



18<sup>TH</sup> NATIONAL CONFERENCE ON e-GOVERNANCE

# MINISTRY OF CIVIL AVIATION

Partnership with Industry-

New Business Models and Service Delivery

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# 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

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# 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

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# The Ministry



Ministry of Civil Aviation  
Government of India



- ❖ Bio-metric Attendance started on 1<sup>st</sup> Feb 2014 – Aadhar based from 1<sup>st</sup> October 2015
- ❖ e-Office (Part of digital India initiative of GoI ) implementation since 1<sup>st</sup> October 2014
  - ❖ 140 / 180 staff trained, Around 10 lakh sheets of old files digitised, all intra office correspondence and communications with subordinate offices moved on eOffice
  - ❖ Personnel information being made online
  - ❖ Service Book, Leave, Tours etc in e mode

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## 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



## 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

## DGCA-Know Your Rights Portal

- [http://dgca.nic.in/kyrdgca/KYR\\_portal.html](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-sugam
- Disruptive passengers- regulatory provisions, conditions for deboarding, Do's and Dont's for passengers,
- Tips for healthy flights





BUREAU OF CIVIL AVIATION SECURITY

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## 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

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## 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

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## **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 aviation**





## **AAI- GAGAN**

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

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## **AAI- GPRS based EDC**

- **GPRS enabled Electronic Data Capture Terminals (EDC) at ATS started 21<sup>st</sup> 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. 2.00 Crores per month

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## **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, broadcasters and other wireless users to obtain expeditious clearance from SACFA secretariat and AAI**



# 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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The background is a collage of images related to technology and global communication. It includes a satellite in orbit, a globe, and a computer keyboard. The text 'THANK YOU' is overlaid in the center in a bright yellow, bold, sans-serif font.

**THANK YOU**

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