



AIRPORTS AUTHORITY OF INDIA

Department of Operations

**TERMINAL MANAGEMENT
MANUAL**

FOURTH EDITION- 2009

Corporate Mission

“TO ACHIEVE HIGHEST STANDARDS
OF
SAFETY AND QUALITY
IN AIR TRAFFIC SERVICES
AND
AIRPORT MANAGEMENT
BY PROVIDING STATE-OF-THE-ART
INFRASTRUCTURE
FOR
TOTAL CUSTOMER SATISFACTION,
CONTRIBUTING TO ECONOMIC GROWTH
AND
PROSPERITY OF THE NATION. “



सुरक्षा सहित सेवा

विजय प्रकाश अग्रवाल

V. P. AGRAWAL

अध्यक्ष

Chairman

दूरभाष / Phone : 91-11-24632930

24622796

फैक्स / Fax : 91-11-24641088

ई-मेल / E-mail : aaichmn@vsnl.com

chairman@aai.aero

भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

राजीव गांधी भवन

Rajiv Gandhi Bhawan

सफदरजंग इवाई अड्डा, नई दिल्ली-110 003

Safdarjung Airport, New Delhi-110 003

MESSAGE

I am very glad to endorse that Department of Operations has brought out the Fourth Edition of the "TERMINAL MANAGEMENT MANUAL." This manual provides comprehensive knowledge of terminal management to educate the staff about their day to day functioning in an effective and efficient manner on one hand and all aspects required for customers delight & satisfaction on the other hand.

I am hopeful that other disciplines will also make use of the information contained in this Manual for overall CUSTOMER SATISFACTION which is one of the beads embodied in Corporate Mission of Airports Authority of India.

V. Agrawal.

[V.P. AGRAWAL]



पी. सेठ
P. SETH
सदस्य (प्रचालन)
Member (Operations)
दूरभाष / Phone : 91-11-24631969
फैक्स / Fax : 91-11-24629567
ई-मेल / E-mail : memberops@aai.aero

भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA
राजीव गांधी भवन,
Rajiv Gandhi Bhawan,
सफदरजंग हवाई अड्डा, नई दिल्ली- 110 003
Safdarjung Airport, New Delhi-110 003

MESSAGE

It gives me pleasure to note that the fourth Edition of the Terminal Management Manual is being published. The manual details, activities pertaining to terminal building – its operation and management. The highlight of this version is the detailed job description of executives and staff entrusted with the responsibility of operation and management of terminal buildings. I place on record my appreciation for the hard work and dedication put in by the Officers and staff of Department of Operations to update this manual and hope that they will continue with this endeavour in future also.

I am confident that the updated version of the Terminal Management Manual will be useful for all and shall ensure high value of customer satisfaction.


(P. SETH)



एस. के. मिश्र

S. K. Mishra

कार्यकारी निर्देशक (प्रचालन)

Executive Director (Operation)

भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA
न्यु कार्यालय कॉम्प्लेक्स
New Office Complex
सफदरजंग हवाई अड्डा, नई दिल्ली-110 003
Safdarjung Airport, New Delhi-110 003

PREFACE

I am proud and happy to inform that the **Fourth Edition** of the **Terminal Management Manual** has been brought out for the use of all those who are associated / entrusted with the task of facilitating our Esteemed Customers.

The Third Edition of the Manual had been widely appreciated by one and all. The current Manual has been thoroughly revised on the basis of feed back received from various airports. It covers all the aspects required for smooth functioning of **Terminal Operations & Management**.

A need was felt for quite a long time to emphasis the salient features of terminal management besides Roles & responsibilities of Executives. This prime requirement has been taken care of in the current Manual.

I am sure that the trained and dedicated Staff of this discipline shall make practical use of the instructions contained in this Manual for discharging their day to day functioning in an efficient manner.

I wish to register my appreciation to the team of **Shri Rakesh Singh, Jt.GM(Ops), Shri Arun Mehan, DGM(TM) and Shri Ajay Verma, Senior Manager (TM)** who have taken all pains in bringing out this useful document in its present shape .

Shivakant Mishra

(S.K.MISHRA)

EXECUTIVE DIRECTOR (OPERATIONS)



AIRPORTS AUTHORITY OF INDIA

Department of Operations

**TERMINAL MANAGEMENT
MANUAL**

FOURTH EDITION- 2009

Terminal Operations & Management

"OBJECTIVES"

"To provide an in-depth understanding of the complexities of running an airport terminal and the common problems faced by 'Terminal Managers' in their daily operations. Executives will be equipped with problem-solving skills to resolve the problems and how to effectively manage the operations.

In addition, issues relating to handling of various emergencies, (managing 'problem passengers') and other airport users have also been emphasized".

INDEX

Chapter	Contents	Page
1.	<p>PRELIMINARY</p> <p style="padding-left: 40px;">- Definitions: Terminal Operation & Management</p>	1-4
2.	<p>PASSENGER TERMINAL MANAGEMENT & MAINTENANCE (Environmental Support Services)</p> <p>Introduction</p> <p>Objective</p> <p>Scope of house-keeping</p> <p>Daily dedicated group</p> <p>Weekly dedicated group</p> <p>Inspection</p>	5-13
3.	<p>JOB DESCRIPTION</p> <p>Introduction</p> <p>Job Description</p> <p>Job Description of GM (TM) at CHQ.</p> <p>Job Description of DGM (TM) at CHQ.</p> <p>Job Description of DGM (TM) at RHQ.</p> <p>Job Description of SM (TM)</p> <p>Job Description of MANAGER (TM)</p> <p>Job Description of AM (TM)</p> <p>Job Description of JUNIOR EXECUTIVE TRAINEE (JET)</p>	14-22
4.	<p>QUALITY SERVICE MANAGEMENT & PERFORMANCE STANDARDS AND TARGET SETTING</p> <p>Introduction</p> <p>Objective</p>	23-26
5.	<p>PUBLIC RELATIONS/ CUSTOMER SERVICE MANAGEMENT (CSM)</p> <p>Introduction</p> <p>Liaison</p>	27-28

6	<p>TERMINAL CONTINGENCY PLANS AND STANDARD OPERATING PROCEDURES - EMERGENCY SITUATIONS</p> <p>Introduction</p> <p>Establishment of Emergency Information Centre</p> <p>Activation of Emergency Information Centre</p> <p>Objective of Emergency Information Centre</p> <p>Role of Terminal Management Staff during emergencies</p> <p>Air crash</p> <p>Accident in Terminal Building</p> <p>Bomb Threat</p> <p>Evacuation</p> <p>First aid</p> <p>First Aid Box</p> <p>Instruction Leaflet</p> <p>Instruction Leaflet for User</p>	29-37
7	<p>PASSENGER INFORMATION & FACILITATION</p> <p>Introduction</p> <p>Passenger information</p> <p>Signage</p> <p>Audio information</p> <p>Video information</p> <p>Facilitation</p> <p>“May I Help You !”</p> <p>Public Grievance</p> <p>Lost & found property</p>	38-42
8	<p>VVIP / VIP MOVEMENTS</p> <p>Introduction</p> <p>Documentation</p> <p>Daily VIP Proforma</p> <p>VVIP / VIP Team Briefing</p> <p>Responsibility of Airport Director / Airport in-Charge</p> <p>VVIP / VIP Follow-Up Report</p>	43-45

	APPENDICES:	
APPENDIX – A	Terminal Up-Keeping Inspection Schedule	46-79
APPENDIX – B	Proforma for Receipt of Lost & Found Property	
APPENDIX- C	Undertaking by Claimant for Lost & Found Property	
APPENDIX – D	Identification of the Claimant / His / Her Authorized Representative	
APPENDIX – E	Proforma for VIP Movement	
APPENDIX – F	Entitlement for Ceremonial Lounge	
APPENDIX – G	Entitlement for Reserved Lounge	
APPENDIX – H	Requirement for VIP Facilitation	
APPENDIX – I	Entitlement for taking Vehicle up to the Aircraft	
APPENDIX – J	Passenger Facilities at International and Major Domestic Airports	
APPENDIX – K	Records required to be maintained in the Terminal Manager's office	
APPENDIX - L	First Aid Users Manual	
APPENDIX - M	Facilities during HAJ Movements	
APPENDIX - N	Circular of Airport Advisory Committee	
APPENDIX - O	Circular of Regional Airport Advisory Committee	
APPENDIX - P	Circular of Disposal of yellow metal as lost property	
APPENDIX- Q	Circular of Imposition of penalties at airports	
APPENDIX- R	Preparedness for operations during fog season	

Corporate Mission

“To achieve highest standards
of
safety and quality
in air traffic services
and
airport management
by providing state-of-the-art infrastructure
for
total customer satisfaction,
contributing to economic growth
and
prosperity of the nation. “

Fourth Edition

August, 2009

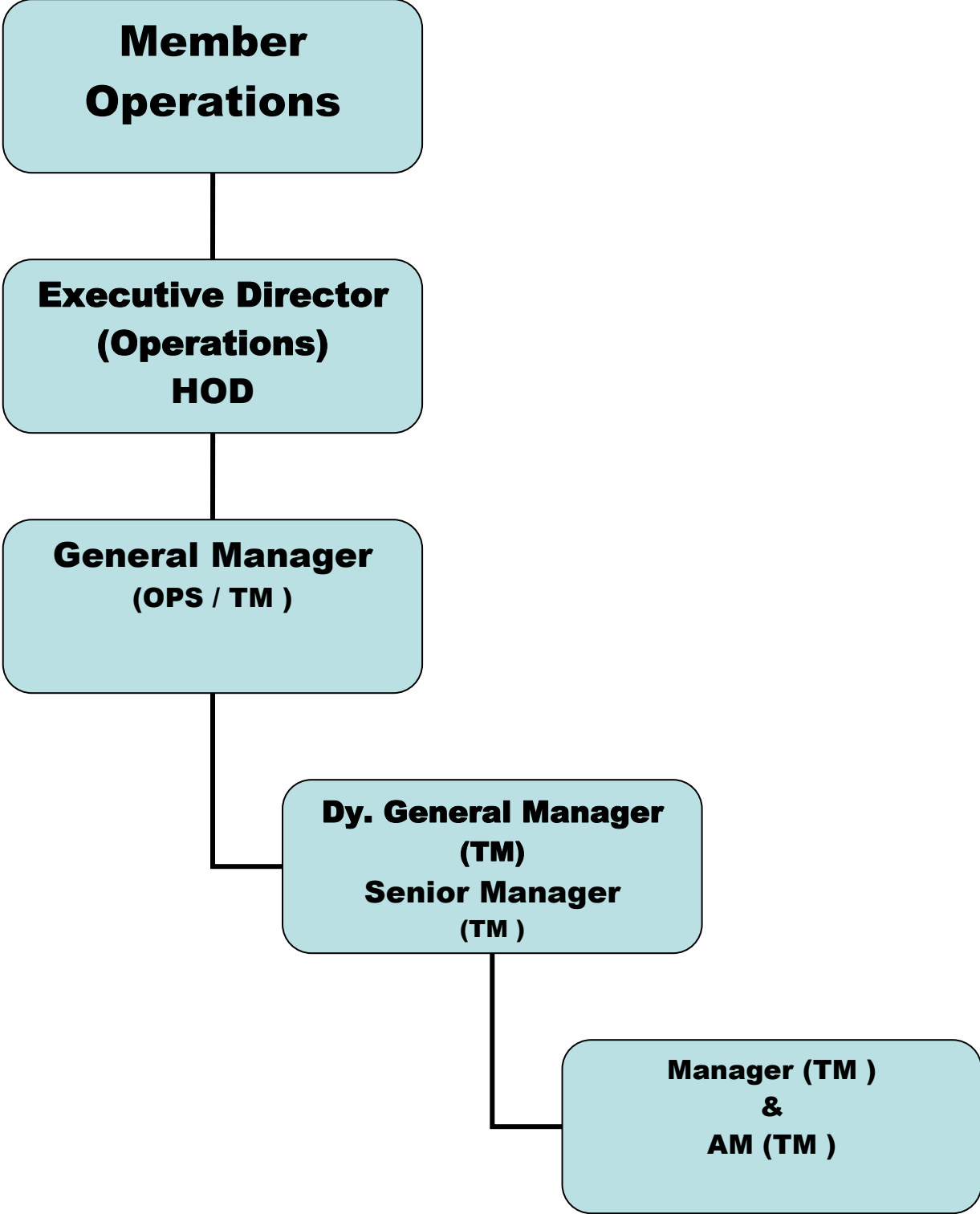
Issued by :

**Directorate of Operations
(Terminal Management)**

AAI Office Complex , Safdarjung Airport
New Delhi – 110 003.

ajayverma@aai.aero

ORGANIZATIONAL CHART AT CHQ
Department of Operations
Terminal Management



Chapter – 1

PRELIMINARY DEFINITIONS

1. **Arrival Concourse** - Space between baggage reclaim area or government inspection and landside exits from the terminal building.
2. **Baggage** - Personal property of passengers or crew carried on an aircraft by agreement with the operator.
3. **Baggage sorting area** - Space in which departure baggage is sorted into flight loads.
4. **Baggage storage area** - Space in which checked / hold baggage is stored pending transport to aircraft and space in which mishandled baggage may be held until forwarded , claimed or otherwise disposed of .
5. **Bomb alert** - A status of alert , put in place by competent authorities to activate an intervention plan intended to counter the possible consequences arising from a communicated threat, anonymous or otherwise, or arising from the discovery of a suspect device or other suspect item on an aircraft, at an airport or in any civil aviation facilities.
6. **Bomb threat** - A communicated threat, anonymous or otherwise , which suggests, or infers, whether true or false that the safety of an aircraft in flight or on the ground , or any airport or civil aviation facility or any person may be in danger from an explosive or other item or device .
7. **Cargo** - Any property carried on an aircraft other than mail , stores and unaccompanied or mishandled baggage.
8. **Cargo area** – All the ground space and facilities provided for cargo handlings. It includes aprons, cargo buildings and warehouses, vehicle parks and roads associated therewith .

9. **Check-in** – The process of reporting to an aircraft operator for acceptance on a particular flight.
10. **Check-in concourse** - The space between the terminal building landside entrance and the check-in positions.
11. **Check-in position** - The location of facilities at which check-in is carried out.
12. **Courier service** – An operation whereby shipments tendered by one or more shippers are transported as the baggage of a courier passenger on board a scheduled airline service under normal passenger checked baggage documentation .
13. **Departure concourse** – The space between the check-in positions and the air-side waiting area .
14. **Disembarkation** - The leaving of an aircraft after a landing , except by crew or passengers continuing on the next stage of the same through flight.
15. **Embarkation** - The boarding of an aircraft for the purpose of commencing a flight , except by such crew or passengers as have embarked on a previous stage of the same through-flight.
16. **International Airport** - Any airport designated by the Contracting State in whose territory it is situated as an airport of entry and departure for international air traffic , where the formalities incident to customs , immigration , public health , animal and plant quarantine and similar procedures are carried out.
17. **Inadmissible person** - A person who is or will be refused admission to a State by its authorities .
18. **Interline baggage** - Baggage of passengers subject to transfer from the aircraft of one operator to the aircraft of another operator in the course of the passenger's journey .

- 19 **Land side** - That area of an airport and buildings to which the non-traveling public has free access .
20. **Mail** - Dispatches of correspondence and other objects tendered by and intended for delivery to postal administrations .
21. **Mishandled Baggage** - Baggage involuntarily, or inadvertently, separated from passengers or crew.
22. **Non-restricted area** - Areas of an airport to which the public have access or to which access is otherwise unrestricted .
23. **Persons with Disabilities** - Any person whose mobility is reduced due to a physical incapacity (sensory or locomotor) , an intellectual deficiency , age , illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.
- 24 **Peak** - The highest concentration of traffic , whether in terms of aircraft ; passengers , or ground access vehicles , that an airport system has to handle within a particular period of time.
25. **Public authorities** - The agencies or officials of a Contracting State responsible for the application and enforcement of the particular laws and regulations of that State which relate to any aspect of these Standards and Recommended Practices.
26. **Passenger area** - All the ground space and facilities provided for passenger processing. It includes aprons, passenger buildings, vehicle parks and roads .
27. **Permits** - Cards or other documentation issued to individual persons employed on airports or who otherwise have need for authorized access to

airports or to any restricted part(s) thereof , for the purposes of facilitating access and identifying the individual and includes vehicle documentation issued for similar purposes . Permits are sometimes referred to as airport identity cards or passes .

- 28. Relief flights** - Flights operated for humanitarian purposes which carry relief personnel and relief supplies such as food , clothing , shelter , medical and other items during or after an emergency and/or are used to evacuate persons from a place where their life or health is threatened by such emergency and / or disaster to a safe haven in the same State or another State willing to receive such persons.
- 29 Security restricted area** - Those areas of an airport , building or facility into which access is restricted or controlled for security and safety purposes .
- 30. Transit Passengers** - Passengers departing from an airport on the same flight as that on which they arrived .
- 31 Unaccompanied Baggage** - Baggage which is transported as cargo and may or may not be carried on the same aircraft with the person to whom it belongs.
- 32. Unclaimed Baggage** - Baggage which arrives at an airport and is not picked up or claimed by a passenger.
- 33. Unidentified Baggage** - Baggage at an airport with or without a baggage tag which is not picked up by or identified with a passenger.
- 34. Vulnerable point** - Any facility on or connected with an airport , which , if damaged or destroyed , would seriously impair the functioning of the airport .

Chapter – 2

PASSENGER TERMINAL MANAGEMENT & MAINTENANCE

INTRODUCTION

OBJECTIVE

PASSENGER TERMINAL - ESTATE MANAGEMENT & MAINTENANCE

INTRODUCTION:

Estate Management and Maintenance Department has to play a significant role in smooth & effective functioning of Terminal Operation. Till an exclusive dedicated Department for airport terminal operation comes into existence, Terminal Management Discipline can be made responsible to carry out this TASK in coordination with other concerned Department of AAI .

THE OBJECTIVES AND RESPONSIBILITY OF ESTATE MANAGEMENT / TERMINAL MANAGEMENT TO BE CARRIED OUT AS FOLLOWS :-

➤ OBJECTIVES :

- Preserve physical condition of Buildings and Facilities .
- Prolong Economic life of Airport Buildings / Terminals .

➤ RESPONSIBILITIES :

A. Ensure high standards of Maintenance , Cleanliness – House keeping , Aesthetics and Comforts through :

- Daily Walk-through Inspection
- Enforcement Checks
- Actively Seek Co-operation of airport organizations (Internal Dept. & other agencies of airport)
- Take action on useful feed back received
- Monthly Management Walk-about .

B. Initiate improvement and upgrading works so as to

- meet higher expectations
- Explore new needs
- Explore the Solutions of Capacity problem.

C. Provide a pleasant ambience and Comfortable stay for Passengers.

D. Provide inputs for new developments.

➤ **MAINTENANCE POLICY OF ESTATE MANAGEMENT :**

a) Setting Standards :

- Performance Specification ,
- Statutory requirements

b) Establish Maintenance requirements and formulate Maintenance Policy.

- Method of executing maintenance works.
- Frequency of maintenance works.
- Landlord / Tenant responsibilities.
- Long Term plans.

c) Emphasis is on preventive maintenance.

d) Performance Indicators- (Through data base)

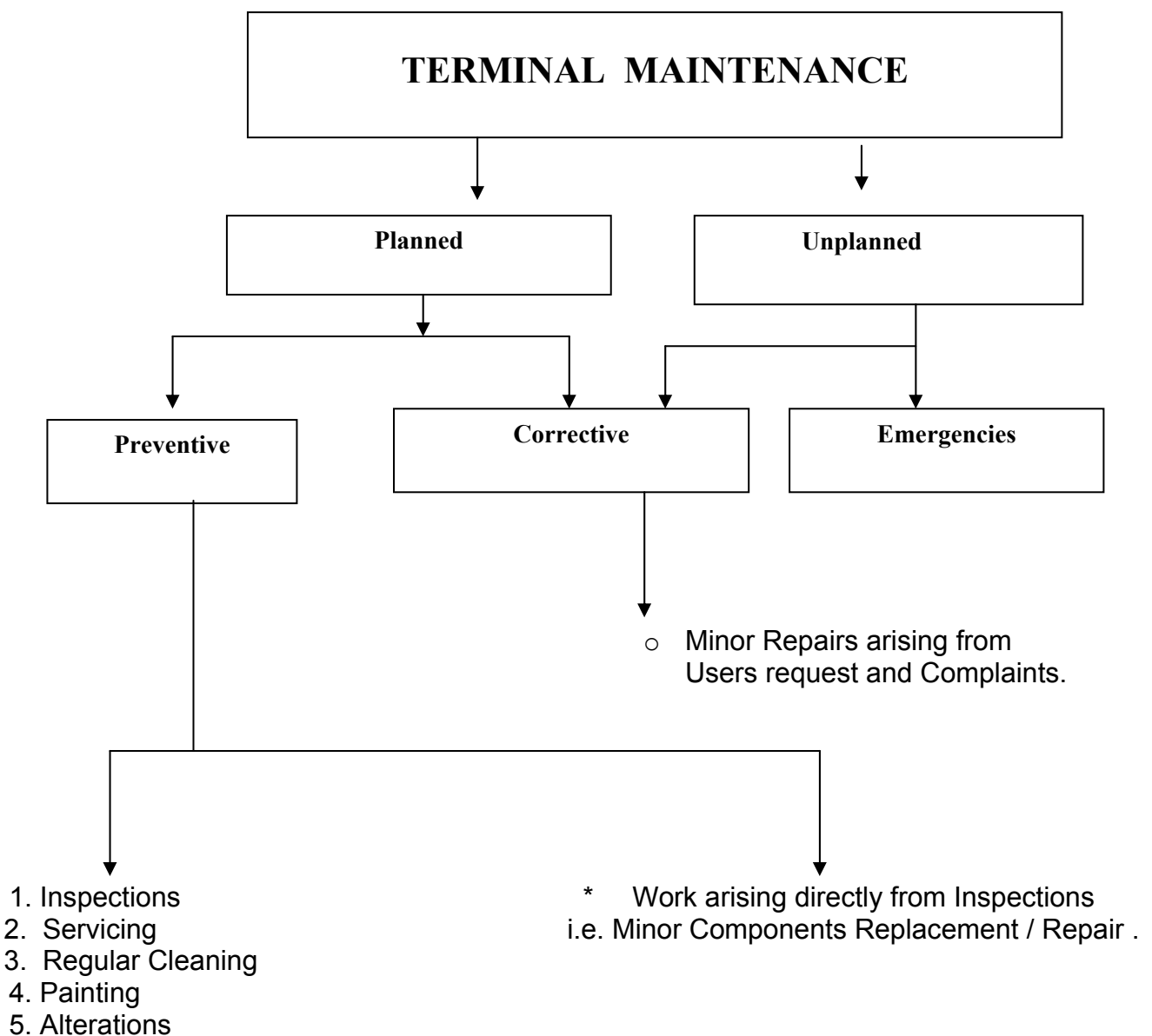
e) Promote Team work Culture with sense of belongingness and through Incentive / Awards .

f) Constantly identifying potential areas for improvements to enhance the enjoyment and experience of our Passengers ; like Landscaping , Art works , Fountains , Toilet enlargement , Smoking Areas etc.

➤ **SCOPE OF WORK FOR ESTATE MANAGEMENT :**

- ❖ Maintenance Operation Unit (With all concerned Department)
- ❖ Furniture
- ❖ Minor Works
- ❖ Minor Sewer
 - ❖ Roof & Water Proofing
 - ❖ Sub-Store Management
 - ❖ Sanitary and Plumbing

➤ **CLASSIFICATION OF BUILDING MAINTENANCE (FLOW CHART) :**



HOUSE KEEPING:- [Environmental Support Services (Up-keeping)]

- INTRODUCTION
- SCOPE OF HOUSE-KEEPING
- DAILY DEDICATED GROUP
- WEEKLY DEDICATED GROUP
- INSPECTION
- MODE OF TERMINAL UP-KEEPING

INTRODUCTION :-

Airports are the mirror image of the country. The passengers who are our esteemed Customer coming to the Country for the first time Analyze / Forms the image of the Country from the Terminal Building and its surroundings. After arrival, inside the Terminal Building , he / she tries to explore the surroundings more closely specially furniture , cleanliness & comfort of the surroundings. By this time the customer is in a position to judge the standard of the establishment. The basic service provided should be clean, comfortable & safe surroundings as the satisfaction of the customer is of paramount importance.

OBJECTIVE :-

The Basic objective of the House-keeping is to establish a welcoming atmosphere and a courteous , reliable service from the staff of the Airport and show the high standard of cleanliness & general up-keeping of all the areas. The working in clean and healthy atmosphere make person feel comfortable. Total customer comfort is the main objective of the house-keeping. Nothing should lack in its maintenance & cleanliness.

SCOPE OF HOUSE-KEEPING :-

The scope of house-keeping is not confined to the Terminal Building alone. The area is covered from the Aero Bridge / Air Side to the farthest point of the approach road on the city side of the airport. The quality of approach road to the airport should be of specified standard and should be clean. There should be proper landscaping on both sides of the approach road supported by beautiful plants / trees so as to enhance the ambience of the approach road in general & airport in particular. The car parking areas should be clean. It should be ensured that there

should be smooth flow of traffic in the airport premises. The corridor of the Terminal building , floors , glass panes should be neat & clean . The entry point to the terminal building and its surrounding areas should be neat & clean & free from all obstacle facilitating easy / comfortable access inside the terminal building .

The area near the Check-in Concourse / Reserve Lounges , Departure Concourse , Arrival Concourse , Land Side , Passenger Area , Security Hold Area , Security Frisking Area , should be neat & Clean . The chairs provided in the various areas as mentioned above should also be cleaned regular intervals and must be arranged properly.

The aero bridge & connecting corridors & their floors should be polished and cleaned regularly.

DAILY DEDICATED GROUP :-

The Daily Dedicated Group shall be formed at all the airports. The composition of this group would be as follows:-

- (i) Senior Manager (Trml. Mgmt.) / In-charge of the Terminal
- (ii) Duty Terminal Manager
- (iii) House-Keeper / Care Taker
- (iv) Representative of authorized representative of conservancy contractor (wherever applicable) .

It shall be ensured by the DDG that instructions contained in Para 2.3 relating to scope of house-keeping is fully complied with . The follow-up action shall be taken by the SM (Terminal / In-charge of the Terminal) .

WEEKLY DEDICATED GROUP :-

The Airport Director/ APC / Terminal in-charges, at their respective Airport shall establish a Weekly Dedicated Group (WDG) . Inspection by WDG shall be coordinated by the Sr. Manager / Manager (Trml.) of the respective airport. The constitution of WDG will be as under :-

- | | |
|--|-------------|
| (a) Sr. Manager / Manager (Trml.) | Coordinator |
| (b) Manager / Asstt. Manager Engg.(Civil) | Member |
| (c) Manager / Asstt. Manager Engg.(Elect.) | Member |
| (d) Manager / Asstt. Manager (Tech.) | Member |

This Weekly Dedicated Group will carry out a comprehensive weekly Inspection of the terminal building including / Lounges / Toilets , Public Areas / City Side Areas etc. to identify the areas for Repairs / Maintenance / Replacement / Cleaning action to be carried out . Manager (Trml.) at the end of the Inspection shall issue a record note of the various tasks identified & forward a copy of the same to all concerned for remedial / corrective action.

The Airport Director / or Airport in-charges in the Monthly Meeting should ascertain any problem being faced in implementing these instructions so as to sort out the same expeditiously .

It is enjoined upon the Airport Directors / Airport in-charges to carry out a formal and detailed inspection of each Terminal at least once in a month to check the Standard of House-keeping / Civil Maintenance / Electrical Maintenance / Electronics Maintenance . Wherever deficiencies are noticed the concerned officer should be directed to take corrective action to improve Standards.

INSPECTION :

The detailed list of the **areas & equipments which need to be inspected** is given as under:-

- i) Maintenance & Cleanliness of Floors in Terminals.
- ii) General Cleanliness of Terminal Building which include:
 - (a) Cleanliness of Passenger / Public Lounges including aesthetics.
 - (b) Cleanliness, Availability of Water, Tissue Paper/Soaps in Toilet (Appendix-I)
 - (c) Civil & Electrical Maintenance of Toilets.
 - (d) Cleanliness of Dustbins / Ashtrays.
 - (e) Cleanliness of Glass panes.
 - (f) Cleanliness of Counters / Desks.
 - (g) Cleanliness of Water Coolers.(Inside & Around)
 - (h) Cleanliness around Snack bar Counters.
 - (i) Cleanliness of Walls & Ceilings.
 - (j) Serviceability and Cleanliness of Pictographs.

- (k) Serviceability and Cleanliness of Fans & Light fittings.
- iii) Maintenance of Furniture & Fittings in the Terminal Building.
- iv) Maintenance and upkeep of Reserved Lounge / Child Care Room.
- v) Maintenance of Indoor Plants.
- vi) Maintenance & upkeep of Retiring Room.
- vii) Maintenance , upkeep & Cleanliness of Approach Roads and City side areas.
- viii) Garbage Disposal System.
- ix) Leakage / Seepage in the Terminal.
- x) Display of Notice Boards.
- xi) Serviceability of Flight Information Display System.
- xii) Keeping watch on the Cleanliness of Areas of the Terminal Building used occasionally.
- xiii) Monitor the Cleanliness & serviceability of all accessories in VIP Lounges / Reserved Lounges frequently. This is very important.**
- xiv) Trolleys:
 - (a) Availability
 - (b) Serviceability
- xv) Maintenance of Premises by concessionaires:
 - (a) Restaurant
 - (b) Shop Keepers
 - (c) Car Rentals etc.
- xvi) STD / ISD / PCOs:
 - (a) Adequate Nos.
 - (b) Serviceability
 - (c) Cleanliness

- xvii) Air-Conditioning
- xviii) Conveyor Belts
- xix) Lifts
- xx) Elevators
- xxi) Escalators
- xxii) Pest Control

ENVIRONMENTAL SUPPORT SERVICES (UP-KEEPING)

MODE OF UP-KEEPING AT AIRPORTS :

The details of services being adopted for up-keeping of Terminal Building and Ancillary Buildings / Apron Areas are given as under:-

1. Mechanized Environmental Support Services (Up-keeping) (MESS) :

(Exclusive for high rise glass and steel structured Terminal Building)

- ❖ To be implemented at such airports where MESS package has been approved by Competent Authority. This package comprises Manpower , Machines and Materials outsourced to Contractor for two years.

(Reference: Tender documents & guidelines issued vide letter No. AAI/CHQ/TM/07-20/2008 Dated: 18.11.2008)

2. Integrated Environmental Support Services (Up-keeping) (IESS) :

(For Terminal Building & Ancillary building)

- ❖ To be implemented at all airports where MESS package has not been approved by Competent Authority. This comprises Terminal Building area and Ancillary Building area / Apron Area (as specified in guidelines) This package comprises Man and Materials outsourced to Contractor. Machines will be provided by AAI subject to availability at airport.

(Reference: Tender documents & guidelines issued vide letter No. AAI/CHQ/TM/07-20/2007 Dated: 28.01.2008 & other corrigendum)

3. Environmental Support Services (Up-keeping) (ESS) :

(For Ancillary Building)

- ❖ To be implemented at such airports for Ancillary Buildings / Apron Area where MESS package has only been approved for Terminal Building by Competent Authority. (as specified in guidelines) This package comprises Man and Materials outsourced to Contractor. Machines will be provided by AAI subject to availability at airport.

(Reference: Tender documents & guidelines issued vide letter No. AAI/CHQ/TM/07-20/2007 Dated: 28.01.2008 & other corrigendum)

NOTE: Tender Documents and Guidelines of MESS & ESS (Up-Keeping) package have already been circulated to all REDs for implementation. Airport may contact to RHQ or CHQ for any clarification or assistance in this regard.

Chepter-3

JOB DESCRIPTION OF EXECUTIVES IN TERMINAL MANAGEMENT DISCIPLINE

INTRODUCTION

- JOB DESCRIPTION

- GENERAL MANAGER (TM)
- DY.GENERAL MANAGER (TM)
- SENIOR MANAGER (TM)
- MANAGER (TM)
- ASSTT. MANAGER (TM)
- JUNIOR EXECUTIVE TERMINAL (JET)

INTRODUCTION :

It is very important for smooth functioning of any organization, the job description of the various officials should be clearly defined. The detailed description of the job makes the officials accountable towards their assigned job and responsibilities .

JOB DESCRIPTION :

The detailed job description in respect of Executive & Non-Executives of Terminal Management is given as under :-

JOB DESCRIPTION OF GENERAL MANAGER (TM)

1. The implementation of provisions contained in Annex-9 (FACILITATION) and Doc. 9636 issued by INTERNATIONAL CIVIL AVIATION ORGANIZATION.
2. To function as Head of the Department of Terminal Management of AAI (NAD).
3. Plan Training needs of Staff and Officers of Terminal Management.
4. Carryout Inspection of airports.
5. Liaise and co-ordinate with the Hqrs./ Regulatory authorities (Customs/Immigration, Airport Security, Ministry of Health) relating to functioning at the airports.
6. Liaise and co-ordinate with the Ministry of Civil Aviation.
7. Assist Top Management in formation of Policies pertaining to Terminal Management at airports.
8. Facilitation matters i.e. Monitoring & Follow-up on matters at airports relating to :
 - a) Flight Information Service
 - b) House-Keeping
9. Issuance of Circulars / Instructions relating to Terminal Management.
10. Monitoring of Monthly Complaints from airports.
11. Replying to Parliament Questions.
12. Monthly Progress and reports pertaining to follow-up on:
 - a. Consultative Committee of Parliament.
 - b. Public Sector Undertaking Committee.
13. Policy implementation with respect to entitlement of Ceremonial Lounge , VIP Lounges.
14. General administrative & matters pertaining to transfer / welfare of Officers / Staff.
15. Scrutiny of Projected Manpower received from airports.
16. Follow-up of Tour Inspection Reports by Chairman / Member(Ops.)/ED(OPS)
17. Preparation of Board Notes and follow-up on Board Meeting decisions.
18. Follow-up on Monthly / Quarterly reports from airports.
19. Follow-up on Minutes of Meeting:
 - (a) Airports Advisory Committee Meetings
 - (b) Airport Facilitation Committee Meeting
 - (c) Airports Operators Committee Meeting
20. Other Assignments assigned by Chairman / Member (Ops.)/ED(OPS)
21. Preparation and revision of ESS / MESS tender documents and package/ guidelines to be implemented at domestic and international airports and follow up action.
22. Budget preparation for Airport Advisory Committee Meetings.

JOB DESCRIPTION OF DY.GENERAL MANAGER (TM) AT CHQ.

1. The implementation of provisions contained in Annex-9 (FACILITATION) and Doc. 9636 issued by INTERNATIONAL CIVIL AVIATION ORGANIZATION.
2. To Plan Training needs of Staff / Officers of Terminal Management.
3. To establish / modify / implement / the Duties & Responsibility of Terminal Management Staff at field Stations.
4. To Assist GM (Trml.Mgmt.) in formation of Policies pertaining to Terml.Mgmt. of various airports.
5. Monitoring & follow-up on matters relating to :
 - a. VIP /VVIP Movements
 - b. Passenger Facilitation
 - c. House – Keeping
 - d. Public Grievance
6. Compliance of Instructions / Circulars issued by CHQ. Relating to Trml. Mgmt.
7. Assisting in preparation of reply relating to Parliament Questions.
8. Scrutiny of Projected Manpower received from airports.
9. Follow-up on Minutes of Meeting of :
 - a. Airport Facilitation Committee Meeting
 - b. Airports Advisory Committee Meeting
 - c. Airports Operators Committee Meeting
10. Assisting GM (Trml.Mgmt.) in Administrative & matters pertaining to Transfer / Welfare of Staff.
11. Assist to GM(TM) / ED (OPS) for Audit / Inspection of airports.
12. Other assignment assigned by Chairman / Member (Ops.) / ED(OPS) /GM (Trml.Mgmt.)
13. Assist to GM (TM) for preparation and revision of ESS / MESS tender documents and package/ guidelines to be implemented at domestic and international airports and follow up action.

JOB DESCRIPTION OF DY.GENERAL MANAGER (TM) AT RHQ.

1. The implementation of provisions contained in Annex-9 (FACILITATION) and Doc. 9636 issued by INTERNATIONAL CIVIL AVIATION ORGANIZATION.
2. Establishing the infrastructure of Terminal Management at Regional Level as per the CHQ. guidelines.
3. Inspection of Airports under the region .
4. Implementation of Duties & Responsibilities of TM as assigned by CHQ.
5. Grievance redressal at Regional Level.
6. Follow-up action on the Minutes of Meeting relating to:
 - Airports Advisory Committee (AAC)
 - Regional Airport Advisory Committee (RAAC)
 - Airport Facilitation Committee (AFC)
 - Airports Operators Committee (AOC)
7. Compliance of Instructions / Circulars issued by CHQ. / GM(Trml.)
8. Shall be responsible to mitigate any shortfall in Protocol handling with concerned Airports under his Region to avoid any adverse impact / criticism.
9. To co-ordinate with all APDs / SMs(Trml.) / Trml.Mgmt.-in-Charges at field Station to ensure smooth Protocol Movements / VVIP Movements to achieve Customer Satisfaction at all airports in his Region.
- 10 To carryout Task as may be assigned by RED pertaining to Trml.Mgmt.
- 11 Implementation of ESS / MESS tender documents and package/ guidelines to be implemented at domestic and international airports in their region and follow up action.

JOB DESCRIPTION OF SENIOR MANAGER (TM) AT AIRPORT

1. To carry out all the functions as enumerated in the Annex-9 relating to FACILITATION issued by International Civil Aviation Organization .
- 2 To award work and Supervision of Up-keepment of Terminal by Implementation of ESS / MESS tender documents and package/ guidelines at airport as circulated by CHQ.
- 3 Co-ordinate with local State Protocol Officers for VIP/VVIP movements and for other special occasion with full Courtesy.
4. Co-ordinate with Airport Security Staff and to issue Visitor Passes for smooth operation of Airport /to Establish effective Security System.
5. Co-ordinate and co-operate with Commercial Wing to enhance and establish Commercial activities to collect Non-Traffic Revenue at Terminal.
6. Co-ordinate with local Police and other Security Agencies in case of Bomb threat and on other occasions.
7. To establish and Supervision of effective Pax. Facilitation at Terminal Building like Trolley Retrieving , Air-conditioning, Up-keepment of Toilets, Escalators , Lifts , PA system , FIDS , Conveyor Belts , Effective Lights, Smooth Pax./Visitors Traffic flow, Ample Car Parking and other essential facilitation being provided to Pax. / Visitors / VIPs at major Domestic / International airports.
8. To establish and function of effective Public Relations System to build and promote the image of AAI through Customer Satisfaction at each & every moment round the Clock.
9. To provide Pax. Facilitation in the form of Medical facilities , Left luggage Room, Case of Lost & Found property , May I Help You ! System , Special Care to Old aged / Handicapped persons / Senior Citizens.
10. To establish and Supervision of effective Public Grievance System and Feed-Back System / Follow-up action accordingly for Customer Satisfaction.
11. To Supervise all Concessionaires at Terminal Building to ensure Hygienic and Best Service to be provided to Pax. / Visitors / VIPs as per Term & Condition laid by AAI.
12. To Co-ordinate other Internal Wings / Disciplines to Up-keep and maintain the Terminal Building and all Pax. Facilitation to ensure effective Pax. Facilitation without any failure.

13. To provide effective MIS / Feed-Back System to CHQ / RHQ / APD / other Senior Officers to ensure prompt action to achieve good Image of the Organization and as well as to achieve Organizational Objectives / Goal and target as decided by CHQ.
- 14 To participate in all meetings of Airport Management System and take follow-up action where matter related to Terminal Management.
15. To carry out Inspection of Terminal Toilets/Operational Area/VIP Lounge/SHA to ensure up-keepment of Terminal area .
16. To handle Protocol matters/VVIP movements /HQ.Official Visits matters pertaining to therein ,including up-keep of VIP/Ceremonial Lounges/Retiring Rooms and of all records of Terminal Management office.

Note: JOB DESCRIPTION OF SENIOR MANAGER (TM) at CHQ shall be to assist GM (TM) / DGM(TM) besides other tasks as assigned by HOD of directorate.

JOB DESCRIPTION OF MANAGER (TM) AT AIRPORT

1. The implementation of provisions contained in Annex-9 (FACILITATION) and Doc. 9636 issued by INTERNATIONAL CIVIL AVIATION ORGANIZATION.
2. Over all responsible for control of Protocols requirement during the shift / General Duty.
3. At the beginning of each shift, Manager (Trml.) shall co-ordinate with Sr.Manager (Trml.Mgmt.) regarding Protocol movements during the shift.
4. Brief the Asstt. Manager (Trml.Mgmt.) the task to be handled / undertaken and allocate specific responsibilities (VIP/CIP entitlement).
5. Shall be responsible to mitigate any shortfall in Protocol handling with concerned officials to avoid any adverse impact / criticism.
6. Co-ordinate with Sr.Manager(Trml.Mgmt.) to ensure smooth handling of all Protocol movements in all Terminals .
7. Shall inspect and ensure that all VIP Lounges are in a fit state to handle movements and co-ordinate with HK Deptt./Engg.Deptt. in case any shortcoming .
8. Shall keep a close monitoring of Protocol handling of various Protocol functions during his shift.
9. Shall co-ordinate with the catering agencies to ensure prompt service to VIP/CIPs as per requirements.
10. Shall co-ordinate with all concerned internal Departments to ensure supply of authentic information with regard to flight arrivals , departure , delay / cancellation or rescheduling.
11. Wherever necessary, should ensure availability of transport / follow me service to & from aircraft to Terminal, and arrange for the same, as may be required in co-ordination with ATC.
12. Arrange for issue of personal and/ or vehicle pass, from concerned officials, as may be required and admissible under the rules.
13. Keep constant co-ordination with the duty Terminal Manager , in the shift.
14. Carryout tasks as may be assigned by Sr.Manager (Trml.Mgmt.) in the shift.
15. To award work and Supervision of Up-keepment of Terminal by Implementation of ESS / MESS tender documents and package/ guidelines at airport as circulated by CHQ. In absence of SM (TM)

JOB DESCRIPTION OF ASSTT. MANAGER (TM) AT AIRPORT

1. Check the VIP movement list at the start of shift.
2. Check the VIP lounge for its preparedness and upkeep for suitability and in case of shortcoming , co-ordinate with concerned House-keeping/Engg.Departments.
3. Co-ordinate with Protocol Officer for Departure / Arrival requirement in the Terminal Manager's office.
4. Co-ordinate with Airlines for ETA/ETD and keep Protocol Officer informed.
5. Arrange for AAI VIP transport in co-ordination with ATC.
6. Keep Protocol Officer informed about status of flight.
7. Arrange for Tea , Snacks etc. as per the requirements of VIP projected by the Protocol officials.
8. In case of special Dignitaries, where Check-in, Immigration and Departure formalities are to be undertaken and if so specified , make arrangements for co-ordination with all concerned for the smooth Departure of the VIPs.
9. In case of special handling of VIPs in International Arrivals , prior co-ordination will be affected with airlines and immigration for expeditious clearance through immigration and expeditious receipt of Registered Baggage.
10. Shall ensure the total availability of Trolley Retrievals in his shift and allocation of specific duties during the shift.
11. Keep constant co-ordination with the Terminal Manager, in the shift (when Airport Sr. Manager(Trml.) is not available in the shift.
12. Carry other tasks as may be directed by Airport Manager or Sr. Manager(Trml.) in the shift.
13. To award work and Supervision of Up-keepment of Terminal by Implementation of ESS / MESS tender documents and package/ guidelines at airport as circulated by CHQ. In absence of SM (TM)/ MGR (TM).

JOB DESCRIPTION OF JUNIOR EXECUTIVE TRAINEE (JET) AT AIRPORT

1. To ensure proper cleaning of Toilets and other areas of Terminal Building.
2. To extend all Courtesy as per the requirements of VIP projected by the Protocol Staff as per advise of Terminal Manager.
3. Keep constant co-ordination with Terminal Manager for smooth operation of Terminal.
4. To keep all records of Lost & Found items and their safe custody.
5. to keep continuous Check / Inspection of the VIP Lounges for its preparedness and Up-keep for suitability and in case of shortcoming co-ordinate with Terminal Manager and concerned Department.
6. To maintain all records of day to day activities and movements of shift and also supervise the sub-ordinate Staff, working under him.
7. To keep monitoring of all Pax. Facilities at Terminal during shift and in case of shortcoming coordinated with concerned Department for prompt action.
8. Carry other tasks as may be directed by Terminal Manager in the shift.
9. To assist Terminal Manager for “ May I Help You !” to achieve Customer Satisfaction.

Chapter-4

QUALITY SERVICE MANAGEMENT (QSM) & PERFORMANCE STANDARDS

(A) QUALITY SERVICE MANAGEMENT (QSM):

Quality Service Management may play a significant role to attract passengers as well as to make it best World Class Airport . The QSM concept may be useful to AAI airports as well.

The concept of Quality Service Management are :

- Quality Service is achieved when Service Delivery consistently meets and exceeds Customer Satisfaction.
- It involves looking into the ;
 - ✓ Hardware (Infrastructure)
 - ✓ Software (People / Service)
- AAI emphasized on Service values i.e.

“FACE”

F - Flexible

A - Attentive

C - Courteous

E - Efficient

“GST”

G - Greet

S - Smile

T - Thank

Airports Terminal Management is supposed to ensure smooth and effective functioning of Terminal Operation in general . Duty Terminal Manager is responsible for managing the Terminal Operation by adopting Quality Service Management so as to meet the Users expectations.

The Duty Terminal Manager (DTM) shall ensure smooth processing of ;

- ✓ Arriving
- ✓ Departing
- ✓ Transfer / Transit
- ✓ DTM , need to monitor each process and the people / agencies involved .

As it is well known each airport consist of multi agency environment , and each agency is involved directly or indirectly in extending passenger facilitation through their own business . Therefore, Customer Service Chain involves many Government and non-Governmental Agencies i.e.

GOVERNMENT AGENCY

- Civil Aviation Authority or Airports Authority .
- Immigration
- Customs
- Airport Police

NON-GOVERNMENT AGENCY

- Airlines
- Ground Handlers
- Concessionaire
- Contractors

QUALITY SERVICE MANAGEMENT INVOLVES :

- QSM must be coordinated and involves every organizations / agencies working at the airports.
- Govt. Agencies , Ground Handling Agents , Airlines , Ground Transport Agents etc.
- Evaluation of service Transactions in passenger flow process.

AIRPORT QUALITY SERVICE MANAGEMENT :

- a. **Setting Quality Goals i.e.**
 - Set performance standards for courtesy and smiling .
 - Passenger feed back as a source of Service Measurement .
 - Monitor compliments and Complaints ratio from feed back .
 - International / Domestic Survey Reports .
- b. **Controlling the Quality .**
- c. **Improving the Quality i.e. Commitment by Top Management .**

d. Quality Service Programmes :

- Campaign to create awareness among all the Agencies .
- Training and Development .
- Awards and Incentives .
- Continuous Learning .

CONCLUSION :

The continuous efforts should be made to develop closer cooperation between Airport Agencies to achieve the Customers Satisfaction . Some important points in this regard are :

- ❖ Airport provides Service not products .
- ❖ Quality Service Drive must come from Top Management .
- ❖ Quality Service must involve every one .
- ❖ Staff must be driven to achieve the Common Mission of the organization.

(B) PERFORMANCE STANDARDS & TARGETS SETTING :

There is need to lay down very specific Performance Standards and Targets to achieve goals and targets to become World Class Airport . It is pertinent to mention here that no airport can meet Passengers Satisfaction until and unless their performance Standards are laid down and the Targets are set keeping in view the smooth terminal operation.

BASIC PRINCIPLE OF PERFORMANCE STANDARDS AND TARGETS SETTING AND THEIR MEASUREMENT :

- ❖ Why Measure Performance ?
 - To know the Productivity Level of our airport operation .
 - To know whether our Service Level is meeting passengers “Expectation” .
 - To identify problematic areas within the airport .
 - To achieve the objectives by suitably allocating the limited resources in respect of:
 - Human Resource
 - Funds

**FOUR MAIN CATEGORIES OF MEASUREMENT INDICATORS APPLICABLE IN
THE CONTEXT OF AN AIRPORT :**

- A) Operational Indicators
 - B) Efficiency Indicators
 - C) Service Quality Indicators
 - D) Financial Indicators
-

Chapter – 5

PUBLIC RELATIONS / CUSTOMER SERVICE MANAGEMENT (CSM)

- **INTRODUCTION**
- **LIAISON**

INTRODUCTION :

“Having a product and not marketing it is almost as good as not having one. Therefore airport operators should showcase the various facilities and services of their airports to attract more passengers . This important function rests with the Public and International Relations of the organization.”

The staff deployed in the Terminal Management should have good Communication skills so as to please even the most unsatisfied Passenger / Visitor . He should maintain harmonious relations with all the agencies at the airport . It is a known fact that at the airports various agencies are working like Airlines , Immigration , Customs , Security , Concessionaires , Banks , Post Office etc .

Apart from this , Duty Terminal Manager must be capable of handling all kinds of situation and crises that may occur during his shift and must inform his Seniors well in time for remedial action .

LIAISON :

Terminal Manager has to Coordinate & Cooperate with the State Protocol Staff and other Liaison Officer to facilitate VIPs & high Dignitaries as and when information is received. Terminal Manager has also to Coordinate with Airlines & Airport Security Staff in view of extending Courtesies to VIP's / Passengers / Visitors and also for smooth functioning of Terminal Management . Terminal Managers are the image builders of AAI , as such they must have Public Relations with the Press , Dignitaries who use our airports frequently .

Terminal Manager has also to Coordinate in general with all the agencies working at the airports for Customer Satisfaction as mentioned in our CORPORATE MISSION & COMMITMENT .

CUSTOMER SERVICE MANAGEMENT (CSM):

Customer service management is one of the most essential components of the terminal operation & management. Terminal Management Discipline has to look after the Customer Service Management in addition to their day to day responsibility of terminal operation.

CONCEPT OF AIRPORTS QUALITY POLICY:

- ❖ Safety
- ❖ Quality
- ❖ Service
- ❖ Team-work
- ❖ Continuous learning of civil aviation and airport operations.

ROLES OF CUSTOMER SERVICE UNIT :

- ❖ Set Customer Service Standards
- ❖ Manage Airports Authority Customer Service Operation
- ❖ Monitor Customer Feed Back on Service Standard
- ❖ Manage Inter-Agency Quality Service Management Programme

ROLES OF CUSTOMER SERVICE OFFICER / DUTY TERMINAL MANAGER :

- ❖ To attend to Passengers "Enquiries"
- ❖ To provide Passengers "Assistance"
- ❖ To make Flights and Public Announcement at the airport where the exigency of the situations so demands.

BASIC CUSTOMER SERVICE PROCESSES :

- ❖ Phone Enquiries
- ❖ Medical Emergency
- ❖ Lost & Found Properties
- ❖ Provide Left Luggage Facilities / Cloak Room

Chapter – 6

TERMINAL CONTINGENCY PLANS AND STANDARD OPERATING PROCEDURES - EMERGENCY SITUATIONS

(A) TERMINAL CONTINGENCY PLANS AND STANDARD OPERATING PROCEDURES .

Airport Authority has laid down their contingency plan and SOPs to handle the emergency conditions in a smooth manner without hampering the airport operation. Some important features of **Terminal Contingency Plans and SOPs** have been emphasized to enhance and update the knowledge of executives , which are given as under: -

WHAT IS CONTINGENCY ?

- Uncertainty of occurrence
- Accidental
- Incidental

TERMINAL CONTINGENCY PLANS : Basic features are :

- Identifying critical facilities that can affect normal operation of the airport
- Possible situations that may cause disruption
- Major failures i.e. Power Supply , Public Transport , Fuel Supply etc.

OTHER AREA OF CONTINGENCY PLANS :

- Breakdown of Flight Information Display System (FIDS)
- Breakdown of Computerized Baggage handling System
- Breakdown of People mover System
- Failure of Main Power Supply
- Disruption of Major Public Transport System

(B) STANDARD OPERATING PROCEDURES (SOPs):

Definition :- Standard Operating Procedures are the written instructions indicating clearly the step by step action to be taken by the Staff when discharging their responsibilities in the event of :

- Aircraft Emergencies
- Airport Emergencies
- An abnormal Operations
- Failure of critical Services / Facilities

Purpose of SOPs :-

- To ensure quick response in the event of situations mentioned above .
- To ensure Consistency in the action needed .
- Facilitate upgrading of procedures from time to time .
- Promote Staff awareness of various processes
- Could be used as a Training Tool .

Critical Routine operations at airports :-

- Baggage Handling System
- Gate Allocation System
- Flight Information System
- Aircraft Docking System
- Aerobridges

(C) EMERGENCY SITUATION:-

- Fire in Passenger Terminal
- Bomb Warning in Passenger Terminal

- **INTRODUCTION**
- **AIR CRASH**
- **ROLE OF TERMINAL MANAGEMENT STAFF DURING EMERGENCIES**
- **FIRST AID**

INTRODUCTION :

The emergency may arise at any place without any prior notice / warning .

It is therefore emphasized that our Manager's should be well prepared in advance to handle an emergency without difficulty .

The follow up action required to be taken in different cases of Emergency Situations is given as under :

AIR CRASH:

ESTABLISHMENT OF EMERGENCY INFORMATION CENTRE

The Airport Director / Aerodrome In charge shall ensure that one room in The Airport Terminal Building is earmarked to be used as Emergency Information Centre (EIC) for the purpose of providing information and assistance to relatives of victims in case of Aircraft Accident. At an airport, where a separate room is not available for EIC, Terminal Manager's office shall be used as EIC. At airports where no Terminal Manager has been posted, the office of Airport - in -charge shall be used for the above purpose. This room shall be located towards city side of the Terminal Building for easy access to the general Public. The EIC shall be equipped with an Internal Telephone . The Airport Terminal Manager shall ensure that all Telephone connections in the EIC are kept in working order.

ACTIVATION OF EMERGENCY INFORMATION CENTRE

In case of an Aircraft Accident, EIC at the Airport of Departure and also at the destination shall be activated by the Duty Airport Terminal Manager in coordination with the Aerodrome -in-Charge. In case of hopping flights , EIC shall also be activated at the aerodrome where the aircraft makes intermediate halts. In case of non-availability of airport

Terminal Manager , the Aerodrome-in-Charge shall make special deployment of manpower for manning the EIC for the purpose.

PRIMARY OBJECTIVE OF EMERGENCY INFORMATION CENTRE

- a) Display of Passenger Manifest.
- b) Notify the CCTV Studio regarding the location of EIC in the respective Terminal and to arrange necessary announcement on the PA System in coordination with Airport Terminal Manager.
- c) It shall be the responsibility of the concerned Airline to depute their representative to assist the next of Kin / relatives of the Dead / Injured Passengers.

“ IT IS VERY IMPORTANT TO NOTE THAT THE ABSOLUTE RESPONSIBILITY TO ENSURE PROPER ACCOUNTABILITY OF ALL PASSENGERS SHALL SOLELY LIE ON THE CONCERNED AIRLINE .”

ROLE OF TERMINAL MANAGEMENT STAFF DURING EMERGENCIES :

AIR CRASH:

- a) To Co-ordinate and liaise with the concerned airline , whose aircraft is involved in the accident for JOINTLY MANNING the EIC. If the airline does not have an office in the City, the Authorized Handling Agent of the Airline shall be contacted for the purpose. Updated list of Telephone numbers of various Airlines / Agencies shall be readily available in the Emergency Information Centre.
- b) To obtain a copy of Passenger Manifest / Cargo on Board / Dangerous Goods on Board from the Airline concerned and make arrangements to gather as much information and update as possible. It shall be the absolute responsibility of the concerned airline to ensure that proper accountability of all passengers is carried out and credible information is provided to the relatives of the victims of the ill fated Aircraft.
- c) Remain in constant touch with the airline to ascertain the latest developments related to the accident with special reference to the following points:-

- Relief Flight being arranged by the airline to ferry the relatives of the crash victims to the City where accident has taken place and the estimated time of Departure of such Relief Flight.

- Arrangement being made to bring the bodies / remains of the crash victims.

d) Facilitate the airline Operator in arranging the handing over of the bodies of the crash victims to the relatives in close association with the Police and Hospital authorities for the purpose.

e) Keep the Airport-in-Charge informed about the situation.

ACCIDENT IN TERMINAL BUILDING:

Accident may take place in the Terminal Building causing injury to Passengers & Bonafide Visitor. The Accident may be attributed to Major Fire , Bomb explosion , Structural failure , Equipment malfunctioning etc.

BOMB THREAT:

In the changed scenario , it is very important that our staff should be well equipped and trained enough to handle cases of Bomb Threat . It is suggested that Airport Directors / In charges should get mock exercises conducted on bomb Threat at their airports in consultation with the BDDS so as to have a feel of functions to be performed by various agencies .

EVACUATION

The Emergency situation sometimes demand the Evacuation of all the passengers , visitors & other people at the Airport from the Terminal Building. It is therefore very important that each airport shall have an Evacuation Plan . A copy of the Evacuation Plan should be available with the Airport Terminal Manager . All the staff of the Terminal Management should have thorough knowledge of the Evacuation Plan.

The Contingency Plans should be prepared well in advance to meet the above eventualities :

FIRST AID

The first Aid is not the complete treatment but only the Medical Aid provided in Emergency situation to the Patients within the available resources with the aim to give some relief to the sick /injured or at least delay the process of otherwise grievous disease. It is always provided at the site of occurrence of incident .

The basic objective of the First Aid is to transport the sick and the injured person comfortably and quickly from the site of occurrence of Medical Emergency to the site of competent Medical Care Facility while providing Medical Aid . It is pertinent that a vehicle should be earmarked for the purpose of transportation of the patient at the Airport where dedicated Ambulance is not available .

Throughout the history society has accepted such needs as a responsibility of community and have created various facilities to provide an immediate help to sick and injured within the limited available resources . The sick at such times not only requires immediate medical help but also a personal and the psychological support ,a humanized care , empathy and safe transportation system .

The types of Medical Emergencies which may occur at a place depends upon:

1. The kind of work being undertaken.
2. The number of people involved.
3. The type of physical movement of the persons.
4. The kind of Civil/Electrical/Mechanical structures/equipments present .

FIRST AID BOX :

It should be spacious , easy to carry , damp proof , leak proof and should be kept at such a place which is secured , easily accessible and known to the majority of the persons .

The type of Medicines / Material and their quantity to be kept in the First Aid Box should be able to meet the anticipated requirements .

These Medicines and Materials should be such that everybody around there

should be able to use them as and when required .

The Medicines/ Material must be uniform and specified which should not be changed time to time .

The First Aid Box must contain the instruction leaflet mentioning the names of the Medicines , there indications , dose and date of expiry .

It must be kept under direct control of Sr. level Officer who shall also be responsible for the procurement of Medicines / Material , and their issuance to keep the minimum quantity of Medicines / Material at any given time to meet the Medical Emergency . The minimum quantity of the prescribed medicines and material to be kept inside the First Aid Box along with the Buffer Stock may be decided by the Airport –in-Charge depending upon the anticipatory requirements .

It is desirable that an updated list of Telephone numbers and addresses of the Hospitals and Nursing Homes (indicating the specialized Treatment rendered) in the vicinity of the Airport should always be available with the Terminal Manager .

Instruction Leaflet:

It should be bi-lingual preferably English and local language .

It should be neatly typed in bold Letters .

A good quality paper preferably with lamination should be used and if possible should be pasted inside the First Aid Box .

It should indicate the following information regarding the Medicines / Material :

- a. Name of the Medicine.
- b. The common indications/uses .
- c. Its dose and the route of Administration .
- d. Absolute contra – indication if any .
- e. Date of Expiry .

Keeping the Airport Terminal Building in view and the anticipated Medical Emergencies which may occur the following Medicines / Material are recommended to be kept in First Aid Box :-

1. Analgesics like Tablet , Brufen , Nimusulide
2. Anti-pyretic like Tablet Crocin ,
3. Antacids like digene gel
4. Anti-spasmodic (Stomach pain killer) like Tablet DROTIN –
DS OR CAPSULE SPASMO-PROXYVON.
5. Anti- emetics (to stop vomiting) like Tablet Perinorm / Domstal.
6. Dressing materials :
 - a. Gauge, Cotton and Bandages.
 - b. Adhesive tape.
 - c. Eye Pads.
 - d. Scissors
 - e. Antibiotic ointment like Beta dine .
 - f. Ointment Silverex for Burns .
 - g. Crape Bandages 4” & 6” .
 - h. Splints for small and long bones .
 - i. Slings .
 - j. Cleaning agents like Savelon / Dettol .

7. Oxygen Cylinder (small) with complete oxygen delivery accessories and face mask.
8. Aerocort / Beclate inhalers.

INSTRUCTION LEAFLET FOR THE USER

1. Read carefully the users manual before giving any medicine to patient .
2. Use the prescribed medicine for the specified disease only.
3. Do not use the expired medicines .
4. Do not use your own prescriptions.
5. Keep the medicine containers tightly closed and always keep them inside the first aid box.
6. Always keep the first aid box at the earmarked place after use .
7. Always record the medicines used name / age / sex of person and inform the officer-in-charge for replenishment of the first aid box .
8. Please refer first aid users manual (**ANNEXURE**)

NOTE- I : *As per Para-6.57 of Annex-9 “Facilitation”, there should be maintained at International Airports an organized , immediately responsive staff with facilities for First Aid Attendants on site and appropriate arrangements should be available for expeditious referral of the occasional more serious case to pre-arranged Competent Medical Attention .*

NOTE-II : *It is suggested that suitable action may be taken by the Airport in-charge for imparting Training in the field of First Aid to the Terminal Management Staff by coordinating with the RED CROSS Society or District Health Authority .*

SOURCE:

The Article on First Aid is contributed by Dr. B.K. Barolia , Medical Officer In-Charge , AAI Dispensary , INA Colony , New Delhi-3.

Chapter – 7

PASSENGER INFORMATION & FACILITATION

INTRODUCTION

PASSENGER INFORMATION :

- Signages
- Audio Information
- Video Information :
- FIDS
- CCTV

FACILITATION :

- “ May I help You ! ”
- Public Grievance
- Lost & Found Property
- Left Luggage Property
- Trolleys

INTRODUCTION :

As the information is the most essential & desired part of Pax. / Visitor facilitation be it an Airport , Railway Station , Bus Stand . In fact as and when a Pax. / Visitor reach such a Public place his first priority is to know immediately the Current status of Schedule of his / her journey . This information is conveyed to the Passengers by way of Audio , Video gadgets . Timely and precise information received by the passengers makes their journey / visit to the airport comfortable . In addition ; it has also been observed that the baggage of the Passengers are lost during journey . In the succeeding Paragraphs read with the Annexure, the detailed procedure for Receipt and Release of the Lost & Found Property is given . Keeping in view all the above facts the AAI has endeavored to provide the above information as detailed below :-

Passenger Information : At the airports , the passengers / visitors are required to be disseminated with the requisite information which may be communicated by way of signage , audio & video means . This information facilitates the passenger to take the necessary action .

Signage :

The question of developing an international sign language, without the use of words as far as possible , to assist travelers and other airport users to locate the facilities & services in Airport Terminal Building has been considered by several bodies .

It is therefore ICAO brought out Doc.9636 which deals with the “ INTERNATIONAL SIGNAGES TO PROVIDE GUIDANCE TO PERSONS AT AIRPORTS ”. Signs should indicate both the directions to and location of the facilities in question . The Signage should be installed in conspicuous places and should not be obscured by obstructions . The signs should be large enough to be recognized at reasonable distances and where necessary should be internally & externally illuminated .

Directional signs should be rectangular and location sign should be either square or rectangular.

Details regarding signage is given in appendix.

Audio Information :

Public Address System

Good quality of announcements can only be achieved by ensuring that the text to be transmitted is of the good quality and the same is not over-modulated while announcing.

Video Information :

FIDS (Flight Information Display System)

CCTV (Close Circuit TV)

It should be ensured in closed coordination with concerned Agencies / Operator that the information is correctly displayed on the Flight Information Display System / CCTV .

FACILITATION :

The basic function of Staff deployed in the Terminal Management is to facilitate the passengers & visitors . They are to be provided with the updated information if required by them . The Terminal Management Staff should have good communication skill so as to please even the arrogant / hostile passenger or visitor with his behavior.

“ May I help You !” :

“ May I help You !” counter should be manned inside the Terminal Building at a strategic location so that it should be easily visible & accessible by all the passengers . The staff deployed at this Counter should have good communication skill as he has to answer to the various queries of the people . He should be fully conversant with the topography of the terminal building as well as should have general idea about the city in which the airport is located .

Public Grievance :

In spite of our Best efforts , we are not in a position to satisfy each and every passenger / visitors . This may give rise to grievance among the passengers / visitors . There should be properly maintained complaint register which should be serially numbered for entering public complaints . It should also be ensured that there should be sufficient number of complaint & suggestions forms and Boxes placed at easily accessible locations , so that the passenger / visitors may put their complaint / Suggestions in there Boxes . These boxes should be opened daily in the morning & follow-up action along with the reply to the complaint should be sent without unnecessary delay .

Manager should try his level best to assist the traveling public in redressing their grievances and to act as a Public Grievance Officer .

LOST & FOUND PROPERTY:

The procedure for handing over lost and found properties claimed through different channels is laid down as under:

(a) Receipt of Lost Property

Consequent upon the receipt of any Lost Property , the Duty Terminal Manager should immediately make an entry of the same in the proforma as per Appendix-II

(b) Handing over baggage / article(s) directly to claimant.

The authorized officer of AAI should :

- ascertain the correct identity of the claimant and the claimed inventory of items through polite and discreet questioning.
- After being fully satisfied ask the claimant to identify the claimed items in the presence of another official preferably from AAI

- have the proforma of “ Undertaking by claimant for claim of lost and found property” (Appendix – III) duly filled in by the claimant before handing over the items.
- obtain the relevant details by the claimant in his / her own handwriting in the “ Lost and Found Property” register viz. Signature , name, address (local and permanent) , nationality , Pass- Port Number etc.

(c) Handing over baggage / articles through airline staff.

The authorized officer of AAI (NAD) shall ensure to:

- obtain a copy of claimant’s message to airline regarding description of baggage / articles.
- meticulously verify that the correct item is being handed over to airline staff e.g. by ascertaining colour of item , make etc.
- obtain all relevant details of airline staff taking over lost and found property on behalf of the claimant in the Lost & Found Property register viz. signature, name, designation, airline / agency , date and time of handing over etc..

(d) Handing over claimant’s baggage / articles to his/her authorized representative.

The authorized officer of AAI (NAD) shall :

- obtain an authorization letter given by the claimant duly attested /verified in the name of the representative. The letter should state the correct identity of the claimant giving all relevant details and the description of the claimed items.
- have the proforma of “ Undertaking by the claimant for claim of lost and found property” (Appendix – III) duly filled in by the representative giving his own name and address and affixing his/her signature on the vacant space in the proforma.
- obtain the relevant details by claimant’s representative in his / her own handwriting in the Lost and Found property register viz. signature , name and address etc. along with relevant details of the claimant.

Disposal of yellow metal received as lost property at airports

It is observed that there are difficulties in handling the yellow metal / gold items with respect to describing the materials, its purity, quantity etc. and the associated risk of replacing the vaguely described items by fake articles. In order to address this, the following handling procedure shall be followed with respect to yellow metal / gold articles:

1. Instead of handing over of the lost & found property to lost property office, the yellow metal items shall be taken over by a committee consisting of designated Lost Property Officer, Duty Manager and a designated Account Manager. The committee should seal the yellow metal in an envelope duly signed by them indicating the entry details of Lost & Found Property Register. The article should be described in possible details to represent a clear picture of the article.
2. In case, the committee members are not available for any reason the yellow metal shall be sealed in similar manner by the Duty Manager in the presence of one officer of CISF / State Police (not below the rank of Inspector) and one independent witness from airlines, who will sign in place of committee members.
3. The sealed envelope shall be preserved in the cash chest of Accounts Deptt.
4. After a period of three months as and when a disposal is planned, Govt. Assessor / Govt. approved Assessor should be engaged for assessing the materials, its purity and quantity.
5. The envelope shall be opened by the Committee in front of the Assessor who will assess and describe the materials appropriately.
6. Thereafter the materials with its proper description shall be taken over by Lost & Found Property Officer for disposal action.

Chapter – 8

VVIP / VIP MOVEMENTS

- INTRODUCTION
- DOCUMENTATION
- DAILY VIP PROFORMA
- VVIP / VIP TEAM BRIEFING
- RESPONSIBILITY OF AIRPORT DIRECTOR / AIRPORT IN-CHARGE
- VVIP / VIP FOLLOW-UP REPORT

4.1 INTRODUCTION :

AAI has been entrusted with the responsibility of handling VVIPs & providing entitled VIPs with reserved lounge facilities (Appendix-VI & VII), besides extending due courtesy and attendance by responsible staff / hostess (Appendix-VIII) .

Due to Security reasons the Dignitaries entitled to take their vehicle up to the Aircraft and Dignitaries exempted from Pre- Embarkation Security Check is given in Appendix-IX

VIP commitments being a sensitive matter, need to be handled meticulously , under a well defined drill and with effective co-ordination . Following actions are required to be taken at various airports for handling VVIPs / VIPs

DOCUMENTATION

On receipt of any message regarding VVIP / VIP movement , the airport Terminal Manager is required to carefully scrutinize the message / tour programme / itinerary of the VVIP / VIP and apprise the airport Director / airport-in-Charge or the officer who is authorized by airport Director / or airport –in-Charge in this behalf. He will also promptly enter the same in the VIP register to facilitate preparation of the shift-wise

Daily-VIP-proforma. while making necessary entries , he should ensure that specific lounge reserved be mentioned . Any special handling requirements are also to be specifically mentioned . This will form important items of mutual briefing while conducting handing over/ taking over of shift duties.

DAILY VIP PROFORMA

The day shift Duty Airport Terminal Manager shall every day fill up the daily VIP proforma enlisting all VVIP/VIP movements from 1000 hrs of that day to 1000 hrs of the following day (24 hours cycle) and forward copy to all concerned. This proforma (Appendix-V) shall cover all relevant and necessary information for handling the movements of the VVIP/VIP including any special handling requirements.

VVIP / VIP – TEAM BRIEFING

- (i) Sr. Airport Terminal Manager / Airport Terminal Manager on shift duties shall apprise themselves of all VVIP /VIP movements likely to take place in their shift. They shall brief all concerned well in advance of the respective VIP movements . Any spill-over should be briefed properly to the next incoming shift officer.
- (ii) All VVIP/VIP movements or other sensitive movements should be tied up by Sr. Airport Terminal Manager / Airport Terminal Manager with Airport Director / Airport-in-Charge or with an officer authorized by Airport Director or Airport-in-Charge in this behalf .

It should also be ensured that during VVIP/VIP sensitive movements , the Sr. Manager Engg. (E)/(C) and Sr. Manager (Electronics) are kept apprised to ensure that all requirements pertaining to their departments are kept in proper operational status and desired shape.

(iii) In the event of VVIP/VIP, Minister of Civil Aviation and other sensitive movements, the Sr. Airport Terminal Manager / Airport Terminal Manager shall besides keeping the Airport Director /Airport-in-Charge or an officer authorized by Airport Director on this behalf and other related departments heads informed. He shall also keep close liaison with office / residence of representatives of VVIP / VIP to ensure smooth handling of the movement.

RESPONSIBILITY OF AIRPORT DIRECTOR /AIRPORT IN-CHARGE

The overall responsibility of VVIP / VIP handling shall rest with the concerned Airport Director / Airport-in-Charge to ensure smooth and efficient handling besides co-coordinating with all concerned agencies / departments. Sr. Airport Terminal Manager shall be responsible for ensuring smooth handling of VIPs during his shift and shall be assisted by the Airport Terminal Manager on shift. Special care should be taken by the officer concerned to ensure that the correct ETA & ETD and revisions thereto are obtained from ATC. Such informations should be passed on to the officials attending the VIP well in time & necessary assistance should be provided at all times.

VVIP / VIP FOLLOW UP REPORT

Sr. Airport Terminal Manager shall submit VVIP /VIP handling follow-up report to Airport Director /Airport-in-Charge wherein he shall enlist any lapses during the movements and shall also suggest remedial measures required to be taken to prevent any shortcoming for handling future VVIP / VIP movements. Any lapses or suggestions in respect of VIP / VIP movements shall be communicated by Sr. Airport Terminal Manager / Airport Terminal Manager to Airport Director/ Airport-in-Charge immediately.

Appendix- A
AIRPORTS AUTHORITY OF INDIA
TERMINAL UP-KEEPING INSPECTION SCHEDULE

Cleaning Package: MESS / ESS / Integrated ESS

Location/ Name of Terminal: -----

Date _____

Name of Contractor /Supervisor _____

Up-keeping operations Status	1st Shift	2rd Shift	3rd Shift	Remarks/ Signature C/T , HKS / DTM
Toilets: -W/C Flush System/ Wash Basins/ Taps/ Urinals/ Floor -Cleanliness/ Exhaust Moping / Sweeping etc.				
Terminal: -Scrubbing/ Moping / Sweeping / Dusting/ Floor Cleanliness/ Exhaust -Glass and façade cleanliness -Counters/ Conveyor Belts/ Escalators/ lifts / Chairs/ sofa etc.				
City Side: -Glass and façade cleanliness -Paved area / Kurb area/ Car Parking area				
Air Side: -Paved area/ -Glass and -façade cleanliness -Baggage make up area -Aerobridges cleanliness				
Machines & Tools / Materials: -Qty & Operations of machines as per specified frequencies - Availability of chemicals and cleaning solutions as per contract.				
Availability of manpower as per agreement				
Overall rating (1 to 5)				

Inspection & Remark of SM (Trml) / Mgr.(Trml)

NOTE:- This Terminal Inspection schedule should be available with DTM in each shift. This Schedule
be filled signed and countersigned by respective officials meticulously.

Appendix- C
AIRPORTS AUTHORITY OF INDIA
UNDERTAKING BY CLAIMANT FOR CLAIM OF LOST & FOUND PROPERTY

I , the undersigned , Shri / Smt.....
hereby certify that the baggage / article (s) claimed by me from AAI (NAD) belong to me
and I am the rightful owner.

Description of baggage/article(s) being claimed:

.....
.....
.....

I also confirm that I have received the above stated baggage / article(s) fully intact from AAI (NAD) and I shall be obliged to respond to any communication from AAI (NAD) in this regard.

.....
(Signature)

Name.....

Flight Number

Address.....

Date of Flight

Sector Travelled

Tel. No.....

FAX No.....

E-mail

Nationality.....

Timehrs.

PP NO.

Date

VERIFICATION BY AAI (NAD) OFFICER

I have verified the documents etc. of the claimant and am satisfied with the proofs provided by him.

Signature

Name.....

Designation

Date: _____

Shift

Appendix - D

IDENTIFICATION OF THE CLAIMANT / OR HIS AUTHORIZED REPRESENTATIVE

The following documents may be checked with regard to such identification:

Passport/visa

Air ticket/ticket counterfoil

Ration Card (in case of Indian nationals)

Authority letter (duly authorized by the claimant/owner)

Identity card , if any.

Baggage tag counterfoil.

FAX/Telex/or any other communication to airline by the claimant.

The above mentioned documents are quoted as examples for verification. All the documents may not be required for identification . However , this is for the authorized officer to satisfy himself before handing over the Lost and Found Property.

Appendix -F

ENTITLEMENT FOR CEREMONIAL LOUNGE AS PER THE INSTRUCTION RECEIVED FROM MINISTRY OF CIVIL AVIATION

LIST OF DIGINITARIES ENTITLED TO USE CEREMONIAL LOUNGE

1. President of India.
2. Vice President
3. Prime Minister
4. Heads of foreign Governments
5. Heads of foreign States.
6. Former Presidents
7. Former Vice Presidents
8. Deputy Prime Ministers
9. Speaker of Lok Sabha
10. Chief Justice of India and Judges of Supreme Court.
11. Former Prime Ministers.
12. Cabinet Ministers of Govt. of India and Leaders of Opposition in the Rajya Sabha & Lok Sabha.
13. Deputy Chairman, Planning Commission
14. Governors of States.
15. Chief Ministers of States.
16. Chief Election Commissioner
17. Comptroller & Auditor General of India
18. Chairperson, National Commission to review the working of the Constitution.
19. Chairman, Members of National Human Rights Commission
20. Holders of Bharat Ratna Decoration
21. Indian Parliamentary Delegation going abroad
22. Speaker/Presiding Officer and Parliamentary Delegates of Foreign countries.
23. Ministers of foreign Governments
24. Ambassadors/High Commissioners accredited to India on their first arrival and final departure.
25. Any other foreign dignitary recommended by the Chief of Protocol, Ministry of External Affairs.

NOTE: PRESIDENT OF INDIA; VICE PRESIDENT OF INDIA; PRIME MINISTER; HEADS OF FOREIGN GOVERNMENTS; HEADS OF FOREIGN STATES ARE THE ONLY DIGINITARIES ENTITLED FOR THE USE OF CEREMONIAL LOUNGE AT GROUND FLOOR, TERMINAL II, IGI AIRPORT, DELHI

Appendix – G

ENTITLEMENT FOR RESERVED LOUNGE AS PER THE INSTRUCTIONS RECEIVED FROM MINISTRY OF CIVIL AVIATION

LIST OF DIGNITARIES ENTITLED TO USE RESERVED LOUNGE

1. Dignitaries included in ceremonial lounge entitlement.
2. Army Commanders/Vice Chief of Army staff or equivalent in Indian Air Force /Indian Navy.
3. Attorney General of India.
4. Cabinet Secretary.
5. Central Vigilance Commissioner.
6. Chairman & Chief Executive Councillor, Darjeeling Gorkha Hill Council.
7. Chairman & Members of the Ravi & Beas Waters Tribunal
8. Chairman and Members Railway Board.
9. Chairman and Members, Atomic Energy Commission.
10. Chairman and Members, National Commission for Backward Classes.
11. Chairman and Members, Union Public Service Commission.
12. Chairman and Vice Chairman, Central Administrative Tribunal.
13. Chairman, All India Council for Technical Education.
14. Chairman, Appellate Tribunal for Forfeited Property.
15. Chairman, Members & Secretary, Scheduled Castes & Scheduled tribes Commission.
16. Chairman, Members and Secretary, Minorities Commission.
17. Chairman, Monopolies and Restricted Trade Practices Commission.
18. Chairman, Securities and Exchange Board of India.
19. Chairman, Space Commission
20. Chairman/Dy.Chairman & Speakers/Dy.Speakers of the State Legislatures.
21. Chairperson, Member & Secretary to Press Council of India.
22. Chairperson, National Commission for Women.
23. Chairperson, Vice-Chairperson, & Secretary to the University Grants Commission.
24. Chief Justice and Judges of High Court.
25. Chief Secretaries of State Governments.
26. Deputy Chairman, Rajya Sabha / Deputy Speaker, Lok Sabha.
27. Director of Enforcement, Ministry of Finance, Govt. of India
28. Election Commissioners

29. Field Marshal & three Services Chief viz., Chief of Army, Air and Naval Staff.
30. Former Ministers of Civil Aviation / Ministers of State for Civil Aviation/ Deputy Ministers
31. Governor and Dy. Governors of the Reserve Bank of India.
32. His holiness Jagadguru Shankaracharya Maharaj of Sh.Dwarka Sharda Peeth.
33. Lieutenant Governors of Union Territories.
34. Lokayuktas and Upalokayuktas of all states.
35. Members of Parliament.
36. Members of State Legislatures in their respective States.
37. Members of the Planning Commission.
38. Ministers in State Government.
39. Ministers of States/Dy. Ministers of the Union.
40. President, National Consumers Dispute Redressal Commission.
41. President & Sr.Vice President, Income Tax Appellate Tribunal
42. Prof.J.S.Rajput, Director, NCERT
43. Recipients of the honour of Padam Bhushan and Padam Vibhushan.
44. Resident Commissioners of State Governments in Delhi.
45. Secretaries/Ex-officio Secretaries to the Govt. of India/officers holding posts equivalent to Secretaries to the Govt. of India
46. Secretary General, National Human Rights Commission.
47. Secretary General, Lok Sabha/Rajya Sabha.
48. Secretary to the President/Prime Minister.
49. Sheriffs/Mayors of Metropolitan Cities in their respective States.
50. Shri A.L. Bongirwar, Chairman, Tariff Authority for Major Ports (TAMP)
51. Shri D.R.Karthikayan, Director General, National Human Rights Commission.
52. Shri G.V.Ramakrishna, Chairman, Dis-Investment Commission
53. Solicitor General.
54. SPG Protectees
55. Vice Chancellors of Indian Universities.
56. Any other person authorised by the Ministry of Civil Aviation
57. Sitting Judges of Supreme Court and High Courts

58. **Retired Judges of Supreme Court and High Courts who have been appointed as Chairman / president of the Commissions / Tribunals by the Central Government in the list of dignitaries to utilize the VIP Lounge at IGI Airport Terminal-I & II. This facility will be allowed to them only during their tenure as Chairman / President of Commissions / Tribunals -letter No.AV.20036/22/2003-AAI dated 29.9.2005.**

NOTE : THIS LIST HAS BEEN ARRANGED IN ALPHABETICAL ORDER AND IN NO WAY REFLECTS THE RESPECTIVE SENIORITY OR PROTOCOL/POSITION.

REQUIREMENTS FOR VIP FACILITATION

SEPARATE SECURED AREA COMPRISING OF:

- LOUNGE
- CEREMONIAL AREA
 - REFRESHMENT FACILITY
 - SEPARATE LANDSIDE ACCESS
 - SEPARATE AIRSIDE ACCESS
 - CAR PARK
 - PRESS FACILITY

ORGANISATIONS INVOLVED IN VIP FACILITATION

- MINISTRY OF EXTERNAL AFFAIRS
- MINISTRY OF CIVIL AVIATION
 - MINISTRY OF HOME AFFAIRS
 - MINISTRY OF FINANCE
 - MINISTRY OF DEFENCE
 - MINISTRY OF HEALTH
- MINISTRY OF COMMUNICATION AND SCIENCE & TECHNOLOGY.
- EMBASSY PERSONNEL
- POLICE / AIRPORT SECURITY
 - AIRPORTS AUTHORITY
 - GROUND HANDLING AGENCY
 - REFRESHMENT OPERATOR

Appendix - I

ENTITLEMENT FOR ACCESS OF VEHICLES UPTO THE AIRCRAFT AT CIVIL AIRPORTS IN THE COUNTRY ON PROTOCOL / SECURITY / MEDICAL GROUNDS

A. ON GROUNDS OF PROTOCOL

(i) Following Categories of Persons may be permitted access upto the Tarmac Area in their own Vehicle alongwith Escort during Departure / Arrival at all airports in the Country :

1. **PRESIDENT OF INDIA**
2. **VICE PRESIDENT OF INDIA**
3. **PRIME MINISTER OF INDIA**
4. **VISITING HEADS OF STATES**
5. **VISITING HEAD OF GOVERNMENT**

(ii) Following Categories of Persons may be permitted access in their own Vehicles upto the Tarmac Area at all airports in the Country during Arrival /

Departure :

1. **FORMER PRESIDENTS OF INDIA**
2. **FORMER PRIME MINISTERS OF INDIA**
3. **CHIEF JUSTICE OF INDIA**
4. **SPEAKER OF LOK SABHA**
5. **FIRST LADY (WIFE OF PRESIDENT)**
6. **WIFE OF VICE PRESIDENT OF INDIA**
7. **FOREIGN AMBASSADORS / HIGH COMMISSIONERS ON THEIR FIRST ARRIVAL AND LAST DEPARTURE.**

(iii) Following Categories of Persons may be permitted access in their own Vehicle without Escort upto the Tarmac Area of the Civil Airports within their States of Jurisdiction :

1. **Governors**
2. **Chief Ministers**

B. ON MEDICAL GROUND :

The following protectees are permitted the facility of having access of their own Vehicle to the Aircraft during their Departure / Arrival at all airports in the Country :

1. **Dr. M. KARUNANIDHI , EX-CM , TAMIL NADU**
2. **SHRI K. KARUNAKARAN , EX-CM, KERALA**
3. **SHRI JYOTI BASU , EX-CM , WEST BENGAL**

C. ON GROUND OF SECURITY :

I. SPG PROTECTEES:

The following SPG protectees may be permitted the facility of having access of their Vehicles to the Aircraft during their Arrival / Departure from / To airports in the Country :

1. **SMT. SONIA GANDHI ,W/O LATE SHRI RAJIV GANDHI
(OWN VEHICLE WITH ESCORT)**
2. **SMT. PRIYANKA GANDHI WADHERA ,
D/O LATE SHRI RAJIV GANDHI
(OWN VEHICLE WITHOUT ESCORT)**
3. **SHRI RAHUL GANDHI , S/O LATE SHRI RAJIV GANDHI ,
(OWN VEHICLE WITHOUT ESCORT)**

II. XYZ PROTECTEES :

a. **SHRI L.K. ADVANI , DY.PRIME MINISTER & HOME MINISTER OF INDIA MAY BE PERMITTED TO TAKE HIS OWN VEHICLE WITH ESCORT UPTO THE AIRCRAFT DURING DEPARTURE / ARRIVAL BY AIR FROM / TO AIRPORTS IN THE COUNTRY .**

b. The following category of persons may be permitted the facility of AAI ferry Vehicles upto the Aircraft during Departure / Arrival by Air from / to airports in the Country :
S/ Shri

- i) **MS. J. JAYA LALITHA , CM ,TAMILNADU
(ALL AIRPORTS)**
- ii) **P.K. MOHANTA , EX- CM , ASSAM
(AIRPORTS IN NE REGION)**
- iii) **REISHANG KEISHANG, EX-CM, MANIPUR
(AIRPORTS IN NE REGION)**

iv) **S.C. JAMIR , CM , NAGALAND**
(AIRPORTS IN NE REGION)

vi) **PROF. CHAMAN LAL GUPTA** , MINISTER OF STATE
FOR DEFENCE , during departure / arrival by air from/to Delhi and Jammu airport up to
10.04.2004

SOURCE : BCAS CIRCULAR NO. 24 / 2001 , FILE NO.CAS-8(1)/99 –DIV-1 dtd. 18.12.2001.
READ WITH NO.CIRCULAR NO.28/2003 DTD. 10.10.2003

EXEMPTION FROM PRE EMBARKATION SECURITY CHECK

1. **PRESIDENT**
 2. **VICE PRESIDENT**
 3. **PRIME MINISTER**
 4. **FORMER PRESIDENTS**
 5. **SPEAKER OF LOK SABHA**
 6. **CHIEF JUSTICE OF INDIA**
 7. **JUDGES OF SUPREME COURT**
 8. **UNION MINISTERS OF CABINET RANK**
 9. **GOVERNORS OF STATE (NOT OF UTS)**
 10. **CHIEF MINISTERS OF STATES (NOT OF UTS)**
 11. **AMBASSADORS , CHARGE'D AFFAIRS AND HIGH
COMMISSIONERS AND THEIR SPOUSES.**
 12. **CABINET SECRETARY**
 13. **VISITING FOREIGN DIGNITARIES OF THE SAME STATUS
AS AT SERIAL NO. 1 TO 3 , 5 , 6 AND 8 TO 10 ABOVE.**
 14. **SPG PROTECTEES**
- **ALL OTHER PERSONS ARE REQUIRED TO UNDERGO PROPER
SECURITY CHECK .**
 - **PASSENGERS ARE REQUESTED TO CO-OPERATE WITH THE SECURITY
PERSONNEL .**

SOURCE: BCAS CIRCULAR NO.14/2001 , FILE NO.CAS – 7 (2) 99-DIV-1 dtd.14.09.2001.

Appendix – J

Passenger Facilities required at International Airports & Major Domestic Airports

OUTSIDE TERMINAL BUILDING (CITY SIDE)

1. Car Parking :

- a. General
- b. VIP
- c. Car Parking for Physically Challenged .

2. CAR HAILER

3. Trolley Service :

- Availability
- Serviceability

4. Flight Information (*Visual*) for ARRIVAL.

5. Flight Information (*Visual*) for DEPARTURE.

6. SIGNAGES (*ILLUMINATED TYPE*):

- (a) Visitors Area
- (b) Drinking Water
- (c) Pay and Use Toilets
- (d) Directional Signage on Approach Road.

7. FIRST AID / MI ROOM

8. ENTRY TICKET COUNTERS

TERMINAL BUILDING /VISITORS GALLERY :

- (a) Coffee / Tea Vending Machine
- (b) Book Stall
- (c) Entertainment (TV)/CCTV
- (d) PA System

- (e) Seating Arrangement
- (f) Drinking Water Cooler
- (g) Availability of Paper Glasses
- (h) Toilets
- (i) Dustbins.

INSIDE TERMINAL BUILDING

1. “ MAY I HELP YOU ?” [Assistance Counter]
2. **Flight Information** (PA System / TV / Scrolling Boards /Conveyor Belt Boards / Boarding Gate Boards)
3. **Check-in-Counters**
4. **Conveyor Belts**
5. **Air Insurance Counter**
6. **Wall Clock (Digital)**
7. **Seating Arrangement**
8. **Drinking Water Cooler:**
 - Availability of Paper Glasses
 - Dustbins
9. **Toilets:**
 - Gents
 - Ladies
 - Physically Challenged.
10. **PCO / STD / ISD**
11. **Entertainment (TV)**
12. **Retiring Room**
13. **Dormitory**
14. **VIP Lounge**

15. Child Care Facility

16. TR Stalls (Book Stall / Handicraft / Gems & Jewelry)

17. CCTV (Having Provision for English , Hindi & Regional Language)

SECURITY HOLD AREA:

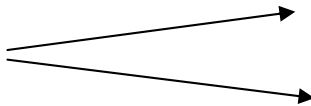
1. Board displaying The Rules governing the Security etc. at Entrance.
 2. X-RAY BAGGAGE INSPECTION SYSTEM (X-BIS for Hand Baggage).
 3. **FRISKING BOOTHS:**
 - Ladies
 - Gents
 - Physically Challenged .
 4. SEATING ARRANGEMENT
 5. **TOILETS:**
 - Gents
 - Ladies
 - Physically Challenged
 6. **DRINKING WATER COOLERS:**
 - Availability of Paper Glasses
 7. Dustbins
 8. AIR-CONDITIONING
 9. ENTERTAINMENT (TV) / CCTV
 10. COFFEE / TEA VENDING MACHINE
 11. FLIGHT INFORMATION (PA System /Through TV / Scrolling Boards).
1. WALL CLOCK (Digital)

Guidelines for SIGNAGES with arrow marking :

- TELEPHONE [Pictorial and Words]
2. SNACK BAR [- do -]
 3. RESTAURANT [- do -]
 4. VIEWING GALLERY [In Words]
 5. SECURITY CHECK [In Words]
 6. CHECK-IN [In Words]
 7. DRINKING WATER [Pictorial & In Words]
 8. FIRST AID [In Words]
 9. MONEY EXCHANGE COUNTER / BANK [In Words]
 10. POST OFFICE [In Words]
 11. ATM [In Words]
 12. RESERVED LOUNGE [In Words]
 13. SUGGESTION BOX [In Words]
 14. SECURITY HOLD AREA [In Words]
 15. AIR INSURANCE COUNTER [In Words]
 16. TR STALLS [In Words]
 17. NO SMOKING ZONE [In Words]
 18. MEDICAL STORE [In Words]
 19. LOST & FOUND PROPERTY [In Words]
 20. ASSISTANCE [In Words]
 21. **TOILETS:**
 - Gents [Pictorial & In Words]
 - Ladies [Pictorial & In Words]

- Physically Challenged. [Pictorial & In Words]
22. AIRPORT MANAGER'S OFFICE [In Words]

SIGNAGES without Arrow marking

- (a) IMMIGRATION
- (b) CUSTOMS :  Red Channel
- (c) FRISKING:
 - Gents
 - Ladies
 - Handicapped
- (d) BOARDING SIGNS (In Words)
- (e) COFFEE / TEA (In Words)
- (f) TOILETS:
 - Ladies (Pictorial & Words)
 - Gents (Pictorial & Words)
 - Physically Challenged (Pictorial & Words)
- (g) DUTY FREE SHOP (Words)
- (h) RESERVED LOUNGE (Words)
- (i) DORMITORY (Words)
- (j) TELEPHONE / PCO / STD / ISD (Pictorial & Words)
- (k) PRE-PAID TAXI (Words)
- (l) MONEY EXCHANGE COUNTER / BANK (Words)
- (m) LOST & FOUND PROPERTY ROOM
- (n) ATM

Appendix - L

LIST OF RECORDS REQUIRED TO BE MAINTAINED IN THE TERMINAL MANAGER'S OFFICE

- Terminal Manager- Action Log Book
- Office Order Register
- MESS / ESS (Up- keeping) Register
- Lost & Found Register (As per Appendix-II & III)
- Retiring Room Booking / Occupancy Register
- VVIP / VIP Movement Register (As per Appendix-IV)
- Asstt. Manager Log Book
- Rest Room Bill Book
- Money Remittance Book
- Suggestion / Complaint Book (Provision for Box)
- Temporary Permit Vehicle Register (For One Day)
- Visitor Entry / Temporary Identity Card (One Day Permit)
- Attendance Register of staff
- Over Time Register
- Attendance Register of Safaiwalas
- Penalty Book
- Token Issued for Entry in Terminal Building
- Civil / Electrical Complaint Register
- Operational Circulars from Airports Authority of India (Hqrs.)
- Office Order / Circular for Operational Department and General
- Operational Data
- Material inward & Issue Register

- Dismantled Register
- Memo / Record of Unauthorized Persons / Touts
- Correspondence on VVIP / VIP Movements
- List of VVIP / VIP
- Important Telephone Numbers
- Addresses of AAI Officials
- Duty Roaster of all Cadres
- Vehicle Permit / Correspondence
- Film Shooting Permit Correspondence
- Airline Schedules
- Temporary PIC Order
- Passenger manifest of Non-Scheduled Operator
- Boarding Cards for Pax. Of Non-Scheduled Flights.
- Circulars from BCAS
- Layout of PAX Terminal

CONTINGENCY PLAN DOCUMENTS:

- Bomb Threat
- Unlawful interference and anti-hijacking
- Accident in Terminal Building
- Evacuation

Appendix - M
FIRST AID USERS MANUAL

S.NO.	NAME OF THE MEDICINE	DATE OF EXPIRY	INDICATION	DOSE	REMARKS
1	TAB BRUFEN-400mg. <u>OR</u> TAB NIMUSLIDE-100mg.		GENERAL BODY PAIN EXCEPT STOMACH PAIN	1 TAB	5-12YEARS OF AGE – 1/2 TAB
2	TAB CROCIN-500 mg.		FEVER	1 TAB	5-12YEARS OF AGE – 1/2 TAB
3	DIGENE GEL		ACIDITY	2-3 tsf	
4	TAB DROTIN – DS OR CAP SPASMO PROXYVON		STOMACH PAIN	1 TAB/CAP	
5	TAB PERINORM OR DOMSTAL		VOMITING	1 TAB	
6	AEROCORT OR BECLATE INHALERS		BREATHLESSNESS	1 PUFF	INHALE THROUGH MOUTH
7	OINT BETADINE		CUTS & WOUNDS		
8	SPLINTS AND CRAPE BANDAGES		FRACTURES & SPRAINS		TO IMMOBILISE THE LOCAL AREA
9	SAVLON & DETTOL		CUTS & WOUNDS		FOR LOCAL CLEANING OF AREA
10	OINT SILVEREX		FOR BURNS , CUTS / WOUNDS		
11	O2		BREATHLESSNESS / AIRHUNGER OR H/o BRONCHIAL ASTHMA		

Facilities for Haj Pilgrims

1. Provision of check-in, immigration and custom control counters and registered and cabin baggage x-ray machines
2. A shamiana may be erected on cityside to accommodate large number of visitors. Sufficient number of chairs and provision for tea/coffee/cold drink/snacks on payment basis may be made.
3. Trolleys may be provided to pilgrims at the alighting point at the time of departure.
4. Special counters to disburse Foreign Exchange to the pilgrims in the terminal may be made.
5. Provision of drinking water facility for pilgrims and visitors.
6. Provision for supply of hot water for pilgrims and visitors in toilets.
7. Provision for 'Vazu' for pilgrims.
8. Public Address system for announcements in shamiana.
9. First aid facility.
10. A separate enclosed area may be provided near terminal for prayer.
11. Toilets on city side of terminal.
12. Adequate parking facilities for buses.
13. Eatery managed by Haj volunteers and NGO on city side of terminal.
14. Assistance from traffic police for smooth traffic movement.

रोबी लाल
ROBEY LAL
सदस्य (प्रचालन)
MEMBER (OPERATIONS)
दूरभाष / PHONE : 91-11-4631969
फैक्स / FAX : 91-11-4629567
ई-मेल / E-mail : aaichq@del2.vsnl.net.in



भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA
निगमित कार्यालय
CORPORATE OFFICE
राजीव गांधी भवन
RAJIV GANDHI BHAVAN
सफदरजंग हवाई अड्डा, नई दिल्ली - 110003
SAFDARJUNG AIRPORT, NEW DELHI - 110003

Order

F.No. AAI/NAD/05/01/97-ARII(P)

Dt: April 24, 2000

Subject: Airport Advisory Committees (AACs).

Reference is invited to on the above mentioned subject vide order No.AAI/M(O)/AAC/98 dated September 7, 1998 wherein it was desired that Airport Advisory Committees (AACs) at AAI airports be constituted. However, for various reasons the formation of the committees could not be achieved. It has now been decided that the formation of the committees at identified airports as per list enclosed, be carried out to give effect to the enshrined purpose of formation of said committees. Accordingly, it is hereby ordered that the AACs at the airports be constituted immediately. The list names of prominent citizens/MLAs who will be members of the Committee are enclosed herewith for reference and necessary action.

Regarding formation of each committee the guidelines already issued are to be followed. However, regarding the purpose of formation of such committees, their constitution and defined areas of function, guidelines contained in the Note No.AAI/NAD/05/01/97-ARII(P) dated January 10, 2000 are enclosed herewith for reference. The summarized guidelines, to be followed for the formation of AACs for both International and domestic airports are given below :

(12)

(14)

International Airports

List of Committee Members

- i) Airport Director
- ii) General Manager, Indian Airlines
- iii) Member of Parliament from the airport constituency
- iv) Member of Legislative Assembly from the airport constituency.
- v) DCP of Airport.
- vi) Representative from Local Administration/Collector
- vii) Representative of Airline operators committee.
- viii) President of Hotel Federation
- ix) Representative from Airline Passengers Association
- x) Representatives of Travel Agents.
- xi) Social workers/prominent citizens – maximum 4.

Domestic Airports

- i) Airport Director/Airport Incharge
- ii) Member of Parliament from the airport constituency
- iii) Member of Legislative Assembly from the airport constituency
- iv) District Collector
- v) Superintendent of Police
- vi) President of Hotel Federation
- vii) Representative of Airline Operators committee
- viii) Representatives of Travel Agents
- ix) Representative of Tourist Taxi Service Association
- x) Social workers/prominent citizens – max. 4

The names of prominent citizens/MLAs as given for the airports as per the enclosed list should be included in the constitution of committees. These names have been approved by the Ministry of Civil Aviation.

90 (13)

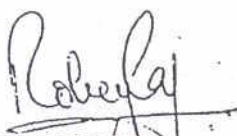
The concerned Regional Executive Directors shall issue necessary orders in respect of the domestic airports falling in their jurisdiction for immediate compliance. Similarly, Airport Directors for the International airports shall issue the necessary orders. Accordingly Airport Directors at International airports will coordinate functioning of these AACs at International airports and Regional Executive Directors will monitor the functioning of these committees at domestic airports.

Executive Director (Ops) and Executive Director (ATM) of CHQ will be the Nodal Officers for International and Domestic airports respectively to monitor the functioning of these committees at CHQ level.

Meetings of AACs should be convened quarterly i.e. once in three months.

Necessary follow-up action may be taken at the earliest. In confirmation of the action taken copies of the orders issued should be forwarded to Corporate Headquarters.

Encl: As above.


ROBEY LAL
Member (Operations)

Copy to: ED(WR)/ED(NR)/ED(SR)/ED(ER)/ED(NER)

Airport Directors, Delhi/Mumbai/Calcutta/Chennai/Trivandrum

Internal

EA to Chairman

P.S. to Member (Plng)

(1) 5/10

1

Airports Authority of India
Rajiv Gandhi Bhavan, NEW DELHI-3

Composition of Airport Advisory Committees

The AAI has Airport Advisory Committees at number of Airports. The purpose of these committees is to make airports user-friendly and to encourage community participation in airport management. These committees came into existence in the last few months. However, the issue has been alive since 1995 when the matter was first taken up on the instructions of the HMCA in May 1995. The history, composition, functions, frequency and the purpose of such committees may be seen in the note no. AAI/NAD/05/01/97-ARII(P) dated 10.01.2000 enclosed herewith.

The Secretary CA in his note dated 07.07.97 (copy enclosed) had desired that the total number of members should be limited so that it is a compact body.

The PS to HMCA has now desired that that the strength of social workers/prominent citizens be increased as follows:

- i) At international airports - 6
- ii) At domestic customs airports - 5
- iii) At other major domestic airports - 4

It may be seen that the present instructions indicate the strength in the said category as maximum four nos.

It is requested that -

- a) Ministry's approval may be intimated; and
- b) the names and addresses of the social workers/prominent citizens, wherever additional members are to be inducted or existing membership changed, may be intimated.

(A) Also may
kindly be approved

Signature
20/10/2000

Signature

Signature
ROBEY LAL
Member (Operations)

Shri Anurag Goel, Joint Secretary, Ministry of Civil Aviation
AAI U.O. Note No. NAD/33-4/2000-ARI dated 20th October 2000

7317

29857-1074

71



(23) (28) (97)

भारतीय विमानपत्तन प्राधिकरण
AIRPORTS AUTHORITY OF INDIA

F.No. : AAT/NAD/30-13/2001-ART

22nd March 2001

OFFICE ORDER

Sub : REGIONAL AIRPORT ADVISORY COMMITTEE

1. It has been decided that Regional Airport Advisory Committee (RAAC) be formed at each of the five regional headquarters of Airports Authority of India i.e. at Delhi for Northern Region, at Chennai for Southern Region, at Mumbai for Western Region, at Kolkata for Eastern Region and Guwahati for North East Region.
2. The functions of Regional Airport Advisory Committee will be the same as for Airport Advisory Committee already circulated vide this office letter No. AAT/NAD/05/01/97-ART(P) dated 24th April, 2000. However RAAC will advise at the regional level.
3. The composition of RAAC will be as follows ;
 - i) Regional Executive Director, AAT
 - ii) Regional Director, Indian Airlines
 - iii) Regional Deputy Commissioner of Security, Civil Aviation.
 - iv) Regional Representative of Airlines Operator Committee.
 - v) President of Hotel Federation.
 - vi) Regional representative from Airline Passengers Association.
 - vii) Regional representative of travel agents.
 - viii) Eminent people in the field of social work/ industry/business/people's representative (Maximum 7).

...2

72

[2]

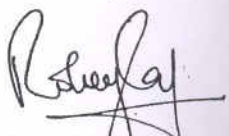
4. Frequency of Meetings :-

Once a year

5. Payment of Honorarium :-

Outstation members will be given Economy Class Air Fare by Indian Airlines/Alliance Air and an honorarium of Rs. 1000/- per meeting. Local Members from the station will be given an honorarium of Rs. 500/- per meeting. However local transport & accommodation arrangements will have to be made by Members themselves. *

Necessary follow-up action may kindly be taken under intimation to CHQ.


ROBEY LAL
MEMBER [OPERATIONS]

To :-
The Regional Executive Director
Airports Authority of India, NAD
Northern/Eastern/Western/Southern/North Eastern Region
DELHI/KOLKATA/MUMBAI/CHENNAI/GUWAHATI

Internal :

EA to Chairman.

PS to Member (Plng)

PS to Member (Finance)

PS to Member (P & A)

AIRPORTS AUTHORITY OF INDIA
DEPARTMENT OF OPERATIONSAAI OFFICE COMPLEX
SAFDARJUNG AIRPORT
NEW DELHI - 110 003.

OPS.720/81/- 74 85 -

28.01.09

OPERATIONAL CIRCULAR NO.1 OF 2009

Sub : Disposal of yellow metal received as lost property at airports

This is in reference to the instances brought to the notice of Hqrs. about lost & found yellow metal / gold articles lying at various airports without any action being initiated for its disposal, apparently due to lack of clarity in the policy. This has been examined at Hqrs. and noted that the lost & found yellow metal / gold articles could also be disposed off like any other lost & found article as per the procedure notified in the Gazette Notification and stated in Materials Management Manual. However, it is observed that there are difficulties in handling the yellow metal / gold items with respect to describing the material, its purity, quantity etc. and the associated risk of replacing the vaguely described items by fake articles. In order to address this the following handling procedure shall be followed with respect to yellow metal / gold articles :

1. Instead of handing over of the lost & found property to the Lost Property Office, the yellow metal items shall be taken over by a committee consisting of designated Lost Property Officer, Duty Manager and a designated Accounts Manager. The Committee should seal the yellow metal in an envelope duly signed by them indicating the entry details of Lost & Found Property Register. The article should be described in possible details to represent a clear picture of the article.
- 1.2 In case, the committee members are not available for any reason the yellow metal shall be sealed in similar manner by the Duty Manager in the presence of one officer of CISF / State Police (not below the rank of Inspector) and one independent witness from airlines, who will sign in place of committee members.
2. The sealed envelope shall be preserved in the cash chest of Accounts Deptt.
3. After a period of three months as and when a disposal is planned, Govt. Assessor / Govt. approved Assessor should be engaged for assessing the material, its purity and quantity.

: 2 :

4. The envelope shall be opened by the Committee in front of the Assessor who will assess and describe the material appropriately.
5. Thereafter the material with its proper description shall be taken over by the Lost & Found Property Officer for disposal action.

This is in addition to Operational Circular No.9 of 1989.

Kindly acknowledge receipt.

S.K. Mishra
(S.K.Mishra)
Executive Director (Ops.)

To

The Regional Executive Director,
Airports Authority of India,
Northern / Eastern / Western / Southern / North Eastern Region,
New Delhi / Kolkata / Mumbai / Chennai / Guwahati

Airport Director,
Airports Authority of India,
Kolkata / Chennai / Trivandrum

Principal,
CATC, AAI, Allahabad

General Manager,
CSR/RC&DU/Central E&M Workshop,
Airports Authority of India,
Safdarjung Airport,
New Delhi

**Airports Authority of India
(Department of Operations)**

No.Ops.720/81/

Dated : 3rd April, 2008

Operational Circular No.2 of 2008

Sub : Imposition of penalties at airport premises - guidelines reg.

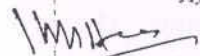
Instances regarding levying of penalties for violation of AAI (Management of Airport) Regulations, 2003 by AAI executives using discretionary powers, at times, are creating doubts in the minds of offenders / violators resulting into criticism and bad name to AAI.

2. In order to streamline and ensure transparency & complaint free service to the airport users, uniformity in imposing of appropriate penalty is required.

3. In exercise of the powers conferred upon the Airports Authority of India, vide AAI (Management of Airports) Regulations 2003 published in The Gazette of India, Extraordinary, Part III-Section 4 on 3rd July, 2003, the Airport Director / Controller / Incharge of Airport / Authorised representative of Chairman is authorized to impose penalty for contravention of these Regulations, as per the guidelines enclosed as Annexure I.

4. Where the contravention of the regulation is felt to assume a proportion meriting penalty higher than as indicated in the guidelines upto the maximum enforceable penalty of Rs.500/- under the Regulations, the cases may be referred to Airport Director / Controller / Officer Incharge.

5. REDs may bring the contents of the operational circular to the notice of Airport Director / Controller / Officer Incharge in their region for implementation at their respective stations.



(B.K. Arora)

Executive Director(Ops.)

Encl : As above

To :

Airport Director, AAI
NSCBI / Chennai Airport
Kolkata / Chennai

- for information and necessary action. Additional photocopies be made at airport for distribution among concerned executives.

Regional Executive Director,
Airports Authority of India,
NR/ ER / WR / SR / NER Regions
New Delhi / Kolkata / Mumbai / Chennai / Guwahati

- for information and necessary action. Additional photocopies be made for distribution among Airport Directors / Controllers in your region.

CC :

1. ED(Training), NIAMAR
2. ED(ATM)
3. ED(Comml.)
4. ED(F&A)
5. Sr. EA to CM
6. PS to M(OPS.)

Imposition of penalties – guidelines regarding

Sl. No.	Offence / Violations	Penalty (Rs.)
1.	Smoking in public area except where designated smoking chambers or areas are established.	100.00
2.	Spitting in airport premises	100.00
3.	Un-authorized entry into terminal building or airside	100.00
4.	Rash Driving / overspeeding	100.00
5.	State of intoxication while within the airport premises	100.00
6.	Creating nuisance in public areas	100.00
7.	Organizing or taking part in any public assembly, demonstration, dharnas or procession likely to obstruct or interfere with proper use and orderly functioning of airport.	100.00
8.	Display of banners, flags, posters, emblems or write slogans in or around terminal.	100.00
9.	Damage, displace, deface or alter any building structure or other property of AAI whether movable or, immovable. Besides penalty, action to be taken to recover the loss from the defaulter or his /her organization.	500.00 / Actual loss whichever is higher
10.	Misuse of passenger baggage trolley	100.00
11.	Using language likely to cause offence / annoyance	100.00
12.	Throwing loose papers, plastic cups or glass etc. in airport premises.	100.00
13.	Obstruction of authorized persons in the discharge of his / her duties	200.00
14.	Non-display of Photo Identity Card while entering into or being in the terminal or airside	100.00

15.	Dumping garbage on airside	200.00
16.	Vehicle / equipment left unattended on airside	200.00
17.	Transportation of overloaded airline baggage containers	200.00
18.	Vehicle / equipment operating without anti-collision light / obstruction flag on airside	200.00
19.	Vehicle / equipment not following vehicular lanes	200.00
20.	Vehicle/equipment/persons obstructing aircraft movement	500.00
21.	Crossing /operating vehicle / equipment close to active runway/taxiway without permission	500.00
22.	Vehicles / equipment operation without permit (ADP)	500.00
23.	Parking of vehicles / equipment in no parking area	200.00

No.Ops.713/Del-Fog/2006/

30th October, 2008

Airport Director,
Airports Authority of India,
S.V.Patel / Biju Patnaik / Lucknow / Jaipur / Baroda and Nagpur Airport,
Ahmedabad / Bhubneshwar / Lucknow/ Jaipur/ Vadodra and Nagpur

Sub : Preparedness for operations during fog season.

During the forthcoming winter season with fog prevalent at IGI Airport and at other airports in the country, flights are likely to be delayed and diverted.

In order to ensure smooth operations of flights and better passenger facilitation, the following actions may be taken at various airports :

- i) A coordination meeting may be conducted to interact with Met department, airline operators, agencies and concessionaires to gear up to cater to additional number of passengers, visitors and aircraft movements during the period.
- ii) Ahmedabad, Bhubneshwar, Lucknow, Jaipur, Vadodra and Nagpur airports have been identified as diversionary airports. Airport Directors at these airports are advised to gear up existing facilities and provide additional facilities to handle / delayed diverted traffic.
- iii) Arrangement to disseminate flight information to passengers before they come to the airport.
- iv) All relevant information especially flight delays need to be prominently displayed on CCTV monitors and FIDs.
- v) Additional seating arrangements be made in terminals wherever feasible.
- vi) Restaurants and TR stalls may be advised to make arrangement for fortified snacks, drinking water, tea, coffee and other beverages and also deploy extra staff to handle the demand.
- vii) Additional information counters at city side for airlines be made available for instant dissemination of flight information.
- viii) Senior representative of airline operator be available at the airport for decision making and to facilitate stranded / additional passenger load due to diversion / delay of flights.

read
at time
1130-1155 hrs
Mylon
21.10.08

- ix) Additional personnel may be deployed for manning of the toilets and cleanliness inside and cityside of terminals.
- x) Availability of trolleys may be ensured at the land side and inside baggage claim area.
- xi) Airlines may be advised to coordinate arrangements of stay for the stranded passengers of various delayed / diverted flights.
- xii) Traffic Police may be advised to regulate the additional flow of vehicular traffic in an orderly way on the city side.
- xiii) CISF may be advised to ensure that all security check points inside the Terminal Building are manned.
- xiv) Any other arrangement deemed necessary to handle the situation.

A feed back on the above will be appreciated.

S.K. Mishra

(S.K.Mishra)
Executive Director (Ops.)

Copy to :
Regional Executive Director, - for information
Airports Authority of India,
Northern / Southern / Western / Eastern Region,
New Delhi / Chennai / Mumbai / Kolkata.

Member (Ops.) - for information