

18TH NATIONAL CONFERENCE ON e-GOVERNANCE **MINISTRY OF CIVIL AVIATION Partnership with Industry- New Business Models and Service Delivery** Asok Kumar, IAS Joint Secretary, MoCA

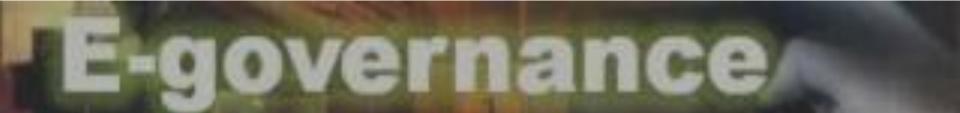
Civil Aviation Sector in India

To the Indian GDP, Aviation sector contributed 0.5% directly and 1.5% with catalytic effect (Year 2009) Very closely linked to Tourism which contributes 5% to the GDP 90% of foreign tourists take air route 11.5 million people are employed directly & indirectly in the sector

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Civil Aviation Sector in India

Has 12 Main Scheduled Operators and 1 regional operator 96 operational airports- 24 international 6.9 crore passengers in domestic and 1.7 crore passengers in international routes Domestic CAGR of 18.5% from 2004-05 to 2010-11 Handled 2.5 lakh MT of Cargo handled



e-Governance Initiatives in

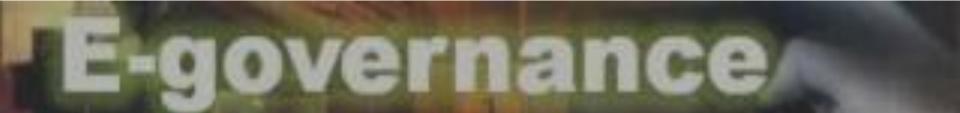
Ministry of Civil Aviation, Govt of India

DGCA- Directorate General of Civil Aviation

BCAS- Bureau of Civil Aviation Security

AAI-Airport Authority of India

Other PSUs- Air India, Pawan Hans Limited



The Ministry



 Bio-metric Attendance started on 1st Feb 2014 – Aadhar based from 1st October 2015
 e-Office (Part of digital India initiative of Gol) implementation since 1st October 2014
 *140 / 180 staff trained, Around 10 lakh sheets of old files digitised, all intra office correspondence and communicaitons with subordinate offices moved on eOffice

Personnel information being made online

Service Book, Leave, Tours etc in e mode

Directorate General of Civil Aviation

DGCA- eGCA



- DGCA is the safety regulator of Civil Aviation.
- Responsible for regulation of air transport services to/from/within India & for enforcement of civil air regulations, air safety and airworthiness standards.
- Interfaces with all the regulatory functions of International Civil Aviation Organization (ICAO)
 - eGCA Project
 - To make the processes online, automated with minimal human intervention requirements
 To cover the entire gamut of DGCA processes
 including licensing, approvals, renewals
 To cover all offices of DGCA

Directorate General of Civil Aviation



DGCA- on line exams Online Examination System since 2011 Currently used for certifying pilots-

- PPL,CPL,ATPL
- Six centers at present-Delhi, Mumbai, Chennai, Kolkota, Hyderabad, Lucknow
 - Once in 3 months-January, April, July, October
 - Appx 3000 people take exams in each session
 - Online on demand planned- Delhi center
 - expanded to accommodate 180 seats
- Aircraft Maintenance Engineers exams planned

Directorate General of Civil Aviation

DGCA-Know Your Rights Portal



 http://dgca.nic.in/kyrdgca/KYR_portal.html
 Travel Issues-Refund, Delays/ cancellations and denied Boardings, Baggage, Booking issues, Air fare component
 Special Assistance- Carriage of passengers with disability, facilities for Senior Citizens and expectant mothers etc
 Advisory for passengers- Air fare over charging, conditions of carriage
 Grievance redressal mechanism-, DGCA dedicated email-

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Disruptive passengers- regulatory provisions, conditions for deboarding, Do's and Dont's for passengers,

Fips for healthy flights



BUREAU OF CIVIL AVIATION SECURITY नागर विमानन सुरक्षा ब्यूरो



BCAS - Examinations

- Basic AvSec Certification examinations online
- At Delhi, Mumbai, Kolkota, Chennai
- Every month

Appx 100-150 per center, per month Open to all personnel who handles aviation security related matters –CISF, ASG, Airport and Airline staff Negative markings,

80% pass marks



BUREAU OF CIVIL AVIATION SECURITY नागर विमानन सुरक्षा ब्यूरो



- BCAS- Access Control at airports
 To make airport access control biometric based
 - Biometric data of all airport/airline/security staff except passengers to be captured
 - Access to various zones of the airports shall be allowed based on authorisations, and biometrics
 - Trials under way to permit e-boarding passes

Boarding passes received on mobiles to be used in lieu of paper boarding passes



AAI - GAGAN

GPS Aided GEO Augmented Navigation Satellite based Navigation system over the Indian region Joint program between Airports Authority of India (AAI) and Indian Space **Research Organization (ISRO) Better accuracy, integrity and continuity** of service for its application in civil

AAI-GAGAN



GAGAN – takes navigational aid from core GPS (Global Positioning System) constellation and augments it through the Geo Stationary satellites Is the FOURTH certiifed SBAS in the world To be used for flight management and navigatiom Can also be used in Search and Rescue, Natural **Resource and Land Management**, **Telecommunications**, Vehicle tracking, realtime weather forecasting



AAI- GPRS based EDC

GPRS enabled Electronic Data Capture Terminals (EDC) at ATS started 21st Sept 2013

 Provision for of collection of airport charges from small non-scheduled operators and non-scheduled foreign operators through Credit/Debit cards
 monthly collections through this system over Rs. 2 oo Crores per month



AAI- SACFA NOCAS INTEGRATION Single window height clearance to communication masts Integration of the Standing Advisory **Committee on Radio Frequency Allocation** (SACFA)' s online application server and **Airports Authority of India's NOC Application** System (NOCAS) server for height clearance To facilitate the telecom operators, **Droadcasters and other wireless users to** obtain expeditious clearance from SACFA secretariat and AA

OTHER NOTABLE INITIATIVES

e-Procurement All procurements in Air India, **Airport Authority, Pawan Hans** Limited has been shifted to e-mode since Nov 2014 Inventory management using ERP **based** solutions

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