargo Terminals		4.20		4.21	

It is observed that CSI for both the Cargo Terminals have increased considerably as compared to the previous Customer Satisfaction Survey which is well appreciated by AAI Management.

6.3.4.2 Policy Matters under consideration

MoCA vide UO Note No.ED(Cargo)/1353(1)/2017/545 dated 01.05.2017 has been requested to take up the issue with Ministry of Finance regarding the review of the norms for waiver of cost recovery charges, issued by CBEC vide Circular 16/2013-Customs dated 10.04.2013.

6.3.4.3 Steps taken to improve Public Grievance Redress Machinery

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

6.3.4.4 Issues relating to development activities taken in the North East.

AAICLAS, in addition to create International/ Domestic Cargo facilities at Guwahati and Imphal Airports, is in the process of undertaking to set-up pack houses at the various locations in NER to promote the Domestic/International export business of time sensitive perishable cargo and spices/herbs etc.

6.3.4.5 Citizen Charter

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

6.3.5 UDAN

UDAN is a key component of the National Civil Aviation Policy (NCAP) which was released by the Ministry of Civil Aviation (MoCA) on 15th June 2016. Ministry of Civil Aviation has launched Regional Connectivity Scheme in October, 2016 with prime objective to facilitate / stimulate regional air connectivity by making it affordable for masses. After the 1st Round of successful bidding under RCS-UDAN, MoCA has launched the 2nd Round on 24th August, 2017.

6.3.5.1 Extensive consultations to improve the Scheme

- In pursuance to the vision of Government to provide impetus to the RCS-UDAN, MoCA had organized several interactive events to further widen the consultative process with the Stakeholders. Stakeholders were encouraged to share their views / suggestions along with justification / rationale for the proposed changes to enable MoCA / AAI make informed decisions on various matters.



- 13th April, 2017: Workshop for Stakeholder's of RCS-UDAN was held in Vigyan Bhawan for State Governments / UTs, Selected Airline Operators, Airport operators, NSOP holders, Oil Companies, etc.
- 19th May, 2017: Internal review of RCS document with active participation of Hon'ble Ministers of Civil Aviation, Secretary, CA and Senior Officers of MoCA, DGCA, BCAS, AI and PHL. Presentations were conducted on the Items for Stakeholder's Inputs covering major issues like Operations with stage length of less than 150 Km., Category 1 aircraft for routes with stage length more than 500 Km., unserved routes between served airports, Exclusivity period, No. of RCS Flights vs. No. of RCS seats, Non-RCS routes as part of Network proposals, Helicopter operation related issues- permit NSOP and single engine helicopters under RCS-UDAN, computation of flight duration and higher VGF for helicopters, etc.
- 24th May, 2017: Press briefing was conducted by Hon' ble Ministers of Civil Aviation to cover outcome of the 1st Round of Bidding under RCS-UDAN and announcing the Invitation of Stakeholder's inputs before the launch of the 2nd Round of Bidding for certain key issues.
- 7th June, 2017: Stakeholder's Consultation Meet before launch of 2nd Round of Bidding under RCS-UDAN was held at FICCI Auditorium. Detailed Agenda for the Meet was circulated to the Stakeholder's in advance. Presentation was made covering the outcome of the 1st Round of Bidding and proposed amendments in the RCS documents.
- 7th July, 2017: MoCA had organized the Event 'WINGS 2017' "Sab Uden, Sab Juden". This event created a unique platform as an enabler for the Aviation industry, States/UTs and other stakeholders to come together for making flying accessible to citizens across the country
- 17th July, 2017: Internal meetings were conducted from time to time to discuss the implementation issues relating to the 1st Round of bidding and proposed corrective action to be considered for 2nd Round of bidding including proposed changes under RCS document based on inputs received from Stakeholder's Consultation Meets and Workshops.

Key aspects for consideration under 2nd Round of RCS-UDAN on account of Priority areas, operational flexibility, Helicopter operations, etc.

Key Revisions made under RCS-UDAN

S.No.	Scheme Aspect	Scheme Revisions	Remarks
1.	Consideration of routes with stage length less than 150 Kms for operations through fixed wing aircraft as RCS Routes.	Accepted – Such routes permitted under the Scheme and VGF calculated accordingly for Cat. 1A, 1, 2 & 3.	To provide enhanced connectivity and ease the formation of networks under the Scheme.
2.	Exclusivity of operations under the Scheme	No Change – Exclusivity of operations shall be applicable for a period of 3 years. Selected Airline Operator may issue No-Objection Certificate (NOC) to other airline operator(s) willing to operate on the respective RCS Route.	To provide comfort to airline operators for assured revenues / possible network development and ensure sustainable operations on RCS Routes. NOC provision to ensure there is no supply constraint on RCS Route(s).



3.	Minimum Performance Specification – Number of RCS Flights in a week to be translated to the number of RCS Seats in a week	No. of RCS Flights per week can be a maximum of 14 departures for Priority RCS Routes and 7 departures for RCS Routes other than Priority RCS Routes	To provide more flexibility to Selected Airline Operators (SAO), maximum number of flights with VGF have been increased to 14 for Priority Areas. Further, the SAOs can anytime increase the number of flights on RCS Routes to any number.
4.	No obligations on Non-RCS Route(s) as part of Network Proposals under the Scheme	Accepted – No minimum performance Specifications applicable on Non-RCS Routes.	To provide operational flexibility to Selected Airline Operators.
5.	VGF Caps for Helicopters	<ul style="list-style-type: none"> • VGF Caps for Helicopters increased and upto 10% of the estimated annual inflows in the RCF earmarked for operations through helicopters. • All seats up to 13 passenger seats for Helicopters shall be considered as RCS Seats and accordingly, VGF shall be provided. 	To encourage helicopter operations under the Scheme.

Focusing Priority Areas to expand the Remote Area connectivity

S.No.	Item	Provision
1.	Definition of Priority Areas	'Priority Area(s)' shall mean the States of Jammu and Kashmir, Himachal Pradesh & Uttarakhand, North Eastern Region, Andaman and Nicobar Islands and Lakshadweep Islands.
2.	Definition of Priority RCS Route	<p>'Priority RCS Route' shall mean an RCS Route in which</p> <ul style="list-style-type: none"> • At least one of the origin and destination airport is an RCS Airport located in Priority Area(s). • RCS Airport satisfies definition of Underserved Airport or Unserved Airport under the Scheme.
3.	Definition of Underserved Airport for Priority Areas	<p>'Underserved Airport' shall mean any airport which is</p> <ul style="list-style-type: none"> • Not an Unserved Airport and • There are no more than fourteen (14) scheduled commercial flight departures per week as per the latest flight schedule published by the DGCA on its website.
4.	Maximum Number of Flights for Priority RCS Routes	<p>Minimum Performance Specifications:</p> <ul style="list-style-type: none"> • Number of RCS Flights/week with VGF, shall be a minimum of three (3) and a maximum of fourteen (14) departures per week from the same RCS Airport. • RCS Flights are operated on at least three (3) days of the week.



5.	Additional category of aircraft permitted for operations on Priority RCS Route	<p>Operations through Category-1A aircraft (with passenger seats less than 9) will be permitted only for Priority RCS Routes.</p> <p>For Category-1A aircraft, a Selected Airline Operator shall be required to provide hundred percent (100%) of RCS Flight Capacity as RCS Seats such that the Selected Airline Operator provides at least twenty-seven (27) RCS Seats per week.</p> <p>For Category 1, Category 2 and Category 3 fixed wing aircraft, a Selected Airline Operator shall be required to provide fifty percent (50%) of RCS Flight Capacity as RCS Seats.</p> <p>For helicopters with a certified passenger seating capacity of less than or equal to 13 seats, a Selected Airline Operator shall be required to provide hundred percent (100%) of RCS Flight Capacity as RCS Seats. For helicopters with a certified passenger seating capacity of more than 13 seats, number of RCS Seats in an RCS Flight shall be capped at thirteen (13) passenger seats.</p>
6.	Prioritization of Proposals	<p>In case of shortfall in available VGF amount (such that while all Network Proposals can be considered, only some of the Individual Route Proposals can be considered):</p> <ul style="list-style-type: none"> ● Prioritization based on nature of connectivity (Priority Areas / unserved regions) will be applied.
7.	VGF Caps	<p>Enhanced VGF Caps for operations through Category-1 A and Category-1 Fixed-wing aircraft for Priority RCS Routes.</p> <p>VGF Caps have revised on account of periodic indexation. Therefore, the prevailing VGF Caps have been published.</p> <p>Further, the VGF Caps have been specified for stage lengths less than 151 Km and Priority RCS Routes / Category 1A aircraft.</p> <p>Revised VGF Caps have been published for Helicopter operations.</p> <p>Further, the Airfare Caps have been specified for stage lengths less than 151 Km.</p>
Providing impetus to Helicopter services		
8.	Helicopter operations under the Scheme	<ul style="list-style-type: none"> ● Helicopter operations under the Scheme are limited to Priority Areas (intra). ● VGF Caps for helicopter operations enhanced: Upto 10% of the estimated annual inflows in the RCF shall be earmarked for operations through helicopters. ● Methodology for computing the Flight duration revised as per Recommendation of Expert Committee. ● 100% RCS seats for Helicopters with RCS Flight capacity of 13 seats or less. For more than 13 seats, number of RCS Seats in an RCS Flight shall be capped at 13 passenger seats.



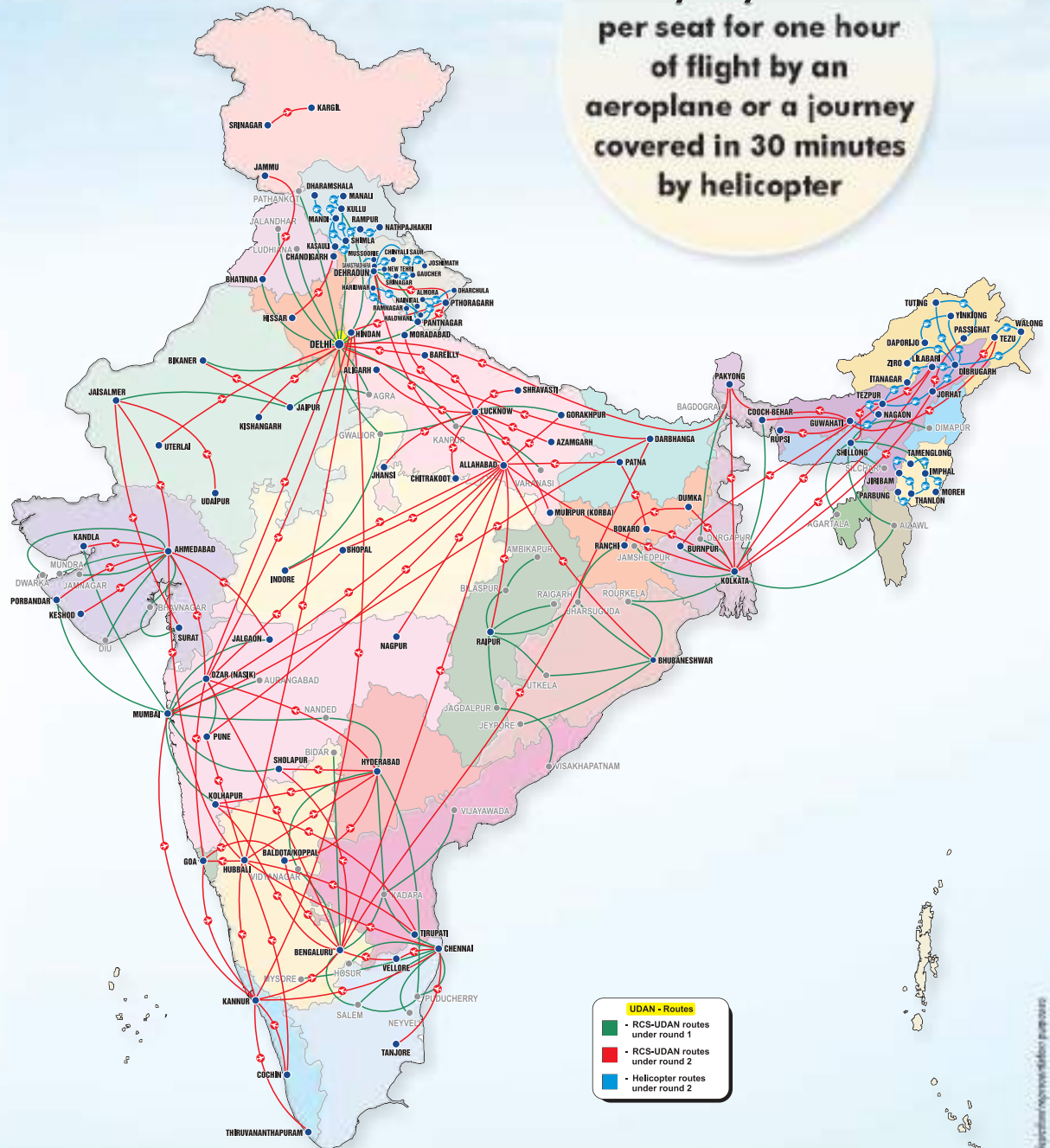
UDAN-Ude Desh ka Aam Naagrik

Pay only ₹ 2500 per seat for one hour of flight by an aeroplane or a journey covered in 30 minutes by helicopter

In a century of Civil Aviation, only 76 airports connected by scheduled commercial flights. In 16 months of UDAN, 56 unserved airports and 31 Unserved helipads awarded for connectivity

Growth rate of 17.5% in 2017 in domestic passenger traffic – amongst the highest in the world

In the bidding round of UDAN, 117 proposals involving around 430 Regional Connectivity routes are awarded



Map Not to Scale



6.3.5.2 Connecting 50 unserved and underserved airports/ airstrips through Government Budgetary support complementary to RCS-UDAN

- CCEA approval for revival of 50 unserved and underserved airstrips of State Govt., AAI, Civil Enclaves and CPSUs at a total cost of Rs.4500 Cr with budgetary support of Govt. of India was conveyed by MoCA on 27th March, 2017. The airports are to be revived within three years. Airstrips/airports for revival to be identified based on RCS bidding process.
- A Project Evaluation Committee headed by Secretary, Civil Aviation to monitor project implementation for revival of unserved and underserved airstrips/ airports.
- Project Evaluation Committee in its meeting held on 18.5.2017, recommended an overall project cost of 1910.36 Cr. for revival of the airports identified during 1st round of bidding. MoCA has released around Rs. 200 Cr to AAI recently for revival of airports.

6.4 Women Welfare including Gender Budgetary Data AAI and Women Workforce

AAI has always believed in giving equal opportunities to all. The organization lays a strong emphasis towards gender balance. AAI is working towards ensuring a safe and secure working environment for its women employees. In AAI, around 2,697 women are working across the country, with a strong representation in technical areas of Air Traffic Management and a considerable presence in the areas of Communication and Terminal Management.

To ensure safe working environment, AAI is following the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 on Prevention and Redressal of Sexual Harassment at the Workplace. A Complaints committee consisting of 5-7 members has been formed in Corporate Headquarters and all regional headquarters to look into any kind of sexual harassment complaint. As per

the Act, the committee has to have at least two women members, one male member and one external member, either a lawyer or from an NGO who has been working on such issues or are clear about the policy.

As part of educating the employees of the existence of such a policy in the organization, sensitization workshops are conducted at different airports in the regions by the regional committees and in different departments in headquarters by the central executive committee.

A power point presentation about the policy, knowledge of legal rights and procedures, being responsible for one's own behaviors, dos and don'ts is also uploaded on AAI website and forwarded to all employees via email. Sensitization of all employees is also being done by Street plays and talks by committee members in all departments of AAI.

6.4.1 Steps for ensuring Safety and Security for Women

Airports Authority of India provides women employees working in Air Traffic Control (ATC) and Communication, Navigation and Surveillance (CNS) who are performing shift duties with separate rest rooms. To ensure safety and security of AAI employees, security at all airports is being managed by CISF round the clock. All operational areas of AAI offices premises are under CCTV surveillance also.

AAI pays special attention towards the health and overall wellbeing of its women employees. On the occasion of International Women's Day this year, AAI organized a programme on Health Awareness for Women employees. Under this, AAI collaborated with SCI International Hospital, New Delhi and organized Health Check-ups for its women employees. Women employees showed active participation in this programme.

6.4.2 AAI encourages women in Sports

AAI Sports Control Board considers women as equal partners in all spheres of its activity; be it management of sports or the professional sports activities.



To begin with, two women namely, Ms. Nandita Bhatt, DGM (Arch.) and Ms. DivyaKatyal, AM (ATC), are on the Board of AAI SCB, besides the other women representatives in different Constituent Boards under SCB. AAI SCB supports sportspersons on contract/ scholarship schemes, the following games were shortlisted for selection of sports persons in women category:-

- Athletics
- Badminton
- Carrom Board
- Chess
- Kho Kho
- Table Tennis

6.4.3 AAI ensures Welfare of Women in Society

Kalyanmayee, Airports Authority of India Women Welfare Association is an extended arm of Airports Authority of India is involved in various social welfare activities. Kalyanmayee have taken following noticeable initiative for the benefit of women from the underprivileged section of society:-

Skill Development Classes at Jaipur and Jammu were also initiated in 2015 wherein cutting tailoring classes and Beautician courses are taught to women from EWS category to make them financially independent.

Adult Literacy programme was conducted by Varanasi Airport unit in 2015 and 2016 in near by village. On the occasion of the International Women's Day, Kalyanmayee -AAIWWA, launched a program for organizing a series of cervical cancer detection camps. "Mahila Swaasthya Jaanch Shivirs" are being organized with support from NGOs like AOGIN India and CANSupport to examine women for reproductive health, especially for cervical cancer.

These camps were organized at Swami Vivekanand Basti Chankayapuri on 8th March, 2017, Seelampur on

22nd May, 2017 and Kanakdurgabasti at RK Puram on 14th July, 2017 in Delhi.

6.5 Steps taken to improve Public Grievance Redressal Machinery

- The Public Grievance Redress Machinery is monitored by a GM level Officer at Corporate Headquarters on All India Basis.
- Public Grievance Officers have already been appointed at each airport, whose details are displayed at prominent places at airports for the benefits of the passengers and users of airports. The Public Grievances are monitored on daily basis by the respective PGOs at Field Stations, Regional Headquarters and at Corporate Headquarters.
- Dedicated Email IDs have been created for all the PGOs for the convenience of the users and their details are also available at AAI Website.
- For the benefit of Citizen / passengers, multiple options are given to represent their grievances, such as; CPGRAMS, Letters, Emails, Quick Response Code (QR Code), AAI Website, Suggestion Box, Registers, Telephonic, Twitter or any other mean of complaints / print media.
- All the Joint Venture and Private Airports along with AAI Airports have been added as subordinate office to AAI for proper control, Redressal and monitoring.
- An Integrated Portal, namely, Air Sewa Portal is operational having its Central Control Room at R.G. Bhavan, CHQ, New Delhi under the Ministry of Civil Aviation to facilitate the passengers / airport users.
- Regular meetings and follow-ups are done with all the stake holders for proper administrative control of the Public Grievance Redress Machinery at AAI.
- Recently, a new dimension has been added in the Public Grievances portfolio, which is Consumer



Helpline Portal, under Ministry of Consumer Affairs, Food and Public Distribution. The grievances are handled, processed and redressed promptly through this portal also.

6.6 Welfare of Senior Citizens

The facilities provided to Sr. Citizens at the airports are as under:

- Ramps
- Elevators
- Aerobridges for smooth emplaning and deplaning.
- Golf Carts

In addition to above, at the airports, Airport Manager / Terminal Manager also facilitate the senior citizen as per the requirement such as medical assistance, wheel chairs and also providing personal assistance till airlines counter.

6.7 Facilities to Persons with Disabilities

- Smooth ramps with anti-skid flooring of the comfortable gradient are provided at the Terminal Building entry points and kerb area.
- Sensor fitted doors / manned doors at entrance are provided for easy accessibility. Door opening are wide enough for easy access for wheel chair passengers.
- Specially designed separate handicapped toilets are provided with appropriate signages.
- Passenger's elevators provided to access all levels of terminal building taking care of the door opening to allow biggest size of wheel chair.
- 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 are available with Airport Manager and Airlines on demand.
- 850mm high and 250mm deep facilitation counters provided for easy accessibility of passengers on wheel chair at busy Airports.
- Reserved parking spaces with signages have been provided on city side of Departure and Arrival Terminals at various Airports.
- 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.

6.8 Citizen Charter

AAI's Citizen Charter may be viewed at AAI's website at the link http://www.airportsindia.org.in/public_notices/citizen_charter.jsp

6.9 Details concerning Activities and Achievements of Vigilance Department

● Implementation of 'Integrity Pact' in AAI

Integrity Pact (IP) was implemented in AAI from 01.04.2008. So far 152 numbers of projects valued at ₹ 15009.19 crores came under the purview of IP.

A meeting was held with the IEMs on 29th August, 2017 at 1100 hours in the Board Room, Block-C, Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi. The meet was chaired by Chairman, AAI and attended by Member (HR), Member (ANS) and HODs of all major procurement wings, GM (PMQA) and GM(Vig.) alongwith both the IEMs. Minutes were circulated by GM(PMQA) on 08.09.2017.

Revised Standard Operating Procedure (SOP) circulated by CVC vide Circular no.02/01/2017 has been adopted by AAI w.e.f. 02.05.2017.



● **Vigilance Issues and Activities**

In compliance of directions given by CVC, the last Quarterly Vigilance Review Meeting (QVRM) was held on 06.06.2016. The Meeting was chaired by Chairman and attended by Members and CVO. Several important issues were discussed in the meeting for streamlining the system. Next QVRM is in abeyance due to vacant post of Chief Vigilance Officer.

● **Observance of Vigilance Awareness Week (VAW), 2017**

In accordance with CVC's guidelines, 'Vigilance Awareness Week – 2017' was organized from 30.10.2017 to 04.11.2017 in all the offices, airports and units of AAI. The highlights of its observances at Corporate Headquarter are as follows:



VAW 2017 – Inauguration by Lighting of Lamp by Shri S. Suresh, Member(F&A) & Officiating Chairman, AAI on 30.10.2017

- "Administering of Citizen's Integrity Pledge (e-pledge on CVC Website), Organization's Pledge and Inauguration of Observance of VAW-2017" on 30.10.2017 by Mr. S. Suresh, Member (Finance) and acting Chairman, AAI.



VAW 2017 - Shri S. Suresh, Member (F&A) & Officiating Chairman, AAI administering 'Integrity Pledge' to officials of AAI, CHQ on 30.10.2017.

- Lecture on 'E-Governance-Tool for Eradicating Corruption' was delivered on 31.10.2017 by Prof. M. Moni, Ex-DG, NIC and Professor of Shobhit University to EDs, GMs, Jt.GMs and DGMs at Rajiv Gandhi Bhawan, New Delhi.
- Lecture on 'RTI as a Tool to Combat Corruption' imparted on 01.11.2017 by Shri Apendu Ganguly, Director GOI [Retd.] & Former Faculty of ISTM at Rajiv Gandhi Bhawan, New Delhi.
- Lecture on 'Vulnerable Areas in Public Procurement' was delivered on 02.11.2017 by Shri Shailendra Singh, CTE-CVC at Rajiv Gandhi Bhawan, New Delhi
- Lecture on 'Vision of Corruption Free India' imparted on 03.11.2017 by Shri Keshav Rao, GM(BSNL) and erstwhile CVO, Pawan Hans Ltd. & AAI at Rajiv Gandhi Bhawan, New Delhi.
- Closing ceremony of VAW-2017 chaired by Sh. Suresh N. Borkar, GM (Vigilance), AAI on 03.11.2017 at Rajiv Gandhi Bhawan, New Delhi.

Sl. No.	Subject	Date	Venue	For Executives/ Non-Executives
1.	Vigilance as a Management Function	25-26 May, 2017	Bagdogra	Executives and Non-Executives
2.	Preventive Vigilance as a Tool of Good Governance	26-27 October, 2017	Thirupati	Executives and Non-Executives



● **CTE Type Inspections**

Vigilance Department has conducted 04 CTE Type inspections pertaining to Civil and Electrical works etc. Fursatganj, Vijaywada, Goa & Ahmedabad Airport.

● **Periodic & Surprise Inspections**

19 nos. of Periodic and 04 nos. of Surprise Inspections were conducted by CVD.

● **Issuance of Technical / Administrative Instructions**

During this period 04 Technical Instructions/ Circulars and 03 Administrative Circulars have been issued for bringing clarity and improvement in the system.

● **Disciplinary Cases**

During this period, 03 major penalty cases and 17 minor penalty cases have been finalized.

● **Vigilance Investigation**

Vigilance Investigation has been completed in 19 cases involving 31 officials during the reference period.

● **Recovery due to initiatives of CVD**

On the basis of amounts quantified so far, a total amount of Rs.20,21,125/- has been recovered as a result of vigilance initiative on the basis of investigation and inspections.

● **Planned activities during the period 01.11.2017 to 31.03.2018**

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

In order to strengthen the vigilance machinery, applications have already been called for the vacant posts in vigilance directorate at CHQ/Regional offices.

Apart CVD will be coordinating with 30 CBI Branches in order to review ODI and Agreed

Lists 2017. Various vigilance officers have been nominated for vigilance training at CBI Academy, Ghaziabad and other government institutes for development of their skills. It is being ensured that each Vigilance Officer undergoes atleast 1-2 training during the year on vigilance initiative apart from the regular trainings being imparted through HR Directorate of AAI.

6.10 Pollution Control Measures

AAI has taken following steps to reduce pollution:-

- Solar power plants:- AAI is setting up the solar power plants for energy generation at various airports in place of conventional source of fuel i.e. coal etc., which is non-renewable type and also causes pollution.

In line with the above, AAI has signed MoU with Solar corporation of India (SECI) to set up the roof top Solar Power Plant at various airports.

AAI has commissioned 12.99 MWp (Annexure-1) Solar Power Plant at Airports by which AAI has generated 248 lakhs units and reduced approximately 232 Metric Ton of Carbon emission. Total 18.67 MWp (Annexure-2) capacity roof top & ground mounted Solar Plant installation works are in progress.

- Sewage treatment plants:- AAI has set up sewage treatment plants at airports for management of waste disposal and for use of the treated recycled water for the gardening purpose, for flushing in toilets and also used in the HVAC system to minimize the use of fresh water. Sludge as a final product with water is used in the gardening as compost/fertilizer. Through this process AAI is trying to minimize the pollution of natural water bodies and also conserve on consumption of water.
- Use of Acoustic Enclosure type DG sets:-To minimize the sound pollution as per the norms set up by the CPCB, AAI is using only compact and canopy type DG sets at the airports.
- To reduce dust generation and air pollution at construction sites in airports, wheel washing & water sprinklers are being used.
- Extensive landscaping with horticulture & tree plantation.
- Setting up of Automatic Organic Composters.



Annexure-1

Solar Projects Installed & Commissioned

S.No.	Airport/unit	State	Capacity in KWp	Remark
Roof Top				
1	Rajiv Gandhi Bhawan	Delhi	250	
2	Raipur	Chhattisgarh	100	
3	Bhopal	Madhya Pradesh	100	
4	Indore	Madhya Pradesh	100	
5	Guwahati-I	Assam	50	
6	Jaisalmer	Rajasthan	100	
7	Bhubaneswar	Odisha	100	
8	Amritsar	Punjab	400	
9	Jaipur	Rajasthan	100	
10	Lucknow	Uttar Pradesh	500	
11	Kolkata	West Bengal	2000	
12	Calicut	Kerala	750	
13	Guwahati -II	Assam	250	
14	Chennai	Tamilnadu	1500	
15	Patna	Bihar	219	
16	Ranchi	Jharkhand	250	
17	New operational office RED-Chennai	Tamilnadu	100	
18	Varanasi	Uttar Pradesh	600	
19	Hyderabad	Andhra Pradesh	500	
20	Madurai	Tamilnadu	170	
21	Ahmedabad	Gujarat	700	
22	Bhuj	Gujarat	230	
23	RED office & ATS Complex -Mumbai	Maharashtra	103.4	
24	Bagdogra	West bengal	50	
25	Jodhpur	Rajasthan	100	
26	Allahabad	Uttar Pradesh	300	
27	Portblair (RT)	UT	158	
28	IGRUA,Fursatganj	U.P.	60	
29	Rajkot	Gujarat	150	
(A) Roof Top Capacity (In KWp)			9990.40	
Ground Mounted				
30	Chandigarh	UT	3000	
(B) Ground Mounted Capacity (In KWp)			3000	
Total Capacity (A+B) (In MWP)			12.99	



Annexure-2

Solar Projects in Progress

S.No.	Airport/unit	State	Capacity in KWp	Remarks
Roof Top				
1	Indian Aviation Academy	Delhi	200	
2	Leh (RT)	J&K	27	
3	Trichy	Tamil nadu	140	
4	Trivandrum	Kerla	500	
(A) Total Capacity (In KWp)			867	
Ground Mounted				
S.No	Name of Airport	State	Capacity (Kwp)	Remarks
1	Kolkata (GB)	West Bengal	15000	
2	Jaipur (GB)	Rajasthan	1800	
3	Tirupati (RESCO Model)	Andhra Pradesh	1000	
(B) Total Capacity (In KWp)			17800	
Total Capacity (A+B) (In MWP)			18.67	



Srinagar Airport



7. AIR INDIA LIMITED

7.1 Introduction

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

7.2 Capital

Authorised Share Capital

The Authorised Share Capital of the Company is ₹ 30,000,00,00,000 divided into 30,000,00,00,000 equity shares of ₹10/- each. The Issued, Subscribed & Paid-up Share Capital of the Company is ₹ 26,753,00,00,000/- divided into 26,753,000,000 fully paid up equity shares of ₹10/- each. The entire share capital is held by the President of India.

However, the Issued, Subscribed & Paid-up Share Capital will change to ₹ 28690,21,00,000 (2869,02,10,000 Equity Shares of ₹10/- each), post allotment of 193,72,10,000 Equity Shares of ₹ 10/- each to Gol in January 2018.

7.3 Subsidiary Companies

The following are the wholly owned subsidiaries of Air India Ltd., and as on 30 November 2017 the Company's investments in these Companies was as under:

Name of Subsidiaries	Investments
Air India Air Transport Services Ltd	₹ 138.42 crores
Air India Express Ltd	₹ 780.00 crores
Air India Engineering Services Ltd	₹ 166.67 crores
Airline Allied Services Limited	₹ 402.25 crores

Air India Ltd. has one more subsidiary company viz. Hotel Corporation of India Ltd (HCI). As on 30 November 2017 Company's investment in HCI is Rs.110.60 crores and that of Government of India is Rs.27 crores.

7.3.1 Air India Air Transport Services Limited (AIATSL):

(₹ in Crores)

Particulars	2016-17	2015-16
Total Income	624.52	636.90
Profit/(Loss) Before Tax	61.66	104.77





AIATSL, a wholly owned subsidiary of Air India operationalized on 1 February 2013 and started its independent operations effective April 2014, presently provides ground handling services at 69 Airports in India. Apart from handling the flights of Air India Limited and its Subsidiary Companies, ground handling is also provided to 35 Foreign Scheduled Airlines, 4 Domestic Scheduled Airlines, 3 Regional Airlines, 12 Seasonal Charter Airlines, 23 Foreign Airlines availing Perishable Cargo handling for approx. Total 98270 flights (Air India and Subsidiaries) and approx. 35300 flights of scheduled and nonscheduled customer airlines are expected to be handled in FY 2017-18.

AIATSL has no debt and ended the year without any Audit Qualification.

7.3.2 Air India Express Limited (AIXL):

(₹ in Crores)

Particulars	2016-17	2015-16
Total Income	3356	2918
Profit/(Loss) Before Tax	297	362

AIXL, a wholly owned subsidiary of Air India, started operations under the Brand Name Air India Express from 29 April 2005 with 26 flights per week using 3 leased B737-800 aircraft. Initially, AIXL connected 3 cities in Kerala and to 6 points in Gulf. AIXL has 17 owned Aircraft and 6 leased aircraft and operate 237 weekly flights linking 12 Indian stations and 13 international stations in Middle East and South East Asia.

AIXL has carried 3.48 million passengers during the 2016-17 (RE) compared to 2.80 million passengers during the year 2015-16.

AIXL operates its Aircrafts at an average utilization of 12.20 hrs per day per aircraft which is the best comparable parameter in the industry.

7.3.3 Air India Engineering Services Limited (AIESL):

AIESL, a wholly owned subsidiary of Air India was operationalized on 1st February 2013. It has bases at Delhi, Mumbai, Hyderabad, Trivandrum, Nagpur and Kolkata for carrying out Maintenance, repair and

Overhaul (MRO) activities for various types of Airbus, Boeing and ATR fleet. AIESL also carries out line maintenance activities at 72 airports in India. AIESL is handling a fleet of 151 aircrafts besides maintenance of aircraft of private Indian foreign carrier. AIESL is the biggest MRO setup in India which provides one stop solution for all MRO needs and caters to various Indian and foreign carriers. It has entered into a contract with M/S Jet Airways, M/S SpiceJet and others for maintenance of their aircraft. GE branded shop (Engine MRO) is being setup at Nagpur for repair and overhaul of GE 90 and GENx engines and will become fully functional by end of year 2018-19. The Total Revenue of Rs. 127 crores was earned from 3rd party jobs for the year 2016-2017.

7.3.4 Airline Allied Services Limited (AASL):

(₹ in Crores)

Particulars	2016-17	2015-16
Total Income	375.81	273.85
Profit/(Loss) After Tax	(282.72)	(198.75)

AASL, a wholly owned subsidiary company of Air India Limited, which operates under the brand name Alliance Air, commenced operations from 15 April 1996. It provides connectivity to Tier II and Tier III cities and acts as a feeder to Air India and Air India Express. It has eight bases viz. Delhi, Mumbai, Hyderabad, Bangalore, Kolkata, Chennai, Vizag and Jaipur. Currently, it operates passenger services with 15 leased aircraft (2 ATR-42-320, and 13 ATR 72-600). It operates to 48 domestic destinations and daily carries approximately 4500 passengers.

Alliance Air has been awarded 15 routes under Regional Connectivity Scheme (RCS) UDAN. The flights/sectors which commenced under this scheme are given as under:

- Delhi/Shimla/Delhi w.e.f. 27th April 2017
- Delhi/Bathinda/Delhi w.e.f. 27th April 2017
- Gwalior/Indore/Gwalior w.e.f. 31st May 2017
- Gwalior/Delhi w.e.f. 31st May 2017
- Delhi/Ludhiana/Delhi w.e.f. 02nd September 2017



- Delhi/Bikaner/Delhi w.e.f. 26th September 2017
- Jaipur / Agra / Jaipur w.ef 08th December 2017

7.3.5 Hotel Corporation of India Limited (HCI):

	(₹ in Crores)	(₹ in Crores)
Particulars	2016-17	2015-16
Total Income	52.06	47.51
Profit/(Loss) Before Tax	(-54.27)	(-57.76)

HCI has four Units viz. Centaur Hotel, Delhi, Chefair Delhi, Chefair Flight Catering, Mumbai and Centaur Lake View Hotel, Srinagar. It also operates the AI lounge at T3 IGI Airport.

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

Air India SATS Airport Services Pvt. Ltd. (AISATS) is a joint venture between Air India Limited (AI) and SATS Ltd. where both the JV partners have

invested equally ₹ 33 crore each at the time of formation of the JV. As on 31/03/17 Issued / Paid Up Share Capital of AISATS is ₹ 80,84,99,500/- (divided into 8,08,49,950 equity share of ₹ 10/- each). AI's 50% share of investment is ₹ 40,42,49,750/- (40424975 paid up shares @ 10/- each). The net worth of the shareholder's as on 31st March 2017 is ₹ 348 crore.

The amount invested by Air India has gone up from ₹33 crore to ₹ 174 crore (half of ₹ 348) in 8 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 and Air India has received dividend totaling to ₹ 23.24 crore so far from this JV.

The JV is currently handling flights of Air India and its group companies at Bangalore, Hyderabad, Delhi, Mangalore & Trivandrum. For the FY 16-17, AISATS's revenue & PAT is ₹ 620 crore and ₹ 66 crore respectively and the investment in Fixed Assets stands at ₹ 396 crore up to 31st March 2017.




7.5 Financial Performance

(₹ in Crores)

Particulars	April to September (Provisional)		2016-17 (Actuals)	2015-16 (Actuals)	2014-15 (Actuals)	2013-14 (Actuals)
	(2017-18)	(2016-17)				
Passenger Revenue	8347.05	7689.98	15997.81	15656.25	15793.36	14150.73
Operating Revenue	10550.71	9538.55	21859.61	19992.33	19801.71	18370.96
Operating Expenses	10971.93	10246.26	21561.58	19887.33	22437.89	22348.85
Operating Profit/(Loss)	(421.22)	(707.71)	298.03	105.00	(2636.18)	(3977.89)
Total Revenue	10762.73	9707.95	22177.68	20526.12	20613.16	19480.74
Total Expenses	12922.54	12217.08	25797.45	24361.33	26466.18	26420.19
Net Profit/Loss before Tax/ Extraordinary Items	(2159.81)	(2509.13)	(3619.72)	(3835.21)	(5853.02)	(6939.45)
Exceptional/Extraordinary Items		1215.00	(2145.39)	(1.56)	(6.89)	659.85
Total Revenue including Exceptional/Extraordinary Items	10762.73	10922.95	20032.29	20524.56	20606.27	20140.59
Net Profit/(Loss)	(2159.81)	(1294.13)	(5765.11)	(3836.77)	(5859.91)	(6279.60)
EBITDA	721.90	1552.70	244.36	2413.29	337.77	25

Para No 7.6 – Operational Performance

Particulars	Unit	April to September (Provisional)		2016-17 (Actuals)	2015-16 (Actuals)	2014-15 (Actuals)	2013-14 (Actuals)
		(2017-18)	(2016-17)				
ASKMs (Scheduled Services)	Millions	28302	26870	54155	51208	48859	45428
PKMs (Scheduled Services)	Millions	22020	20330	41316	38694	36000	33279
Passenger Load Factor	(%)	77.8	75.7	76.3	75.6	73.7	73.3
No. of Pax Carried (Scheduled Services)	Millions	9.78	9.26	19.1	18.0	16.9	15.4



7.7 Analysis of the Operational / Financial Performance

7.7.1 2016-17 vis-a-vis 2015-16

The company has shown a considerable improvement in Operational/Financial parameters during FY 2016-17 as compared to the previous year as reflected below:

Improvement in Financial Front

- Company has earned an Operating Profit of ₹ 298.03 crores as compared to the Operating Profit of ₹ 105.00 crores in the previous year.
- This is second consecutive year in which AI has achieved Operating Profits.
- Net Loss (Before Tax & Extraordinary Items) has reduced from ₹ 3835.21 crores in 2015-16 to ₹ 3619.72 crores in 2016-17.
- Net Loss has increased by ₹ 1928.39 crores from ₹ 3836.77 crores in 2015-16 to ₹ 5765.11 crores in 2016-17. The Net Loss has increased mainly on account of Exceptional /Extra-Ordinary Provision of ₹ 2145.39 crores towards JDC Recommendations for Pay Structure rationalization amounting to ₹ 1298.16 crores and write off of ₹ 847.23 crores towards SFIS Scrips Revenue.
- EBITDA is ₹ 244.36 crores in comparison of ₹ 2413.29 crores during 2015-16. However if exceptional/extraordinary are excluded, the EBITDA for the year will be ₹ 2389.75 crores.

Improvements in the Operational Front

- Capacity offered (ASKMs) improved by 5.75% from 51208.0 million in 2015 -16 to 54155.0 million in 2016 -17
- Capacity Utilization (RPKMs) improved by 6.78% from 38694.0 million in 2015 -16 to 41316 million in 2016-17

- Number of Passengers carried has also increased from 18.0 million in 2015 -16 to 19.1 million in 2016 -17 i.e. 6.1%.
- Seat Factor achieved 76.3% on enhanced capacity as against 75.6% in the previous year.

7.7.2 2017-18

The company has continued to show an improved performance both in terms of financial and physical performance during 2017-18 also. The salient features of the performance of the company during April to Sept' 2017 as compared to the period of April to Sept' 2016 are given as under:

- The Passenger Revenue during April to Sept' 17 was ₹ 8347.05 crores as compared to ₹ 7689.98 crores in April to Sept' 16, i.e. an improvement of ₹ 657.07 crores.
- The Operating Loss during the period was ₹ 421.22 crores as compared to the figure of ₹ 707.71 crores during April to Sept' 16.
- The Net Losses during the period has increased from ₹ 1294.13 crores to ₹ 2159.81 crores (April to Sept) mainly as sales and lease back Revenue in respect of 9 aircraft amounting to ₹ 1086.0 crores was booked in first half of 2016-17.
- On Operational front, the capacity in terms of ASKM has been improved by 1432.0 Million i.e., 5.3% (from 26870.0 million in April-Sept' 2016 to 28302.0 Millions in April-Sept 2017).
- Similarly the capacity utilisation in terms of RPKM has also improved by 8.3% i.e., 20330.0 million in April - Sept 2016 to 22020.0 Millions in April-Sept 2017.
- The passengers carried increased from 9.26 million to 9.78 million a growth of 5.6 %.



- The Passenger Load Factor has increased from 75.7 % in April - Sept 2016 to 77.8% during April- Sept 2017 on the enhanced capacity.

7.8 Star Alliance

Air India became a member of Star Alliance on 11th July 2014. The entry of Air India into Star Alliance consisting of 28 alliance members enabled us to connect across the earth under one roof covering 1321 airports in 193 countries. Air India was required to align its processes for 64 Core values of Star alliance to become its member thereby adopting the best practices, ensuring commitments to high service standards, offer worldwide reach.

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

- Coordinated schedules within the Star Alliance Network thereby reducing waiting times for passengers
- Enhanced Customer Service & smoother travel experience including seamless transfers & code sharing leading to a wider choice of flights while travelling across the globe and enhanced revenue for Star Alliance Carriers
- The alliance offers passengers a choice of Silver or Gold status benefits across the alliance. The traveler's status is recognized around the world throughout the Star Alliance network.
- A more rewarding Frequent Flyer programme 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 utilize the benefits of various products that can be offered by being a member of this prestigious alliance like Star Alliance Round the World fares and Corporate plus agreements.

7.9 Air India Website

- The average web sale through Air India website hovers around the 15% mark of the total passenger revenue.
- Air India website offer various attractive fares / schemes/ promotions from time to time
- Air India website accepts booking payment in 22 local currencies, worldwide.
- Air India website provides web link connectivity to Air India Cargo, Frequent Flyer Program, Air India Express, Alliance Air etc.
- Air India website provides Social Media integration through Facebook and Twitter handle.
- Air India website is 'differently abled compliant'
- Generates ancillary revenue by selling prepaid seats and prepaid excess baggage and airport upgrades.



- Air India is working on revamping the website to make it a competitive sales channel
- Focus on generating incremental revenue with robust booking engine and added features for ease of use.
- Encourage direct Corporate Sales through website.
- Country specific pages for booking in local language to cover German, French, Chinese & Japanese.
- Integrating all new forms of payment as mandated by the Government of India.
- Extend Sale of seats on all code shares and interline carriers to increase market penetration
- Redemption of miles on all Star Carriers through real time integration
- Increasing the revenue contribution to 25% of the total revenue

7.10 Air India Mobile App

- Air India launched its New & Improved Mobile App on 24 Oct 2016 for quick, easy & convenience of booking on all Air India flights from anywhere in the world on both Android & iOS Platform.
- While on the move, passengers can check-in on all Air India operated flights.
- Scan & store multiple Credit card on mobile to tick & pay for tickets and other services
- Scan & store Passport details on mobile to complete Advance Passenger Information requirements while check-in.
- Get up to date flight status with limited input.

- Total download of the new mobile app is 1.6million plus. Redemption of FFP miles and offer of concessionary fares.

7.11 Fleet Size

Aircraft type	Owned	Leased Aircraft		Total
		Sale & Lease Back	Dry Lease	
Operational Fleet				
Wide Body				
B777-200LR	3	-	-	3
B777-300ER	12	-	-	12
B747-400	2	2	-	4
B787-800	5	22	-27	
Wide Body Total	22	24	-	46
Narrow Body				
A320 Classic	4	-	-	4
A320-CEO	4	-	5	9
A320-NEO	-	-	14	14
A319	19	-	3	22
A321	20	-	-20	
Narrow Body Total	47	-	22	69
Air India Express				
B737-800	17	-	6	23
Alliance Air				
ATR42	-	-	2	2
ATR72	-	-	13	13
Alliance Air	-	-	15	15
Total Operational Fleet	86	24	43	153



7.12 Fleet Utilization & Dispatch Reliability

Utilization in terms of average Daily Utilization per aircraft in block hours and the Technical dispatch reliability after considering technical delays of 15 minutes and above are given hereunder for the year 2016-17 and for the period April 2017 to December 2017:

During 2016-17

Aircraft Type	Block hrs flown/day/aircraft	Tech Dispatch Reliability (%)
A320	8.22	98.07
A319	10.58	99.09
A321	12.05	98.89
A330	NIL	NIL
B777-200LR/300LR	12.50	96.63
B787-8	13.79	96.78
B747-400	7.02	95.14

During April 2017-December 2017

Aircraft Type	Block hrs flown/day/aircraft	Tech Dispatch Reliability (%)
A320	8.25	98.84
A319	11.14	99.28
A321	11.87	99.14
A330	NIL	NIL
B777-200LR/ER	12.47	97.17
B787-8	13.36	97.54
B747-400	6.40	97.16

Note: December 2017 is provisional.

7.13 The pattern of international operations

Routes	Summer 2017	Winter 2017
India-New York	07	07
India-London	22	22
India-Birmingham	07	07
India-Chicago	07	07
India-Frankfurt	07	07
India-Newark	07	07
India-London-Newark	03	03
India-San Francisco	06	06
India-Paris	07	07
India-Gulf	137	137
India-Australia	07	07
India-Tokyo	04	04
India-Shanghai	05	05
India-Hong Kong-Osaka	03	03
India-Hong Kong-Seoul	04	04
India-Singapore	21	21
India-Bangkok	14	28
India-Colombo	14	16
India-Male	07	13
India-Kabul	04	04
India-Dhaka	07	07
India-Kathmandu	18	18
India-Rome/Milan	07	07
India-Moscow	02	00
India-Vienna	03	03
India-Madrid	03	03
India-Yangon	04	04
India-Copenhagen	03	03
India-Stockholm	03	03



7.13.1 Air India current operations to North East

Routing	Frequency	Type of Acft
Kolkata-Dibrugarh-Kolkata	05 flights per week	A-319
Kolkata-Dimapur-Kolkata	06 flights per week	A-319
Kolkata-Aizwal-Kolkata	05 flights per week	A-319
Kolkata-Imphal-Aizwal-Kolkata	01 flight per week	A-319
Kolkata-Aizwal-Imphal-Kolkata	01 flight per week	A-319
Kolkata-Imphal-Kolkata	04 flights per week	A-319
Delhi-Guwahati-mphal&wv	07 flights per week	A-321
Kolkata-Guwahati-Kolkata	07 flights per week	A-319
Kolkata-Guwahati	07 flights per week	A-320
Guwahati-Kolkata-engaluru	07 flights per week	A-320
Kolkata-Agartala-Kolkata	14 flights per week	A-319
Kolkata-Silchar-Kolkata	07 flights per week	A-319

7.13.2 New flights/Destinations introduced during 2017-18

- Delhi-Rajkot-Delhi effective 03rd May, 2017 (03 flights/week)
- Delhi-Rajkot-Delhi frequency increased from 03 /week to 06/week from 01st Jun, 2017.
- Bengaluru -Kolkata -Bhubaneshwar-Hyderabad daily flight w.e.f 10th Jun, 2017
- Hyderabad-Bhubaneshwar-Kolkata daily flight w.e.f 10th Jun, 2017
- Guwahati-Kolkata-Bengaluru daily flight w.e.f 10th Jun, 2017
- Kolkata-Guwahati second daily frequency with effect from 10th Jun, 2017
- Delhi-Varanasi-Delhi new flight in the evening from 01st Jun, 2017.(04 flights per week)
- Delhi-Washington-Delhi-Hyderabad from 07th July, 2017
- Varanasi-Colombo-Varanasi 02 flights per week on days 5,7 w.e.f 04th Aug, 2017 (A-320N)
- Delhi-Stockholm-Delhi 03 flights per week on days 3, 5, 7 w.e.f 16th Aug, 2017.
- Delhi-Copenhagen-Delhi 03 flights per week on days 2, 4, 6 w.e.f 16th Sep, 2017.
- Varanasi-Kolkata-Varanasi 04 flights per week on days (X 1,3,6) w.e.f 27th Nov, 2017
- Delhi/Bangkok/Delhi w.e.f 09 Dec 17
- Bangkok-Chandigarh-Bangkok w.e.f 11th Dec 17
- Bangkok-Bhubaneshwar-Bangkok w.e.f 10th Dec 17



Launch of Delhi to Washington, DC non-stop Air India Flight



Launch of Delhi to Washington, DC non-stop Air India Flight

In Addition to above following flights also started during 2017

- Bengaluru-Hubbali-Mumbai & vv
- Bhubaneshwar-Bengaluru-Bhubaneshwar
- Mumbai-Amritsar-Mumbai
- Amritsar-Nanded-Amritsar
- Jaipur/Lucknow/Lucknow w.e.f. 05th July 2017
- Lucknow/Dehradun/Lucknow w.e.f. 05th July 2017
- Lucknow/Bhopal/Lucknow w.e.f. 05th July 2017
- Lucknow/Patna/Lucknow w.e.f. 24th August 2017
- Delhi/Ludhiana/Delhi w.e.f. 02nd September 2017
- Delhi/Bikaner/Delhi w.e.f. 26th September 2017
- Mumbai/Shirdi/Mumbai w.e.f. 01st October 2017
- Hyderabad/Shirdi/Hyderabad w.e.f. 01st October 2017
- Chandigarh/Kullu/Chandigarh w.e.f. 13th October 2017
- Delhi/Chandigarh/Delhi w.e.f. 28th October 2017
- Bangalore/Coimbatore/Bangalore w.e.f. 29th October 2017
- Jaipur/Agra/Jaipur w.e.f. 08th December 2017

New flights introduced by AASL during 2017-2018

- Vizag/Vijayawada/Tirupati & v.v. w.e.f. 01st April 2017
- Hyderabad/Pune/Hyderabad w.e.f. 07th April 2017
- Delhi/Shimla/Delhi w.e.f. 27th April 2017
- Vizag/Vijayawada/Bangalore & v.v. w.e.f. 29th May 2017
- Delhi/Gwalior/Indore/Mumbai & v.v. w.e.f. 31st May 2017



Launch of Delhi to Washington, DC non-stop Air India Flight

7.14 SC/ST/OBC representation in each group in Air India as on 31.12.2017

Group		Total No. of Employees of SCs	Total Representations	Percentage (%) of STs	Total Representations	Percentage (%) OBCs	Total Representations ONS	Percentage (%)
A	Other than Lowest Rung	3169	521	16.44	218	6.87	179	5.64
A1	Lowest Rung	3031	559	18.44	241	7.95	76	2.50
B		2714	457	16.83	202	7.44	356	13.11
C		67	10	14.92	05	7.46	07	10.44
D	Excluding Safai Karamcharis	1714	517	30.16	126	7.35	103	6.00
D1	Safai Karamcharis	522	307	58.81	22	4.21	19	3.63
TOTAL :		11217	2371	21.13	814	7.25	740	6.59



7.15 Haj Operations 2017

Haj operations 2017 were conducted between 24th July 2017 and 5th October 2017. There were 12 haj embarkation points serviced by Air India. AI carried 49,550 pilgrims during this period.

7.16 Pollution control:

7.16.1 The company as a CSR initiative and as per GOI guidelines all new Civil/Electrical works, LED lights are being used to reduce carbon foot print..50 KW Solar Plant was already installed. Similar projects are being implemented at different locations of AI premises in India to adopt renewable energy thereby reducing expenditure on account of power consumption. As a green initiative and in the direction of reduction of carbon, the company has gone for large scale plantation in its premises.

7.16.2 As Swatch Bharat initiative, the company premises across the network are being kept clean by removing debris, unwanted records, garbage etc. on a continuous basis. Development and Renovation of toilets and Provision of Ramp in main buildings of Air India for handicapped people have been done.

7.17 Women Welfare

7.17.1 Air India is amongst the very few organizations in the world to employ women in highly skilled vocations such as flying or even maintenance of aircraft. Presently there are 06 Female Executive Directors, out of a total of 21 Executive Directors and 10 Female General Managers out of a total of 49 General Managers in Air India. Air India has a staff strength of 11311 employees excluding subsidiaries as on 01.10.2017, out of which 3257 are women employees, which comprises of 28.79% of total strength. Out of which there are 148 women pilots including 09 Executive Pilots and 92 women executives.

7.17.2 The Company takes care of the special needs of the women employees at work place, which

include safe work environment, rest room, conveyance, health care facilities & other benefits and upgrade the same from time to time as per the guidelines of the Government. There are provisions for Special Leave for women employees on account of Maternity/Child Care on adoption in line with the Government Directives on the subject.

7.17.3 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. During the year 2017, Air India had operated a historical flight which was the World' s longest flight around the world with an all women crew. The flight AI 173 left Delhi on 27 February 2017 to Sanfrancisco over the Pacific route, while the return flight flew over the Atlantic, thus circumnavigating the globe. The entire flight was operated by the women staff including the Cockpit and Cabin Crew.In 2017, Air India honoured Women, both from within the organization and outside Air India, who made contributions and achievements in Sports like Cricket, Judo, Badminton and Wrestling.

7.17.4 As for existence of mechanism to prevent sexual harassment at work place, it is to note that a mechanism to prevent sexual harassment at workplace was implemented in the year 1998. However, THE SEXUAL HARRASSMENT OF WOMEN WORKPLACE (PREVENTION, PROHIBITION AND REDRESSAL) ACT, 2013 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. These Committees consist of an NGO representative also. These Committees are empowered in terms of the guidelines issued by the Hon' ble Supreme Court to enquire into the complaints of alleged sexual harassment made by women employees.



7.18 IATA Operational Safety Audit (IOSA)

7.18.1 Air India cleared the IOSA renewal audit conducted from 21st to 25th of August, 2017 by M/s. Aviation Quality Services (Auditing Organisation). Corporate QMS conducted internal Quality & Safety audits of various operational areas/Departments as per the IOSA requirements and also helped all Departments to review and close internal audit findings and for preparation of their Manuals. IOSA Auditors appreciated efforts taken by all areas as there were NIL Findings and the IOSA Registry has been renewed. IATA Operational Safety Audit (IOSA) - Air India Express

7.18.2 IOSA Initial audit of Air India Express(AIX) the Low Cost subsidiary airline of Air India was coordinated with IATA and M/s. Quali-Audit (Auditing Agency). Corporate QMS coordinated along with nominated Air India Express officials conducted internal Quality & Safety Audits for all operational areas as per the IOSA requirement for continuous improvement. The IOSA initial audit of Air India

Express was conducted from 5th to 9th December, 2016. The IOSA Registry is awarded to Air India Express w.e.f. 13th March 2017 and is valid till 9th December 2018.

7.18.3 IATA Operational Safety Audit (IOSA) - Air India Express

IOSA Initial audit of Air India Express(AIX) the Low Cost subsidiary airline of Air India was coordinated with IATA and M/s. Quali-Audit(Auditing Agency). Corporate QMS coordinated along with nominated Air India Express officials conducted internal Quality & Safety Audits for all operational areas as per the IOSA requirement for continuous improvement. The IOSA initial audit of Air India Express was conducted from 5th to 9th December, 2016. The IOSA Registry is awarded to Air India Express w.e.f. 13th March 2017 and is valid till 9th December 2018.

7.19 Citizen's Charter:

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



Khajuraho Airport



8. INDIRA GANDHI RASHTRIYA URAN AKADEMI

8.1 Introduction

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

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

8.2 Objectives

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

- Ab-Initio to CPL Course on fixed wing aircraft. Instrument rating and multi engine endorsement is part of this course.
- Three years Graduation programme leading to award of B.Sc. (Aviation) degree through Chhatrapati Shahuji Maharaj University, Kanpur
- CRM & Multi Crew Conversion Course on DA 42 aircraft.
- Refresher Course for Certified Flying Instructors and Pilot Instructors of Flying Training Institutes.
- Courses for Assistant Flight Instructor Rating (A) and Flight Instructor Rating (A).
- Skill Tests for renewal of Licence for Ex-students of IGRUA on requirement basis.
- To provide Simulator training & checks and other facilities to outside aviation agencies for their Pilots Selection & Interview.

- Practical Training on aircraft to Diploma Holders in Aeronautical Engineering.

8.3 Infrastructure

8.3.1 The Akademi is equipped with most modern and sophisticated trainer aircraft, up-to-date audiovisual training aids and other facilities for effective ground training. It employs qualified flying and ground instructors, with long experience in the field of aviation and flying training. The aim at IGRUA is not only to train to make a pilot but also to make him an effective systems manager in aeronautics. The flying trainees of the Akademi acquire the standards required for their transit with ease into the cockpits of the airlines.

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

8.4 Organisation

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





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

8.5 Ground Training

● Basic Training

On arrival at the Akademi, the students in the initial phase undergo Ground Training in Basic Aviation Science subjects along with the subjects specific to the aircrafts like Zlin, TB-20 aircraft, DA40 and Da42 Aircraft which they are likely to fly.

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

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

● Audio Visual Aids

To impart ground training effectively, the Akademi has modern audio-visual aids including a large number of video training films and slides, working and schematic models of various aircraft

components and systems and a Computer Based Training (CBT) system.

8.6 Flying Training

● Pre-flying Ground Training (PFGT)

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

● Simulator Training

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

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

● Aircraft

- The Akademi has Thirteen DA40 aircraft equipped with glass cockpit.
- The Akademi also has Five Trinidad TB-20





aircraft. TB-20 aircraft is a piston single engine aircraft with variable pitch propeller, retractable undercarriage and is equipped with modern Nav Aids.

- In addition, the Akademi has Four Zlin Z242L aircraft. It is a piston single engine aircraft with fixed under carriage and is equipped with modern Navigational Aids.
- The Akademi has Two DA 42 aircraft. The final stage of training is carried out on this aircraft. This is a twin-engine aircraft. The aircraft is equipped with modern and sophisticated radio & navigational aids. Particular attention is paid to Line Oriented Flying Training. The students graduate with multi-engine endorsement and instrument rating on their Commercial Pilot Licence.

● **Flying Training Syllabi**

For Ab-initio toCPL trainees

Single Engine

For Ab-initio to - 20.00 hrs. Simulator

CPL trainees

- training on FNTF. 185.00 hrs flying on TB 20 / D A - 40 / Z I i n aircraft.

Multi-Engine Training

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

● **Crew Resouce Management (crm) And Multi Crew Conversion Course (mcc)**

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





8.7 Main Achievements

● Highest Enrollment

IGRUA received the highest number of applications (1400) for enrollment this year. It inducted 133 trainees. This is the highest enrollment in its history.

● Higher Flying Output

IGRUA has improved its quantum of yearly flying this year and is expected to produce higher flying output than the average of 15000 hrs. per year obtained in previous 10 years under CAE management. By Dec 2017 it had already achieved 86% of its plan with the last quarter still available for flying. Higher quantum of flying translates to higher number of graduates (CPL).

● Improved Flight Safety

Higher quantum of flying is accompanied with an improved safety record. The accident / incident rate is at 0.265 – the lowest ever achieved. The accident / incident rate has declined by 70% in the last ten years under CAE management.

● Reduced Manpower

Over the last ten years manpower at IGRUA has reduced from 300 to 260 due to natural causes like retirement / death etc. No replacements are provided and work redistributed amongst existing staff. This leads to reduction in the salary bill.

● Lower Burden of Subsidy per Cadets

With a tight financial control under better management, IGRUA has been able to reduce the subsidy burden per cadet by 48% over the last decade of CAE management.

8.8 Swatchh Bharat

● Solid Waste Disposal:

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

● Waste Water Disposal:

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

8.9 Pollution Control

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

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

8.10 Citizen Charter

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

8.11 Women's Welfare

IGRUA has Fourteen women employees (3 Regular + 11 Contractual) and their welfare is being looked after through normal administrative channels. A committee comprising three members is also looking after the women welfare issues pertaining to sexual harassment.

8.12 Steps Taken To Improve Public Grievance Redressal Machinery

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

8.13 Vigilance

To enable better preventive measures towards vigilance CVO Pawan Hans Helicopters Limited has been given the additional charge of IGRUA Vigilance



activities. This has heightened the awareness levels of the employees towards corruption.

8.14 Implementation of Official Language

The Akademi continues to take necessary steps for ensuring the implementation of all provisions of the Official Language Act & Rules. Employees are being trained in Hindi, Devnagri Typing etc. Incentives are given to employees for successfully qualifying Devnagri Typing Test. Computers have been modified with special Hindi Software for use of Hindi. A Hindi magazine "Kshitij" is published regularly by IGRUA.

8.15 Sports Facilities

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

8.16 Cultural Activities

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

8.17 Implementation of Persons with Disability (PWD) Act 1995

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

8.18 Issue Related to Development Activities taken in North East

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

8.19 Welfare of Senior Citizen

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

8.20 Scheme/Budget Allocation

Although there are no separate scheme/budget allocation for the benefit of Persons With Disability, however all facilities are provided as per the existing guidelines of the Govt.

8.21 Facility for Disabled Persons

For smooth functioning of the disabled persons, barrier free access in the office buildings has been provided in all buildings.

8.22 Number of Beneficiaries with Disabilities

IGRUA is a pilot's training institute, the nature of work is highly technical in nature where no scope is available for disabled persons. However, two visually handicapped persons are employed.

8.23 Fee Structure

Training Fee for Ab-initio to CPL Course with Multi Engine endorsement is ₹ 38.00 lacs and Boarding & Lodging charges (approximately ₹10,000/- P.M.) are extra.

8.24 Future Plans

Ministry of Civil Aviation plans to upgrade IGRUA campus to a knowledge and training hub. An AME school is being established at IGRUA. Construction of the building has been completed. The course will start shortly after completion of necessary formalities. International tie up for European Certification along with DGCA certification is planned.

8.25 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 31/12/2017 is given in the chart below:

Name of Organisation	Total No. of Emp.	Total No. of SC Emp.	% age	Total No. of ST Emp.	% age	Total No. of OBC Emp.	% age
1	2	3	4	5	6	7	8
Indira Gandhi Rashtriya UranAkademi	153	30	19.60	1	0.65	64	41.83



9. PAWAN HANS LIMITED

9.1 Introduction:

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 and make available charter flights for promotion of travel and tourism. The Company has added 3 more objects in the Main Objects of the Company on 23.12.2009 namely for 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.

9.2 Organization Structure:

The Registered Office of PHL is in Safdarjung Airport, New Delhi and Corporate Office at Noida, U.P. PHL having three (3) Regional Offices i.e. Western Region, Mumbai, Northern Region, New Delhi and North Eastern Region, Guwahati with 20 base locations across India. PHL has a team of 800 skilled manpower comprising of pilots, AME's, executives and support staff. Pawan Hans

has its own operational fleet of 43 helicopters and 3 Dhruv helicopters owned by BSF (MHA) under Operation & Maintenance (O&M) are being used by BSF for Anti-Naxalite activities. Presently, PHL has two Independent Directors on its Board.

9.3 Capital Structure:

The authorized capital of PHL increased in 2017 from Rs.250 crores to Rs.560 crores. The paid up share capital of the Company also increased from Rs.245.616 crores to Rs.557.482 crores out of which Rs.284.316 crores (51%) is in the name of President of India (Gol) through Ministry of Civil Aviation and Rs.273.166 (49%) is in the name of ONGC Ltd. Presently net worth of PHL is Rs.984.97 crores.

9.4 Physical and Financial Performance:

PHL has grown reasonably well during last two years in spite of CPSEs limitation due to more than 50% of ageing fleet. However, with egregious efforts and business acumen PHL has been able to maintain its leading market position and added new business ventures amounting Rs 158.76 crores during 2016-17:-





9.4.1 The financial performance of Pawan Hans during the period from 2015-16 to 2016-17 (Estimated) is as under: -

(₹ in crores)

Particulars	2015-16 Audited Accounts as per Ind AS	2016-17 Audited Accounts as per Ind AS
A) Total Revenue including other income	493.08	507.73
B) Expenditure		
• Operating & non-Operating expenses including Prior Period adjustments	323.31	391.31
• Depreciation	72.15	78.98
Total	395.46	470.29
C) Profit before prior period/ extraordinary	97.62	37.44
D) Extra ordinary Items/Exceptional Items	-	339.31
E) Profit/(Loss) after adjustments	97.62	376.75
F) Provision for Income Tax/ Deferred tax liability.	39.52	133.97
G) Net Profit after tax	58.10	242.78
H) Dividend Inclusive of Corporate(Tax)	13.03	44.40



9.5 Operational highlights:

9.5.1 IMS

Pawan Hans has transited from its Quality Management Systems under ISO 9001:2008 standards to ISO 14001 and 18001 Certification which is known as Integrated Management System covering Environment and Safety aspects.



9.5.2 Operations for ONGC

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. PHL operates to ONGC's Rigs (mother platforms and drilling rigs) and production platforms (wells) within a radius of 130 nm from the main land at Mumbai. At present 10 Dauphin N3 helicopters is on contract with ONGC out of which 2 Dauphins are stationed overnight at the main platforms in addition to a dedicated Night Ambulance to meet any emergency evacuation.

9.5.3 Operations for other customers

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

9.5.4 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. Pawan Hans is also operating "Helicopter services for the Shri Amarnathji Yatra". PHL is also providing joy rides in various parts of the country such as Goverdhan Parikrama in Mathura, UP, Delhi Darshan, Aerial View of Mumbai and many more.

9.5.5 Heliport/Helipads in Delhi

Pawan Hans has developed and operationalized India's First Heliport in Rohini, Delhi. This state-of-art "Nation's first Integrated Heliport" at sector-36, Rohini, New Delhi at a cost of Rs. 100 crores and dedicated to the Nation on 28th February, 2017. The Heliport shall work on Heli-Hub concept and consist

of modern Terminal Building of 150 pax capacity, Air Traffic Control Tower, 4 large size hangars with MRO facility; fire station, Re-fuelling facilities and 16 Parking bays.

9.5.6 MRO

Pawan Hans has established MRO Centreat Delhi & Mumbai and has signed MoU with Airbus helicopters to be Airbus Helicopter approved MRO for India and SAARC countries. PHL has also signed an MOU with HAL for setting up of MRO at Rohini Heliport for MRO services for Defence Helicopters.

9.5.7 Skill Development

Pawan Hans has set up "PHL Aviation Academy" and has signed MOU with University of Mumbai for "Dual Qualification Course" in Bachelor of Science (Aeronautics) & "Certification in Aircraft Maintenance Engineering" (Recognized by DGCA, Govt. of India) under "Pawan Hans Helicopters Training Institute". Pawan Hans started "Pilot Cadet Scheme" to develop Helicopter Pilots in India (CHPL) in association with HAL. This shall be a first of its kind skill development centre to produce helicopter pilots (CHPL) in India.

9.5.8 Safety – A Priority Above all Activities

In order to give a major fillip to the safety standards in Helicopter operations, Directorate of Safety Department has been established at corporate level to develop an incident/accident free environment in PHL with "ZERO TOLERANCE TO SAFETY" having its branches at Northern Region, Western Region and Eastern Region with a separate budget for the safety management system and its continuous improvement.

Central Operational Control Room has been set to maintain operational control of PHL fleet. COCR works on 24x7 basis to enhance flight operational safety.



9.5.9 Intranet of things:

Pawan Hans has established in house Integrated Information System under Digital India Programme for better flow of information towards faster and transparent governance by introduction of "e-payment;"e-office; e-procurement"; "e-ticketing"and Mobile APP.

Innovative Project of Fleet Tracking System has been developed and implemented for PHL fleet as a pilot project.

9.5.10 Heli-Expo: 2nd International Civil Helicopter Conclave

PHL has introduced International Civil Helicopter Conclave cum Exhibition on 15th October, 2015 as a 1st edition to promote helicopter industry in India with symposium on Safety Management System; Multi utility of helicopters and Regional and remote air connectivity. The 2nd edition of this conclave will be held on 2nd-3rd November 2017 at Rohini Heliport, Delhi. PHL also launched its 1st Edition of "Aviation Chomical" Magazine during the event.

9.6 New Initiatives/New Business

9.6.1 New businesses: The following new business ventures have been perused and finalized during the last two years:

- Established MRO Division as a separate Business Centre in PHL in Oct, 2016.
- Signed MoU/Agreement with M/s. Airbus Helicopters in Feb, 2017 as their approved MRO in India and for neighbouring countries with an annual potential business revenue of Rs. 12.50 crores.
- Earned new contracts with Govt. of J&K in Feb 2017 for deployment of 3 Nos. light helicopters with estimated revenue of ₹ 18.0 Crores per annum.
- Earned new contract of deployment of one helicopter from Assam Government in with estimated revenue of ₹ 8.75 crores per annum.
- Signed MOU with M/s. Hindustan Aeronautics

Limited (HAL) in March 2016 to work together to strategize PHL strength in MRO business and to earn MRO of Defence Helicopters with estimated average annual potential business revenue of ₹ 65.0 crore.

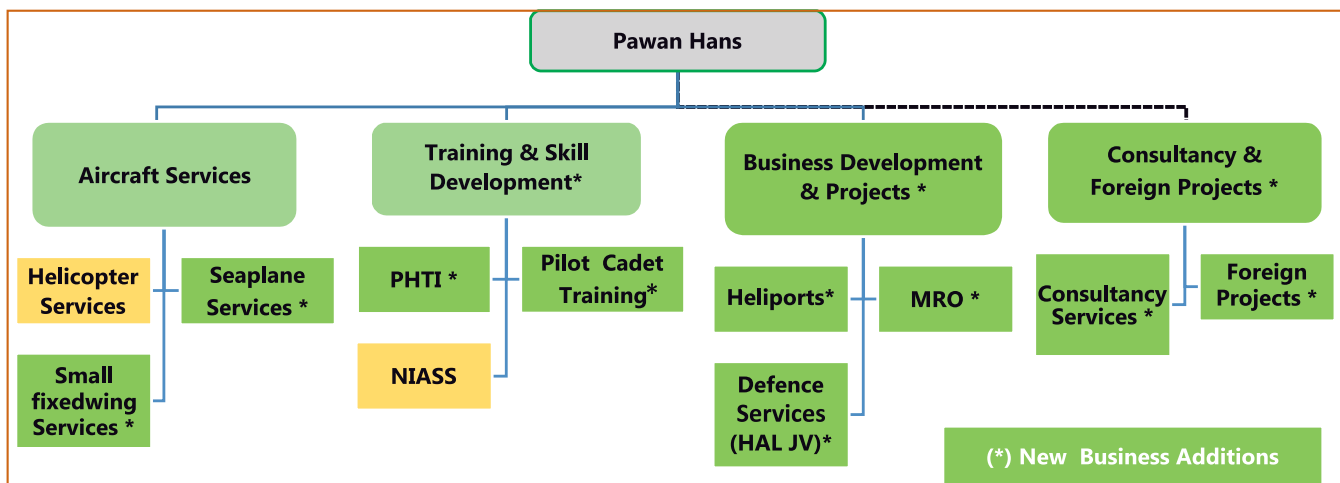
- New Contracts for providing helicopter services for RBI, Lakshadweep Island and Sikkim Govt. are under final negotiations and estimated to generate estimated revenue of ₹ 26.25 crores annually, once finalised..
 - Signing of MOU under process with UP Tourism Department for deployment of two helicopters for promotion of tourism with annual estimated revenue of ₹ 17.76 crores and creation of JV for providing air services in the State of Uttar Pradesh.
 - Won 11 routes under RCS Scheme of Gol, expected revenue would be ₹ 80 crores.
- 9.6.2 Settlement of long pending overdue claim of Ministry of Finance: Long pending disputed claim of ₹ 470.22 crores was pending with Ministry of Finance since 1995 has now been settled. The Balance Sheet of the Company has positively improved with settling of long pending debts in the Company's accounts.
- 9.6.3 Recovery of long pending dues from various State Governments: Separate Recovery Cell was established with emphasis to recover long pending disputed dues. The long pending outstanding/ disputed dues amount of ₹509.63 crores was recovered during the year 2016-17. Now, the billing cycle has been brought to less than 100 days from earlier 240 days.
- 9.6.4 Helicopter tourism promotion: PHL started "Festival Joy Rides"and major "City Darshans" by helicopters to promote helicopter tourism and city heritage during 2016-17 such as Delhi Darshan, Hampi Festival & Mysuru Dassara and Pydithilli & Krishna Pushkaram Festival etc. This venture provided additional revenue for the CPSE during 2016-17.



9.6.5 Development of new infrastructure: Project of state-of-art "Nation's first Integrated Heliport" at Rohini, New Delhi has been successfully completed and inaugurated on 28th February, 2017. The Heliport shall work on Heli-Hub concept and consists of modern Terminal Building of 150 pax capacity, Air Traffic Control Tower, 4 large size hangars with MRO facility; fire station, Re-fuelling facilities and 16 Parking bays. The heliport is now fully operational and is estimated to generate additional revenue of Rs.3.56 crores per annum from 2017 and will increase further.

9.7 New "Corporate Strategic Plan: Vision 2020"

First time in last 30 years of the Company a new Corporate Strategic Plan–Vision 2020 has been developed during 2015 and implemented as strategic vision document with an objective of transforming CPSE, diversifying business, enriching sustainable growth and effective governance with creation of new verticals & creation of two Functional Directors and two Independent Directors in the PHL Board is as depicted below:



9.8 New "PHL Business Plan: 2017-27"

The New "PHL Business Plan: 2017-27" has been developed first time in the organization with an objective of systematic and sustainable growth in various potential areas of business avenues in national and international market as per vision plan.

The Business Plan provides way forward to increase the Company's fleet from 43 to 80 helicopters/ seaplanes/ small fix wing and triple the revenue from ₹ 458 crores to ₹ 1678 crores by 2027. The plan is under consideration of implementation in two phases as depicted below:





PHL carrying Tribal in Himachal Pradesh

9.9 National and International Recognition:

Pawan Hans has been awarded with various awards and accolades at National and International level for its excellent services and contribution in Civil Aviation as listed below:

- Excellence Award by Turbomeca for its overall contribution to the success of the worldwide Aerial Engine Fleet – France Air Show 2015.
- Helicopter Association International (HAI) conferred Pawan Hans with Operator Safety Award for outstanding safety record - France Air Show 2015.
- Won "Today's Traveller Award 2015" for "Best Civil Aviation Company Provide Connectivity between North Eastern States".
- Pawan Hans has been awarded with "ASSOCHAM" – Civil Aviation & Tourism Award – 2015 in recognition for Promoting Remote & Regional Connectivity as Best General Aviation Company.
- Pawan Hans has been conferred with TTJ Jury Choice Award in 2016 for "Excellence in Remote Connectivity" for its contribution to promote Heli Tourism and Rural connectivity in various parts of the country.
- Received PHD Award in 2016 for "Connecting Rural India through Helicopters" during mega event organized by PHD Chamber of Commerce.
- Pawan Hans received "Best General Aviation Company" Award in 2016 by ASSOCHAM for promoting Regional & Remote connectivity.
- PHL conferred for promoting Digital India Initiative in PHL by Hon'ble Minister of State for IT & Communication in 2017.
- PHL organized 2nd edition of Heli-Expo-International Civil Helicopter Conclave on 2-3rd November at Rohini Heliport and also launched 1st edition of PHL Commercial Magazine "Aviation Chronicle".
- Received PHD Award in 2016 for "Connecting Rural India through Helicopters" during mega event organized by PHD Chamber of Commerce.
- PHL conferred with IWPA Award by Hon'ble Minister of Civil Aviation for Women Empowerment and Aviation Sector on 17th December 2017.
- PHL Conferred with Outstanding Achievement of PAWAN HANS for developing Nation First Integrated Heliport by Indian Chamber of Commerce.



10. AIRPORTS ECONOMIC REGULATORY AUTHORITY OF INDIA

10.1 Introduction

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

10.1.2 The main function of the Authority 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.





10.2 As on date there are 25 major airports in India, namely:

- Indira Gandhi International Airport, Delhi
- Chatrapati Shivaji International Airport, Mumbai
- Kempagowda International Airport, Bengaluru
- Rajiv Gandhi International Airport, Hyderabad
- Cochin International Airport, Kochi
- Netaji Subhas Chandra Bose International Airport, Kolkatta
- Chennai International Airport
- Sardar Vallabhbhai Patel International Airport, Ahmedabad
- Trivandrum International Airport, Thiruvananthapuram
- Calicut International Airport, Kozhikode
- Chaudhary Charan Singh International Airport, Lucknow
- Jaipur International Airport, Jaipur
- Lokpriya Gopinath Bordoloi International Airport, Guwahati
- Goa International Airport, Goa
- Srinagar International Airport, Srinagar
- Pune Airport, Pune
- Dr. Babasaheb Ambedkar International Airport, Nagpur
- Chandigarh International Airport, Chandigarh
- Coimbatore International Airport, Coimbatore
- Mangaluru Airport, Mangaluru
- Visakhapatnam Airport, Visakhapatnam
- Devi Ahilya Bai Holkar Airport, Indore
- Jay Prakash Narayan International Airport, Patna
- Biju Patnaik International Airport, Bhubaneswar
- Kannur International Airport, Kannur

10.3 During the period 1st April 2017 to 31st December, 2017, AERA issued following Orders based on its approach towards regulation of Airports and Aeronautical Services;

Sl. No.	Order Number	Subject	Date of Issue
1.	Order No. 1/2017-18	In the matter of Multi Year Tariff Proposal and the Annual Tariff Proposal for the second control period (FY. 2016-17 to FY. 2020-21) submitted by M/s Bharat Star Services Private Limited. (BSSPL) for providing Into-plane fuelling services at KIA, Bangalore.	17.04.2017
2.	Order No. 2/2017-18	In the matter of Multi Year Tariff Proposal for the second control period and Annual Tariff Proposal for the 1st tariff year (FY.2016-17) of the second control period submitted by M/s Delhi Cargo Service Center India Pvt. Limited (DCSC) for providing Cargo Handling services at IGI Airport, Delhi	11.05.2017
3.	Order No. 3/2017-18	Determination of Aeronautical tariffs in r/o Trivandrum International Airport, Thiruvananthapuram (TVM) for the second control period (01.04.2016-31.03.2021).	02.06.2017



4.	Order No. 04/2017-18	Determination of tariffs for the second control period (FY. 2016-17 to 2020-21) in respect of M/s Indian Oil Skytanking (IOSL) for providing Into Plane Services at IGI Airport, New Delhi.	12.06.2017
5.	Order No. 5/2017-18	Determination of tariffs for the second control period and Annual Tariff Proposal (T1 to T5) in respect of M/s Indian Oil Skytanking (IOSL) for providing Into Plane Services at Bangalore International Airport, Bengaluru.	12.06.2017
6.	Order No. 06/2017-18	Determination of tariffs for the second control period and Annual Tariff Proposal (FY. 2016-17 to 2020-21) in respect of M/s Bharat Stars Services Pvt. Ltd. (BSSPL) for providing Into Plane Fuelling Services at IGI Airport, New Delhi.	12.06.2017
7.	Order No. 07/2017-18	In the matter of Determination of tariffs for Aeronautical Services in respect of Cochin International Airport, Cochin, for the Second Control Period (01.04.2016 to 31.03.2021)	13.07.2017
8.	Order No. 08/2017-18	Determination of tariffs for MYTP and ATP in r/o M/s Bird Worldwide Flight Services (I) Pvt. Ltd. (BWFS) for Ground Handling services at IGI Airport, New Delhi for the second control period (T1 to T5)	02.08.2017
9.	Order No. 09/2017-18	Determination of tariffs for aeronautical services in r/o Calicut International Airport (CIA) for the second control period (01.04.2016 to 31.03.2021).29.09.2017	04.08.2017
10.	Order No. 10/2017-18	Determination of tariffs for aeronautical services in r/o Jaipur International Airport (JIA) for the second control period (01.04.2016 to 31.03.2021).	04.08.2017
11.	Order No. 11/2017-18	Determination of tariffs for Express Cargo operations of Express Industry Council of India (EICI) in respect of Chhatrapati Shivaji International Airport, Mumbai, for the second control period (T1 to T5).	14.08.2017
12.	Order No. 12/2017-18	In the Matter of Economic Regulation of aeronautical services provided` by Airport Operators/Services Providers of Cargo facility, Ground Handling and Supply of Fuel to the Aircraft-Interim Arrangement to continue the levy of existing tariffs till determination of tariffs for the 2nd control period.	29.09.2017
13.	Order No. 13/2017-18	In the matter of MYTP for the 2nd control period and ATP (T1 to T5) for the 2nd control period in respect of M/s Air India SATS Airports Pvt. Ltd. (AISATS) for providing Ground Handling service at IGI Airport, New Delhi.	25.10.2017
14.	Order No. 14/2017-18	Determination of Aeronautical tariffs at Civil Enclave in respect of Srinagar International Airport for the 2nd control period (01.04.2016-31.03.2021).	30.10.2017
15.	Order No. 15/2017-18	Determination of Aeronautical tariffs at Civil Enclave in respect of Pune International Airport for the 2nd control period (01.04.2016-31.03.2021).	30.10.2017
16.	Order No. 16/2017-18	Determination of Aeronautical tariffs at Civil Enclave in respect of Goa International Airport for the 2nd control period (01.04.2016-31.03.2021).	30.10.2017



17.	Order No. 18/2017-18	In the matter of Multi Year Tariff Proposal (MYTP) for the second control period and Annual Tariff Proposal (ATP) (T1 to T5) for the second control period in respect of M/s Air India SATS Airport Services Pvt. Ltd. for providing Ground Handling services at Trivandrum International Airport.	21.11.2017
18.	Order No. 19/2017-18	In the matter of Multi Year Tariff Proposal (MYTP) for the second control period and Annual Tariff Proposal (ATP) (T1 to T5) for the second control period in respect of M/s Air India SATS Airport Services Pvt. Ltd. for providing Ground Handling services at Rajiv Gandhi International Airport, Hyderabad	21.11.2017
19.	Order No. 20/2017-18	In the matter of Multi Year Tariff Proposal (MYTP) for the second control period (01.04.2016 To 31.03.2021) and Annual Tariff Proposal Tariff Year 1 (01.04.2016 To 31.03.2017) and Tariff Year 2 (01.04.2017 to 31.03.2018) of M/s Bhadra International India Pvt. Ltd. for providing GH services at Netaji Subhas Chandra Bose International Airport, Kolkata.	21.11.2017
20.	Order No. 21/2017-18	In the matter of Multi Year Tariff Proposal (MYTP) for the second control period (01.04.2016 To 31.03.2021) and Annual Tariff Proposal Tariff (ATP) (T1 to T3) for the second control period (01.04.2017 to 31.03.2021) in respect of M/s Bhadra International India Pvt. Ltd. for providing GH services at Trivandrum International Airport.	21.11.2017
21.	Order No. 22/2017-18	In the matter of Multi Year Tariff Proposal (MYTP) for the second control (01.04.2016 to 31.03.2021) and Annual Tariff Proposal (ATP) (T1 to T3) for the second control period (01.04.2016 to 31.03.2021) in respect of M/s Bhadra International India Pvt. Ltd. for providing GH services at Calicut International Airport, Kozhikode.	22.11.2017
22.	Order No. 23/2017-18	In the matter of determination of aeronautical tariffs in respect of Netaji Subhash Chandra Bose International Airport (NSCBIA), Kolkata for the second Control Period (01.04.2016 – 31.03.2021).	27.11.2017
23.	Order No. 24/2017-18	In the matter of Multi Year Tariff Proposal for the second control period (01.04.16 to 31.03.2021) and Annual Tariff Proposal for the 1st, 2nd and 3rd tariff year of the second control period of M/s Hyderabad Menzies Air Cargo Private Limited (M/s HMA CPL) for providing cargo handling services at Rajiv Gandhi International Airport, Hyderabad.	27.11.2017
24.	Order No. 25/2017-18	In the matter of Determination of Tariff in respect of Dr. Babasaheb Ambedkar International Airport, Nagpur for the First Control period (01-04-2016 to 31-03-2021).	30.11.2017
25.	Order No. 26/2017-18	In the matter of determination of tariffs for Express Cargo operations of Express Industry Council of India (EICI) in r/o Chhatrapati Shivaji International Airport, Mumbai for the 2nd control period (01.04.2016-31.03.2021).	30.11.2017
26.	Order no. 27/2017-18	In the matter of Multi Year Tariff Proposal(MYTP) for the second control period and Annual Tariff Proposal(ATP) (T1 to T3) for the second control period in respect of M/s Celebi Ground Handling Pvt. Ltd. (Celebi) for providing Ground Handling services at IGI Airport, Delhi	06.12.2017



27.	Order no. 28/2017-18	In the matter of Multi Year Tariff Proposal and the Annual Tariff Proposal for the Second Control Period (FY.2016-17 to FY.2020-21) submitted by M/s Indian Oil Skytanking Private Limited (IOSL) for providing Into-Plane fuelling services at Chhatrapati Shivaji International Airport, Mumbai.	08.12.2017
28.	Order no. 29/2017-18	In the matter of Determination of Fuel Infrastructure Charges in respect of Indian Oil Skytanking Limited at KIA airport, Bengaluru (01.04.2016 -31.03.2021).	18.12.2017
29.	Order no. 30/2017-18	In the matter of Determination of Fuel Infrastructure Charges in respect of Aviation Fuel Farm Facility Private Limited at CSI Airport, Mumbai for Mumbai the Second Control Period (01.04.2016 -31.03.2021).	18.12.2017
30.	Order no. 31/2017-18	In the matter of Multi Year Tariff Proposal (MYTP) for the second control period (01.04.2016 to 31.03.2021) and Annual Tariff Proposal (ATP) (T1 to T3) for the second control period (01.04.2016 to 31.03.2021) in respect of M/s Bhadra for providing Ground Handling services at Chennai International Airport, Chennai.	18.12.2017
31.	Order no. 32/2017-18	In the matter of Determination of Fuel Infrastructure Charges In respect of Delhi Aviation Fuel Facility Private Limited at IGI Airport, New Delhi (01.04.2016 – 31.03. 2021)	18.12.2017
32.	Order no. 33/2017-18	In the matter of Economic Regulation of aeronautical services provided by M/s Indo Thai Airport Management Services Pvt. Ltd. for providing GH services at Jaipur and Lucknow Airports Interim Arrangement to continue the levy of existing tariffs till determination of tariffs for the 2nd control period.	21.12.2017

10.4 Official Language Policy:

Steps were also regularly taken for effective implementation and usage of official language. Apart from usage of Hindi in day to day file processing, the annual "Hindi Pakhwada" was also organized from 14-28 September, 2017 which included various competitions such as Hindi Noting/Drafting, Poetry reciting, letter writing etc. involving cash prizes, to motivate and encourage increased usage of official language amongst employees. There was good response to the same from the employees. The usage of official language, thus, in the day to day functioning has improved during the year. Workshops are also conducted from time to time to help officials with the usage of Hindi in day to day official work.

10.5 Financial Performance

In terms of Section 34 of the AERA Act, funds are received as Grants-in-Aid from the Central

Government. An amount of ₹ 20 Crores was requested in BE 2017-18 which was reduced to ₹ 14 Crores at the BE stage including ₹ 7 Crore under creation of Capital Assets. Subsequently the funds under Creation of Capital Assets has been re-appropriated in General head at RE stage for the FY 2017-18.

10.6 Women Welfare including Gender Budgetary Data

There are 14 nos. Women employees, which includes officers/officials on deputation, on loan from AAI and outsourced staff. Adequate women welfare amenities have been made available.

10.7 Steps taken to improve Public Grievance Redressal Machinery:

AERA is registered in the PG portal of DoP&T and has been assigned user name and pass word. The same is checked on a regular basis and whenever a Public Grievance is received the same is dealt with,



within the stipulated time frame. Further, Under Secretary (Personnel&Administration) is assigned the duties of Public Grievance Officer in the absence of an officer at the level of Deputy Secretary, in AERA.

10.8 SC/ST and OBC representation as on 31.12.2017:

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

10.9 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.

10.10 Facilities to persons with disabilities:

The officers/officials of AERA are on deputation and on loan basis from AAI/AI and at present there is no Person with Disabilities working in AERA.

AERA website www.aera.gov.in is disabled friendly.

10.11 Swachh Bharat:

AERA ensures cleanliness inside the premises of the Building and also takes initiatives to keep the surroundings clean and beautiful. An action plan to maintain complete cleanliness in and around office complex has been devised by the Authority which includes;

- Weeding out of old records and obsolete papers
- Removal of dumped papers
- Disposal of unusable utensils and unserviceable/ obsolete furniture
- Cleaning of tables, computers, drawers and wardrobes
- Shifting of furniture and cleanliness of areas not accessible in normal course
- Complete sanitation in washrooms
- Cleaning of water coolers/pantry area.

10.12 Miscellaneous:

AERA has implemented some welfare measures for its employees. The Authority has adopted CS (MA) Rules and its officers can avail medical services from the hospitals empanelled under CS (MA) Rules.



Bhubaneswar Airport



11. AIRCRAFT ACCIDENT INVESTIGATION BUREAU

- 11.1 AAIB has been set up as an attached office under Ministry of Civil Aviation vide Order No. AV.11012/01/2011- DG dated 31.07.2012. At present the officers from DGCA/AAI have been deputed on temporary basis to carry out duties of Bureau. The recruitment process for 17 technical posts created in AAIB is under process in consultation with DoP&T and UPSC.
- 11.2 In supersession of the Aircraft (Investigation of Accidents and Incidents) Rules 2012, the Aircraft (Investigation of Accidents and Incidents) Rules 2017 were notified vide notification dated 11.08.2017.
- 11.3 Details of accidents and serious incidents investigated by AAIB during the year 2017 are as under :-

Type of Occurrence	Notified to AAIB for Investigation during 2017	Total number of Investigation completed & Report Submitted by AAIB during 2017 *
Accidents	07	11
Serious Incidents	11	08

* Including investigations of previous years.
Implementation of Recommendations were also followed up.





12. RAJIV GANDHI NATIONAL AVIATION UNIVERSITY

12.1 Introduction

12.1.1 The University has been set up under the Rajiv Gandhi National Aviation University Act, 2013 with an aim to facilitate and promote aviation studies and research, achieve excellence in areas related to aviation sector, produce quality human resources, meet the ever growing requirement of professionally qualified personnel and create a strong base with a pool of scientific and technical manpower in the Civil Aviation Sector. The construction of the infrastructure of the University is in final phases and the construction of academic block has been completed.

12.1.2 RGNAU has started functioning and has Vice Chancellor and some other key functionaries in place. Besides, the constitution of governing bodies viz. Executive Council and Academic Council has also been notified. The University has already started conducting Executive Development Programmes and Management Development Programmes for the industry.

12.2 Physical Performance

12.2.1 The University infrastructure coming up in Fursatganj, Uttar Pradesh, over 26.35 acres of land, is almost on the verge of completion. Further, the University is designed to have state-of-the-art infrastructure for students, officials and faculty members with a dedicated data center, smart classrooms with the latest audio-visual

training aids which are designed to offer the latest in terms of facilities to all the prospective students.

12.2.2 The details of the infrastructure are as detailed below:-

- **Academic Block:** The Academic Block spans across an overall area of 1,37,000 sq.ft consisting of two seminar halls, two libraries, computer lab, 20 classrooms, faculty and staff cabins and an administrative block. In addition to the building, there is external space for parking, open air amphitheater and other services like substation, transformer, water treatment plant, sewage treatment plant etc. The academic block is enabled with high-tech IT infrastructure and smart class technology for providing the students with world class facilities in education.
- **Hostel Block :** The Hostel Block is situated adjacent to the IGRUA Residential Area, approximately 3 km away from the Academic Block. The Hostel Block spans across an area of 15,000 sq.ft comprising of four wings of eight floors each. The total number of rooms in the block are 288 that would cater to 576 students. The ground floor houses the dining facility, indoor recreation areas and gymnasium for the students while the floors above house double occupancy air conditioned rooms.





- **Faculty Housing:** The Faculty Housing consists of housing for Junior Faculty, Senior Faculty and Senior Executives measuring a total built up area of 83,000 sq.ft. The Junior Faculty housing is stilt+7 floors with 56 units while the Senior Faculty housing is stilt+8 floors with 32 units. The Senior Executive Housing has three individual units.

12.3 Important Activities

Following the success of its pioneer batch of Executive Development Program in Aviation Management and Management Development Programme on Implementation of Safety Management Systems, the University is now conducting a 3-day long Management Development Programs on Human Factors in Aviation. In line with its objective of promoting aviation teaching and training, RGNAU has signed a MoU with GMR Aviation Academy for Joint PG Diploma in Aviation/ Airport Operations which is an employability oriented program focused at providing trained manpower to the industry. The University is planning to launch this program in the Academic year 2018-19. The University is also planning to launch an e-MBA and MBA program in Aviation Management in near future. RGNAU, being the apex centre for aviation studies in India, shall also be exploring the possibility of affiliating colleges/ institutes for B. Sc. (Hons.) in Aircraft Maintenance.

12.4 Pollution Control

Building of RGNAU is currently under construction at IGRUA campus, Fursatganj, Dist. Amethi, U.P. 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 building of RGNAU. 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.

12.5 Women welfare including gender budgetary data

At present there is no separate Internal Complaint Committee (ICC) at RGNAU as the number of employees is less than 10. RGNAU will constitute an ICC as soon as the number of employee's increases to 10 and a women officer also joins the University. The outsourced women employees are constantly briefed about security measures. All efforts will be made to ensure welfare of women employees and trainees when University becomes operational. As the current outlay is mainly for construction of building at RGNAU, it is not feasible to give any gender budgetary data.

12.6 Steps taken to improve public grievance redressal mechanism

A senior officer of the University of RGNAU have been designated as Public Grievance Officer. An officer has also been designated as CPIO to ensure timely disposal of RTI queries received by University. So far no public grievances etc. has been received by the University. This aspect is continuously monitored by VC, RGNAU in his weekly meeting.

12.7 Facilities to persons with disabilities

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.

12.8 Details concerning activities and achievements of vigilance departments

Vice Chancellor, RGNAU has been designated as Chief Vigilance Officer of the University. VC regularly monitors any vigilance complaints received by the University. This aspect is regularly discussed in weekly meetings taken by VC. So far no vigilance complaints have been received in the University.



13. ACCOUNTING SYSTEM IN THE MINISTRY

13.1 Organization

13.1.1 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.

13.1.2 The Chief Financial Controller heads the accounting organization and functions under the overall supervision and control of Financial Advisor. 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 2017-18 is as under:

(₹ in crore)

Revenue Section	781.34
Capital Section	1920.70
Total	2702.04

13.2 Principal Accounts Office

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

- Consolidation of the accounts of Ministry of Civil Aviation as per provisions of Civil Accounts Manual and in the manner prescribed by the Controller General of Accounts.
- Preparation of Monthly Accounts and Annual Appropriation Accounts of the Demand for Grants of Ministry of Civil Aviation, submission of Statement of Central Transactions and the materials for the Finance Accounts to the Controller General of Accounts, Ministry of Finance.
- Issue of Inter Departmental Authorization to various agent Ministries such as Ministry of External Affairs, Ministry of Urban Development, Ministry of Information &

Broadcasting, Ministry of Electronics & Information Technology.

- Rendition of technical advice to Pay & Accounts Office and maintaining necessary liaison with the Controller General of Accounts Office for overall co-ordination and control in accounting matters.

13.3 Pay & Accounts Office

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

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



13.4 Internal Audit

- 13.4.1 The Internal Audit Unit work directly under the Chief Financial Controller with overall responsibility remaining with the Joint Secretary and Financial Advisor and the Secretary of the Ministry. Internal Audit Wing has a sanctioned strength of one Senior Accounts Officer and four Assistant Accounts Officers.
- 13.4.2 The role of the internal audit organization is to test check the initial account maintain in the executive offices to ascertain the extent of application of the rules and regulations, system and procedure in accounting and financial matters. In accordance with the audit objectives and internal audit standard, internal audit works on the principle of random sampling.
- 13.4.3 The Principal. Accounts offices, Pay and Accounts Offices as well as the offices of the Drawing Disbursing Officers in Ministry of Civil Aviation are within the jurisdiction of Internal Audit. In addition to these office Internal Audit Wing is required to audit the autonomous bodies/Guarantees institutions. In pursuance of Ministry of Finance O.M. No.22(2)/E. Coord./2016 dated 16th May. 2016, a special drive was undertaken for settlement of outstanding Internal Audit paras. During this drive, the Internal Audit Wing was able to settle 598 paras out of 1261 paras outstanding as on 1st April, 2016.

13.5 Redressal of Grievances:

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

13.6 Initiatives for Digitization of payments and receipt:

In accordance with the guideline 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.

13.6.1 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/ guarantee institutions shall also operate PFMS through EAT module.

13.6.2 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 Min 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.



13.7 Status of Pending Audit Paras

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

Sl.No.	Para No.	Title of Para/Summary	Status
1.	Para No.5.1 of Report 12 of 2017 (Civil)	Doubtful recovery of outstanding dues because of failure of fiduciary duty C&AG's in its audit para has observed that "Ministry failed to ensure that BIAL fulfill its fiduciary duty to promptly realize the security fees from the airlines and remit the same in escrow account. As a result, outstanding dues against airlines accumulated and recovery of ₹ 9.19 crores from Kingfisher Airlines was rendered doubtful."	First ATN Submitted to audit
2.	Report No. 40 of 2016 (Civil)	Turnaround plan and financial Restructuring plan of Air India Ltd. Air India Limited (AIL), wholly owned by the Government of India (Gol), is engaged in Domestic as well as international air transport operations. The unfavorable industry scenario coupled with operational difficulties of the Company strained the financial position of Air India Limited. The high debt burden of the Company further contributed to liquidity stress and the Company lost significant market share in recent years. The Company formulated a comprehensive Turnaround Plan (TAP) which was approved by the Cabinet Committee on Economic Affairs (12 April 2012). This Report examines the implementation of the Turnaround Plan.	ATN is under submission

13.7.2 Status of pending C&AG audit paras (Commercial) as on 13.11.2017

Sl.No.	Para No.	Title of Para/Summary	Status
1.	Para No.2.1 of Report No. 9 of 2017 (Commercial)	Lack of appropriate action by AAI led to loss of its revenue and undue benefit to contractor Airports Authority of India extended undue benefit by allowing credit facilities violating the terms of contract which had resulted in non-recovery of dues. Further, by not issuing notice for vacating advertising sites after the contract period was over, the Authority had suffered a loss of revenue amounting to 41.68 crore.	ATN Submitted to audit
2.	Para No.2.2 of Report No. 9 of 2017 (Commercial)	Loss of revenue due to non-inclusion of land in lease agreement Airports Authority of India allotted (April 2007), a built up space at Bijwasan, to Delhi International Airport Limited (DIAL) for the purpose of providing dormitory accommodation for CISF personnel deployed at Indira Gandhi International Airport (IGIA), New Delhi. While signing the agreement, AAI did not include in the lease agreement (March 2008), the area of land along with the built up space and the lease rent payable for the same. On it being pointed out by Audit in July 2014, AAI raised (January 2015) invoices for lease rent towards land measuring	ATN is under submission



		19,525 sqm, however, DIAL refused payment on the ground that there was no agreement to charge rent for such land. Thus, AAI sustained loss of ₹ 28.67 crore.	
3.	Para No.2.3 of Report No. 9 of 2017 (Commercial)	Idling of civil enclaves due to absence of realistic assessment of their requirement AAI did not carry out a realistic assessment of the requirement of Civil Enclaves at Jaisalmer, Bhatinda and Bikaner due to which investment of ₹ 100.59 crore on creation of facilities at these Civil Enclaves remained idle since their operationalisation. AAI also incurred a recurring loss in the form of depreciation charges amounting to ₹ 40.06 crore.	ATN Submitted to audit
4.	Para No. 18.3 of Report No. 9 of 2017 (Compliance Audit Observation)	Recoveries at the instance of audit C&AG's in its report at Appendix I to Para no. 18.3 has observed that Airports Authority of India has recovered a sum of only ₹ 2148 lakh instead of ₹ 2296.97 lakh as pointed out by Audit.	ATN Submitted to audit
5.	Para No.2.4 of Report No.9 of 2017 (Commercial)	Non-realisation of potential rental income Inordinate delay in taking decision on renting out two properties coupled with delay in granting approval for renovation of a property, resulted in non-realisation of potential rental income of nearly HKD 66.75 lakh (₹ 4.96 crore).	ATN is under process
6.	Para No.2.5 of Report No.9 of 2017 (Commercial)	Short coming in tendering process in renewal of Aviation Insurance resulting in a loss of USD 30,89,959 to Air India Limited Air India awarded the contract for Aviation Insurance Policies for the year 2009-10 to a consortium led by Reliance General Insurance Company Limited (RGICL). After awarding the contract but before commencement of the Policy an aircraft of AIL caught fire at Mumbai. Considering this as additional risk RGICL demanded additional premium of USD 30,89,959, and deducted the same from the claim relating to subsequent incidence of an aircraft crash at Mangalore. This resulted in additional expenditure of ₹ 14.40 crore (USD 30,89,959).	ATN is under process
7.	Para No.2.6 of Report No.9 of 2017 (Commercial)	Irregular award of Contract Award of contract to M/s. IBM India Private Limited, at a cost of ₹ 155.70 crore, on nomination basis for SAP ERP Implementation, Application Management and Maintenance Services and Supply of Hardware and Software in violation of the conditions applicable for awarding contracts on the basis of Rate Contracts of DGS&D and guidelines issued by the Central Vigilance Commission.	ATN Submitted to audit



14. WELFARE OF WOMEN

14.1 Introduction

The Ministry of Civil Aviation has taken suitable measures for women's welfare and providing 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. Instructions on women welfare received from Department of Women and Child Welfare, National Commission for Women etc. from time to time, are circulated to all concerned for necessary implementation. The position of women's welfare/ cases of sexual harassment in the Ministry and its organisations is being monitored periodically and necessary action is taken wherever called for.

14.2 Bureau of Civil Aviation Security

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

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

14.4 Pawan Hans Limited:

Women Cell and Internal Complaints Committee have been set up separately for all Offices of Pawan Hans. Pawan Hans has been making

consistent efforts to promote all round development of women and ensuring 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.

14.5 Indira Gandhi Rashtriya Uran Akademi:

IGRUA has Fourteen women employees (3 Regular + 11 Contractual) and their welfare is being looked after through normal administrative channels. A committee comprising three members is also looking after the women welfare issues pertaining to sexual harassment.

14.6 Airports Authority of India:

14.6.1 AAI and Women Workforce

14.6.1.1 AAI has believed in giving equal opportunities to all. The organization lays a strong emphasis towards gender balance. AAI is working towards ensuring a safe and secure working environment for its women employees. In AAI, around 2,697 women are working across the country, with a strong representation in technical areas of Air Traffic Management and a considerable presence in the areas of Communication and Terminal Management.

14.6.1.2 To ensure safe working environment, AAI is following the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 on Prevention and Redressal of Sexual Harassment at the Workplace. A Complaints committee consisting of 5-7 members has been formed in corporate headquarters and all regional headquarters to look into any kind of sexual harassment complaint.

14.6.1.3 Awareness generation and sensitization workshops are being conducted at different airports in the regions by the regional committees and in different departments in headquarters by the central executive committee from time to time.



14.6.1.4 The provisions of the policy, legal rights of women and procedures, responsible behaviors towards fellow women employees, dos and don'ts has uploaded on AAI website and forwarded to all employees through email. Sensitization of employees is also being done through Street plays and talks by committee members in all departments of AAI.

14.6.2 In order to ensuring Safety and Security for Women working in shift duty:

14.6.2.1 Airports Authority of India provides separate rest rooms. Besides, CISF security and CCTV coverage in operational areas of AAI offices premises with a sense of security to its women employees.

14.6.2.2 AAI pays special attention towards the health and overall well being of its women employees. On the occasion of International Women's Day this year, AAI organized a programme on Health Awareness for Women employees. Under this, AAI collaborated with SCI International Hospital, New Delhi and organized Health Check-ups for its women employees. Women employees showed active participation in this programme.

14.6.3 AAI encourages women in Sports

14.6.3.1 AAI Sports Control Board considers women as equal partners in all spheres of its activity; be it management of sports or the professional sports activities.

14.6.3.2 To begin with, two women namely, Ms. Nandita Bhatt, DGM (Arch.) and Ms. Divya Katyal, AM (ATC), are on the Board of AAI SCB, besides the other women representatives in different

Constituent Boards under SCB. AAI SCB supports sportspersons on contract/scholarship schemes, Athletics, Badminton, Carrom Board, Chess, Kho Kho and Table Tennis have been shortlisted for selection of sports persons in women category.

14.6.4 AAI ensures Welfare of Women in Society

14.6.4.1 Kalyanmayee, Airports Authority of India Women Welfare Association is an extended arm of Airports Authority of India is involved in various social welfare activities. Kalyanmayee have taken following noticeable initiative for the benefit of women from the underprivileged section of society:-

14.6.4.2 Skill Development Classes at Jaipur and Jammu were also initiated in 2015 wherein cutting tailoring classes and Beautician courses are taught to women from EWS category to make them financially independent.

14.6.4.3 Adult Literacy programme was conducted by Varanasi Airport unit in 2015 and 2016 in near by village. On the occasion of the International Women's Day, Kalyanmayee -AAIWWA, launched a program for organizing a series of cervical cancer detection camps. "Mahila Swasthya Jaanch Shivirs" are being organized with support from NGOs like AOGIN India and CANSupport to examine women for reproductive health, especially for cervical cancer. These camps were organized at Swami Vivekanand Basti Chankayapuri, Seelampur and Kanakdurga basti at RK Puram in Delhi.



15. FACILITIES TO PERSONS WITH DISABILITIES

15.1 Implementation of Guidelines:

Ministry of Civil Aviation and its attached and subordinate officers are sensitive towards the needs of persons with disabilities and scrupulously follow government instructions to take care of Persons with disabilities and senior citizens. DGCA has issued Air Transport Circular 01 of 2014 on "Facilities/ Courtesies to air passengers 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" for providing amenities and facilities as well as all possible assistance to persons with disabilities.

The CAR also recognizes needs of senior citizens who require special assistance subject to the given in advance to the airline.

15.2 Airports Authority of India:

Airports Authority of India has taken special care to provide following provisions at its airports facilities for persons with disabilities including Senior Citizens:

- Smooth ramps with anti-skid flooring of the comfortable gradient are provided at the Terminal Building entry points and kerb area.
- Sensor fitted doors / manned doors at entrance are provided for easy accessibility. Door opening are wide enough for easy access for wheel chair passengers.
- Specially designed separate handicapped toilets are provided with appropriate signages.





- Passenger's elevators provided to access all levels of terminal building taking care of the door opening to allow biggest size of wheel chair.
- 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 are available with Airport Manager and Airlines on demand.
- 850mm high and 250mm deep facilitation counters provided for easy accessibility of passengers on wheel chair at busy Airports.
- Reserved parking spaces with signages have been provided on city side of Departure and Arrival Terminals at various Airports.
- 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.

15.3 Air India Limited:

Air India is sensitive to the needs and requirements of persons with disabilities and provides facilities to air passengers as per international standards and

guidelines envisaged under ICAO and IATA. Air India is also a member of STAR Alliance comprising of 28 member airlines. The facilities include ramp access and wheelchair enabled access at booking offices, and priority handling of passengers. Air India operates at airports that are compliant with national and global standards in respect of 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 implies persons with disabilities in various offices in compliance with national directives and guidelines.

15.4 Pawan Hans Limited:

Provision of toilets, ramps, lift, wheelchairs etc. taking care of special needs of persons with disabilities has been made by PHL on the infrastructure in Corporate Office-Noida, Northern Region-New Delhi, Western Region-Mumbai and Heliport at Rohini, New Delhi.

15.5 Bureau of Civil Aviation Safety:

User friendly facilities for person with disabilities/ senior citizens have been provided by BCAS at its Hqrs. at New Delhi as well as at Regional Offices, including lift / toilets etc.





16. REPRESENTATIVE OF INDIA (ROI) ON THE COUNCIL OF ICAO

16.1 Introduction

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

16.1.2 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.

16.1.3 The Council, the governing body, which is elected by the Assembly for a three-year term, is composed of 36 Member States. The Assembly chooses the Council Member States under three categories: States of chief importance in air transport, States which make the largest contribution to the provision of facilities for air navigation, and States whose designation will ensure that all major areas of the world are geographically represented. As the governing body, the Council provides continuing direction to the work of ICAO. It is in the Council that the Standards and Recommended Practices are adopted and incorporated as Annexes to the Convention on International Civil Aviation. The Council is assisted by the Air Navigation Commission (technical matters), the Air Transport Committee (economic matters), the Committee on Joint Support of Air Navigation Services and the Finance Committee.



COUNCIL CHAMBER



ANC CHAMBER

16.1.4 The Air Navigation Commission (ANC) is composed of nineteen members who have "suitable qualifications and experience in the science and practice of aeronautics", as outlined in the Convention on International Civil Aviation (Chicago Convention). The ANC is tasked by the Council to manage the technical work programme of ICAO and, since its establishment, the Commission has considered and recommended SARPs comprising 17 out of the 19 Annexes to the Chicago Convention – including the most recent introduction of the new Annex 19 on Safety Management. Under the approval of the Council, the ANC typically convenes for three sessions each year to address matters within its work programme. Each session typically lasts nine weeks including a three-week recess.

16.1.5 The Secretariat, headed by a Secretary General, is divided into five main divisions: the Air Navigation Bureau, the Air Transport Bureau, the Technical Cooperation Bureau, the Legal Bureau and the Bureau of Administration and Services. In order that the work of the Secretariat reflects a truly international perspective, professional-level personnel are recruited on a broad geographical basis.

16.1.6 ICAO works in close cooperation with other members of the United Nations family such as the

World Meteorological Organization (WMO), the International Telecommunication Union (ITU), the Universal Postal Union (UPU), the World Health Organization (WHO), the World Tourism Organization (UNWTO) and the International Maritime Organization (IMO).

16.1.6 Non-governmental organizations which also participate in ICAO's work include the International Air Transport Association (IATA), Airports Council International (ACI), the Civil Air Navigation Services Organisation (CANSO) the International Federation of Air Line Pilots' Associations (IFALPA) and the International Council of Aircraft Owner and Pilot Associations (IAOPA).

16.2 ICAO Strategic Objectives

16.2.1 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:

16.2.2 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.

16.2.3 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.

16.2.4 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.

16.2.5 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.

16.2.6 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

16.3.1 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.

16.3.2 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).

16.3.3 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.

16.3.4 ROI also sends periodic reports to the Ministry of Civil Aviation on various sectors of civil aviation such



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

16.4 Contributions to the ICAO regular Budget in 2017 & Commitment in 2018

As a member State, India made a contribution of CAD 486,031.00 and USD 273,394.00 to the ICAO regular budget during 2017. As a member State, India would contribute CAD 505,758.00 and USD 272,333.00 to the ICAO regular budget during 2018 (based on Scale : A39-32 0.85%)

16.5 Carbon Offsetting and Reduction Scheme in International Aviation

Following the Assembly resolution in 2016, ICAO, with the technical contribution of its Committee on Aviation Environmental Protection (CAEP), prepared a draft Standard and Recommended Practices (SARP) and Guidance Material for implementation of Carbon Offsetting and Reduction Scheme in International Aviation (CORSIA). The draft was discussed in ICAO Council, and has since been forwarded to the Member States for their comments. Following the comments and consequential changes, if any, the SARPs and Guidance material will be adopted by ICAO Council in 2018 to enable the implementation of CORSIA.

16.5.1 Highlights of 2017

Following sessions of the Committee and the Council phase were held/ scheduled from January to December 2017:

Session No.	Committee Phase	Council Phase
210 th Session	09 th Jan – 27 th Jan 2017	20 th Feb – 10 th Mar 2017
211 th Session	24 th Apr – 12 th May 2017	05 th Jun – 23 rd June 2017
212 th Session	18 th Sep – 06 th Oct 2017	30 th Oct – 07 th Nov 2017

16.5.2 Meetings of the Air Navigation Commission (ANC) were held in parallel during the Committee/ Council phase to prepare Papers on Technical matters for the Council. Following ANC sessions were held/scheduled from January to December 2017:

ANC Session No.	Period
204 th Session	09 th Jan – 10 th Mar 2017
205 th Session	24 th Apr – 23 rd Jun 2017
206 th Session	18 th Sep – 17 th Nov 2017



16.6 Claude Hurley of Canada appointed new President of the ICAO Air Navigation Commission (ANC)

On 14th November, 2017, in its 212th session, Mr. Claude Hurley, Air Navigation Commissioner from Canada, having received the required majority of Council Member's votes, was appointed as the President of the ANC for a one-year term, commencing on 1st January 2018. He has earlier served as an ANC Commissioner at ICAO since February 2014, was appointed as its Second Vice-President in 2016, and its First Vice-President in 2017.

Member States of International Civil Aviation Organization on the Council of ICAO (2017-19)

Part I (11)	Part II (12)	Part III (13)
States of chief importance to air transport	States which make the largest contribution to the provision of facilities for international civil air navigation	States ensuring geographic Representation
Australia	Argentina	Algeria
Brazil	Colombia	Cabo Verde
Canada	Egypt	Congo
China	India	Cuba
France	Ireland	Ecuador
Germany	Mexico	Kenya
Italy	Nigeria	Malaysia
Japan	Saudi Arabia	Panama
Russian Federation	Singapore	Republic of Korea
United Kingdom	South Africa	Turkey
United States	Spain	United Arab Emirates
	Sweden	United Republic of Tanzania Uruguay