

Telephone No. : 4622495 Telegraphi Address: Commercial : AIRCIVIL NEW DELHI Aeronautical : VIDDYAYX E Mail: <a href="mailto:dri@dgca.delhi.nic.in">dri@dgca.delhi.nic.in</a> Fax 011 24629221	<b>GOVERNMENT OF INDIA</b> <b>AERONAUTICAL INFORMATION SERVICES</b> <b>DIRECTOR GENERAL OF CIVIL AVIATION</b> <b>OPPOSITE SAFDARJUNG AIRPORT</b> <b><u>NEW DELHI-110003</u></b>	Sl. No. 7/2007 <hr/> 28 <sup>th</sup> September, 2007
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The following circular is issued for information, guidance and compliance.



(Kanu Gohain)

Director General of Civil Aviation

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**GRANT OF PERMISSION FOR PROVIDING GROUND HANDLING  
SERVICES AT AIRPORTS OTHER THAN THOSE BELONGING  
TO THE AIRPORTS AUTHORITY OF INDIA**

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**1. Introduction**

1.1. "Ground handling" means:

- (i) ramp handling which shall include the activities specified in Annexure 'A';
- (ii) traffic handling which shall include the activities as specified in Annexure 'B'; and
- (iii) any other activity specified by the Central Government to be a part of either ramp handling or traffic handling.

1.2. In accordance with the **Airports Authority of India (General Management, Entry for Ground Handling Services) Regulations, 2000**, an airline operator may carry out ground handling services at an airport either by itself or engage the services of any of the following, namely:-

- (i) Airports Authority of India;
- (ii) Air India or Indian Airlines; and
- (iii) Any other agency licensed by the Airports Authority of India.

1.3. The Airports Authority of India (General Management, Entry for Ground Handling Services) Regulations, 2000, have been made under Section 42 of the Airports Authority of India Act, 1994 and thus are applicable to the airports managed by the Airports Authority of India. With the restructuring of certain airports and development of a few Greenfield airports in the private sector, it has become imperative for the Central Government to lay down the eligibility criteria for various agencies to undertake ground handling services at non-AAI airports. **The number of such agencies to be permitted at each airport is also to be determined by the Government having regard to all the relevant factors such as demand for such services, available infrastructure and competitive environment, without compromising the safety and security aspects.**

1.4. Rule 92 of the Aircraft Rules, 1937 provides that the licensed public aerodromes shall, while providing ground handling services themselves, ensure a competitive environment and allow the ground handling service providers permitted by the Central Government to provide ground handling services at such aerodromes without any restriction. **These ground handling service providers shall, however, be subject to security clearance of the Central Government. As such, it is for the Central Government to decide the agencies who can provide ground handling services at various aerodromes and also the eligibility criteria for such service providers.**

## **2. Eligibility Criteria for Ground Handling Service Providers**

While the Airports Authority of India would promulgate the necessary regulations, with the previous approval of the Central Government, under the Airports Authority of India Act, 1994, with respect to provision of ground handling services at the airports under their control, it has been decided by the Central Government that with immediate effect, the following entities shall be eligible to undertake ground handling services at airports other than those belonging to the Airports Authority of India:-

### **(A) All Metropolitan Airports, i.e. the airports located at Delhi, Mumbai, Chennai, Kolkata, Bangalore and Hyderabad**

- (i) The airport operator itself or its Joint Venture (JV) partner;
- (ii) Subsidiary companies of the national carrier i.e. National Aviation Company of India Ltd. or their joint ventures specialized in ground handling services. Third party handling may also be permitted to these subsidiaries or their JVs on the basis of revenue sharing with airport operator subject to satisfactory observance of performance standards as may be mutually acceptable to the airport operator and these companies; and
- (iii) Any other ground handling service providers selected through competitive bidding on revenue sharing basis by the airport operator subject to security clearance by the Government and observance of performance standards as may be laid down by the airport operator.

**Note.—** *A minimum of two ground handling service providers shall be authorized at these airports in addition to the subsidiaries of National Aviation Company of India Ltd.*

**(B) At all other airports:**

In addition to the entities mentioned above, the airline operators shall also be permitted to undertake self-handling. However, foreign airlines shall not be allowed to engage themselves in self-handling.

**3. Entry into Terminal Building / Movement Area**

Except as provided in rule 90 of the Aircraft Rules, 1937, the bonafide employees of the entities permitted to undertake ground handling services at airports in accordance with paragraph 2 shall also be allowed to enter and remain in the terminal building or movement area.

**4. Security Protocol**

4.1 Bureau of Civil Aviation Security may impose such restrictions as may be necessary in this behalf on grounds of security.

4.2 All concerned agencies as specified in paragraph 2 hereinabove shall be required to follow the instructions issued by BCAS as contained in Annexure 'C' or as may be altered/substituted/modified or amended from time to time.

4.3 Further, all concerned agencies, besides complying with the above, shall also be required to follow the provisions contained in the Aircraft Act, 1934 and the rules made thereunder and directions, orders and circulars issued from time to time.

**5. Equipment**

All concerned agencies shall ensure that the state-of-art equipment are used and best practices are followed.

**6. Defence Enclaves**

This AIC shall not apply to defence installations/enclaves/enclosures at the airports.

**7. Coming into Force**

This policy shall come into force **with immediate effect**. The airline operators or any other ground handling service providers not covered by this policy shall not be allowed to undertake self-handling or third party handling with effect from **1<sup>st</sup> January, 2009**.

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## **RAMP HANDLING**

### **1. Aircraft Handling**

- 1.1 Attendance
- 1.2 Marshalling
- 1.3 Parking
- 1.4 Starting
- 1.5 Safety Measures
- 1.6 Mooring of Aircraft

### **2. Aircraft Servicing**

- 2.1 Liaison for Fuelling and Defuelling
- 2.2 Liaison with suppliers for replenishing of oil and other fluids
- 2.3 Cabin Equipment
- 2.4 Routine and Non-Routine services
- 2.5 Cooling and heating

### **3. Aircraft Cleaning**

- 3.1 Exterior Cleaning
- 3.2 Interior Cleaning
- 3.3 Toilet service
- 3.4 Water services

### **4. Loading and Unloading**

- 4.1 Loading and unloading of passenger baggage
- 4.2 Transshipment of passenger baggage
- 4.3 Operation of loading/unloading equipment
- 4.4 Positioning and removing of passenger stairs/bridges
- 4.5 Emplane/deplane passengers
- 4.6 Break/make-up of baggages
- 4.7 Bussing of passengers/crew
- 4.8 Bulk loading/unloading of baggage

5. **Cargo Handling Services**

- 5.1 Loading, off-loading and transshipment of cargo on/from the aircraft
- 5.2 Mail handling services
- 5.3 Operate/provide/arrange essential equipments for handling of cargo
- 5.4 Transshipment of cargo
- 5.5 Palletisation/containerization of cargo
- 5.6 Break-up/make-up of cargo container/unit load device
- 5.7 Bulk loading/unloading

6. **Security**

- 6.1 Watch and ward of registered baggage/cargo/aircraft and handling equipment
- 6.2 Aircraft security/inspection in transit
- 6.3 Security/surveillance for ladders point check
- 6.4 Security for catering items

**TRAFFIC HANDLING**

**1. Terminal Services**

- 1.1 Handling documents and load control
- 1.2 Passengers and baggage handling at the airport terminals
- 1.3 Cargo handling services at the airport terminals
- 1.4 Mail handling services at the airport terminal
- 1.5 Traffic services at the airport terminals including passenger check-in

**2. Flight Operations**

- 2.1 INFORM THE CARRIER OF ANY KNOWN PROJECT AFFECTING THE OPERATIONAL SERVICES AND FACILITIES MADE AVAILABLE TO ITS AIRCRAFT IN THE AREAS OF RESPONSIBILITY
- 2.2 Flight preparation at the airport of departure
- 2.3 Flight preparation at a point different from the airport of departure
- 2.4 In-flight assistance
- 2.5 Post flight activities
- 2.6 In-flight re-dispatch
- 2.7 Communication system associated with Ground Handling
- 2.8 Material handling

**3. Surface Transport**

- 3.1 Arrangements for the transportation of passengers/baggages and cargo between separate terminals at the same airport
- 3.2 Arrangements for passengers/crew transport together with their baggage between Airport and city or other agreed points

**4. Representational Services**

- 4.1 Liaison with local authorities
- 4.2 Information to interested parties, movement of the carrier aircraft
- 4.3 Disbursement of payment on behalf of the carriers at all airports
- 4.4 Supervision and administration services

5. **Security**

- 5.1 Registered baggage X-ray scan check (baggage and cargo)
- 5.2 Surveillance/vigilance for registered baggage at baggage make-up/break-up area of the airport
- 5.3 Baggage identification/watch and ward of registered baggage

**SECURITY REQUIREMENTS**

**NO. CAS-7(29)/2007.DIV-I  
BUREAU OF CIVIL AVIATION SECURITY  
(MINISTRY OF CIVIL AVIATION)  
GOVERNMENT OF INDIA  
A WING, JANPATH BHAWAN  
JANPATH, NEW DELHI – 110001  
DATED 19-2-2007**

**CIRCULAR NO. 4/2007**

Subject : Instructions on deployment of ground handling agencies at the airports.

It has been brought to the notice of this bureau that there are number of ground handling agencies working at the airports in the country without prior security clearance and background checks. In view of the current surcharged security environment in the country and threat to civil aviation from terrorist outfits, induction of private ground handling agencies into the airports without proper background checks, security clearance from the appropriate authority and authorization by the AAI/Airport Operator, may lead to serious security and legal problems. It has, therefore, been decided that the following instructions relating to deployment and induction of ground handling agencies at the airports shall be implemented by all concerned agencies/departments.

- (i) No ground handling agency shall be allowed to work at the airport in future by the Airport Operator, Aircraft Operator or any other agency which has legitimate functions at the airport, unless prior security clearance is obtained from the BCAS.
- (ii) As per the Ground Handling Regulations 2000 dated 17.1.2000, the AAI/Airport Operator may issue a license only after security clearance from the BCAS to such ground handling agencies on prescribed terms and conditions and eligibility criteria for ground handling agencies and the number of such agencies to be appointed at each airport shall be determined keeping in view the safety, security, demand, available infrastructure, land and other relevant considerations to be laid down by the AAI in accordance with the Section 5 of the AAI Ground Handling Regulations (2000).

- (iii) Aircraft operator shall enter into contract with the ground handling agencies only after prior security clearance to these entities from the BCAS and approval from the AAI/Airport Operator.
- (iv) In case AAI/Airport Operator or Aircraft Operator intend to appoint a new ground handling agency, the details of such agency is required to be sent to BCAS alongwith the profile of such company at least 3 months in advance so that the background check of the ground handling agency can be done by the BCAS through IB and local police.
- (v) Background check in respect of the ground handling agencies working in the airports is necessary. Therefore, AAI/Aircraft Operator shall send the details of the each existing ground handling company, already engaged by them for ground handling functions alongwith the company profile and address, telephone numbers etc. of Board of directors and management so that the necessary action could be taken by the BCAS to get the antecedents verified of such agencies. In case any company comes to adverse notice, the same shall not be allowed to work at the airport and shall be liable to be removed from the airport.
- (vi) Security related functions as specified by the BCAS in the National Civil Aviation Security Programme and amended from time to time shall not be entrusted to the ground handling agencies by the AAI Airport and Aircraft Operators.
- (vii) Airport Entry Permits to employees of the ground handling agencies shall not be issued by the BCAS unless they have completed the BCAS prescribed Aviation Security Awareness programme, their background check has been completed and there is no adverse report against them.

SD/-  
(M. MALAVIVA)  
Addl. Commissioner of Security (CA)

Distribution as per list attached