

UNIT IV

5.1. CLASSES OF SERVICE

5.2. IN-FLIGHT SERVICE AND SEATING ARRANGEMENTS

5.3. DGCA, AAI

5.4. LATEST TRENDS AND ADVANCEMENTS IN CIVIL AVIATION

5.1. CLASSES OF SERVICE

First class/Supersonic class

- Maximum space available
- Sophisticated in-flight entertainment system
- Priority baggage tag for fast delivery at destination
- Separate check-in counters and airport lounge
- Before take-off choice of welcome drink
- Throughout the flight drinks and beverages available
- Prepared luxury catering and/or planned by famous cooks or a reputable restaurant management
- Using superior quality of china, glasses and silverware

Continued...

- To allow more sleeping time during night flights, a lighter meal may be served shortly after take-off
- First priority to disembark the aircraft
- Special give away
- Personalised cabin service calling passenger's name
- Luxury blankets and large pillows

Business Class/Superior Class

- more space
- Individual cabin service
- Separate check-in counters and sometimes airport lounges
- Choice of main course
- Before take off welcome drink
- Exclusively for business class separate toilets
- The “entrée”, main course and the dessert served separately
- Electric ear phones for in-flight entertainment
- Luxury night kit including socks for sleeping and eye shades
- Larger tray including quality cutlery of stainless steel

Economy Class:

- Basic comfort and facilities
- Adequate space enough for a normal person
- Generalized cabin service
- Common check-in counters
- Fixed menu with welcome drink and a round of alcohol service
- Common toilets for Economy Class
- Personal/Shared AV Entertainment
- Basic pillow and a blanket for comfort
- Melamine ware + Single use cutlery / Stainless steel cutlery depending upon aircraft

Upgrading & Downgrading

- **Voluntary Upgrading**

There are two or three different classes of services. The comfort and service is different between short haul and long haul flights. For more space, service and comfort it is usually possible to pay more-

- When making reservation
- When ordering tickets
- Before leaving the origin
- At any stopover place
- At the airport prior to check-in, or sometimes at the gate

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- **Involuntary Upgrading**

Sometimes, and taking where passengers are upgraded by the airline without taking any charge for them:

- Change in the configuration of the aircraft, having less space in the lower class
- Because of trim weight problems the aircraft has to accommodate more passengers in a higher class
- The lower class is overbooked
- Cancellation of a flight

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- **Voluntary Downgrading**

- To allow correct reservations and ticketing their changes of class should be done well in advance period to boarding of the plane.
- Once boarded the plane, it might be possible to sit in the lower class but it will not be possible to claim any refund

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- **Involuntary Downgrading**

Involuntary downgrading can occur only for two reasons:

- The higher class of a flight is over booked
- Change of the seat configuration, having no higher class or less space in the higher class.
- The passenger who was downgraded Involuntarily has the right to claim a refund from the airline in any case.

5.2. IN-FLIGHT SERVICE AND SEATING ARRANGEMENTS

In-flight Services

- **In-flight entertainment**

News papers and magazines, including the airline's in-flight magazine, stationary, toys and children's books are likely to be available on request.

- **Children**

Baby-care equipment up to about 26 pounds can be carried in addition to the normal baggage.

- **Caring for the disabled**

Wheel chairs are usually carried free of charge, and stowed in the hold.

- **Overnight**

Blanket and pillows are available for passengers who wish to sleep, and the seats can be tilted back far enough for comfortable sleep.

In-flight Service Schedule

Irrespective of the different classes in the aircraft, the type of service given during long flights has a similar schedule and might be as follows:

- Welcome drink
- Newspapers and emergency presentation before take off
- The in-flight menu plan
- Blankets, night kits
- Toys for children and sometimes souvenirs
- Hot refreshing towel service
- Beverage service with nuts

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- Coffee, tea, desserts and beverages at anytime throughout the flight
- In-flight movie is shown coinciding with the crew rest period
- Duty free items for sale
- On longer flights, a second meal service, usually less substantial or cold is offered
- Hot towel service (second distribution just prior to landing)

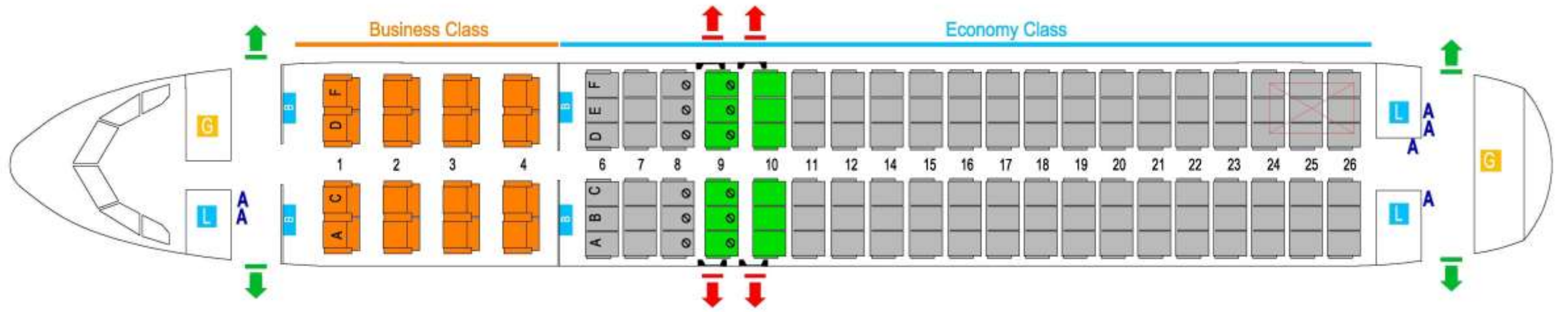
Special Meals Provided In-flight

In first-class, sometimes passengers can order their favorite dish but not special menus. The main purpose is to serve them to passengers having to follow special diets:

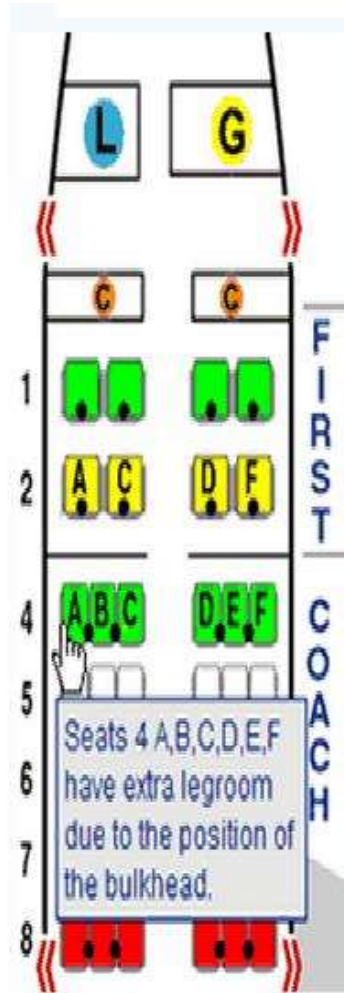
- Not to provoke allergies
- To respect religious guidelines
- To consider medical requirements

Seating Arrangements

- Seating arrangement in a plane is made in the below order
 - First class first
 - Business class second (Behind first class)
 - Economy class third (Behind business class)
- Configuration
 - Is the term used for seating arrangement
 - Depending on the aircraft body, the below seats will be available in two/three pairs. Eg: 2+3+2 (or) 3+3
 - Aisle Seat – Seat next to walkway
 - Window Seat – Seat next to window
 - Middle Seat - Seat located between Aisle & Window seat



Seatmap Key



- Detailed seatmap graphics
- In-depth comments about seats with limited recline, reduced legroom, and misaligned windows
- Color-coding to help identify superior and substandard seats
- In-seat power port locations
- Galley, lavatory, exit row, and closet locations

Seatmap Key

- Good Seat
- Some Drawbacks
- Poor Seat
- Standard Seat
- Blocked Seat
- FA Crew Seat
- Power Port
- ⏏ Emergency Exit
- V Overhead TV
- G Galley
- L Lavatory
- C Closet

5.3. DGCA, AAI



DGCA

DGCA

(Director General of Civil Aviation)



About DGCA

- Directorate General of Civil Aviation is an attached office of the Ministry of Civil Aviation.
- The DGCA is the regulatory body in the field of Civil Aviation primarily dealing with safety issues.
- It is responsible for regulation of air transport services to/from/within India and for enforcement of civil air regulations, air safety and airworthiness standards.
- It also co-ordinates all regulatory functions with International Civil Aviation Organisation.
- The headquarters are located in New Delhi with regional offices in the various parts of India.



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- There are 14 (fourteen) Regional Airworthiness Offices located at Delhi, Mumbai, Chennai, Kolkata, Bangalore, Hyderabad, Trivandrum, Bhopal, Lucknow, Patna, Bhubaneswar, Kanpur, Guwahati and Patiala.
- Apart from the Regional Airworthiness Offices, there are 5 (five) Regional Air Safety offices located at Delhi, Mumbai, Chennai, Kolkata and Hyderabad, the Regional Research and Development Office located at Bangalore and the Gliding Centre at Pune.
- The regulations are in the forms of the Aircraft Act, 1934, the Aircraft Rules, the Civil Aviation Requirements, the Aeronautical Information Circulars.

Aircraft Certification & Registration by DGCA

- DGCA under Rule 49 of the Aircraft Rules, 1937, is empowered to issue Type certificate of aircraft and its engines/ propellers manufactured in India and also revalidate the Type Certificate issued to an aircraft by foreign airworthiness authority.
- DGCA is responsible for registration of all civil aircraft in India. Rule 30 of the Aircraft Rules, 1937 empowers the DGCA to register aircraft and to grant certificate of registration in India.
- The procedure for registration and de-registration of an aircraft is given in Civil Aviation Requirements

Wide range of Authorities of DGCA

- Certificate of Airworthiness
- Special Flight Permits
- Safety Oversight
- Examination for Pilots and Engineers
- Flight Crew Licenses
- Aircraft Maintenance Engineers
- Training Schools
- Recognition of Foreign Licenses

DGCA - Duties & Functions



1. Registration of civil aircraft;
2. Formulation of standards of airworthiness for civil aircraft registered in India and grant of certificates of airworthiness to such aircraft;
3. Licensing of pilots, aircraft maintenance engineers and flight engineers, and conducting examinations and checks for that purpose;
4. Licensing of air traffic controllers;
5. Maintaining a check on the proficiency of flight crew, and also of other operational personnel such as flight dispatchers and cabin crew;



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6. Granting of Air Operator's Certificates to Indian carriers and regulation of air transport services operating to/from/within/over India by Indian and foreign operators;
7. Conducting investigation into accidents/incidents and taking accident prevention measures including formulation of implementation of Safety Aviation Management Programmes;
8. Carrying out amendments to the Aircraft Act, the Aircraft Rules and the Civil Aviation Requirements for complying with the amendments to ICAO Annexes, and initiating proposals for amendment to any other Act;



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9. Coordination of ICAO matters with all agencies and sending replies to State Letters, and taking all necessary action arising out of the Universal Safety Oversight Audit Programme (USOAP) of ICAO;
10. Supervision of the institutes/clubs/schools engaged in flying training including simulator training, or any other training related with aviation, with a view to ensuring a high quality of training;
11. Granting approval to aircraft maintenance, repair and manufacturing organizations and their continued oversight;
12. To act as a nodal agency for implementing Annex 9 provisions in India and for coordinating matters relating to facilitation at Indian airports including holding meetings of the National Facilitation Committee;



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13. Coordination at national level for flexi-use of air space by civil and military air traffic agencies and interaction with ICAO for provision of more air routes for civil use through Indian air space;
14. Keeping a check on aircraft noise and engine emissions in accordance with ICAO Annex 16 and collaborating with the environmental authorities in this matter, if required;
15. Promoting indigenous design and manufacture of aircraft and aircraft components by acting as a catalytic agent;
16. Approving training programmes of operators for carriage of dangerous goods, issuing authorizations for carriage of dangerous goods, etc.

Airports Authority of India

Airports Authority of India (AAI)

- The Airports Authority of India (AAI) was formed on **1st April 1995** by merging the International Airports Authority of India and the National Airports Authority with a view to accelerate the integrated development, expansion and modernization of the operational, terminal and cargo facilities at the airports in the country conforming to international standards.
- AAI manages 126 airports, which include 11 international airports, 89 domestic airports and 26 civil enclaves at Defence airfields.
- AAI also provides Air Traffic Management Services over entire Indian Air Space and adjoining oceanic areas with ground installations at all airports and 25 other locations to ensure safety of aircraft operations.

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- AAI's endeavour in enhanced focus on 'customer's expectations' has evinced enthusiastic response to independent agency organised customer satisfaction surveys at 30 busy airports.
- AAI's proposal to lease out, on global tender basis, the four most profitable jewels in its crown viz. Delhi, Mumbai, Kolkata and Chennai airports primarily aims to upgrade these to emulate the world standards.
- AAI's successful implementation of Automatic Dependence Surveillance system, using indigenous technology, at Calcutta and Chennai Air Traffic Control Centres, gave India the distinction of being the first country to use this advanced technology in the South East Asian region enabling effective Air Traffic Control over oceanic areas using satellite mode of communication.

Consultancy Services by AAI

- Airport Feasibility
- Airport Commercial Viability /Airport Audit Services
- Airport Master Planning
- Designing & Construction of:
 - Air Passenger Terminals/Air Cargo Terminals
 - Airport Pavements
 - Design of Aircraft Hangars and Supporting Infrastructure
 - Airport Electrical Installations/Approach and Night Landing Facilities
 - Remodeling, Modernisation of Airports

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- Planning, Installation, Operation & Maintenance of:
 - Radars, Navigational Aids, Visual & Non-Visual Landing Aids and Communication facilities.
- Air Space & Air Traffic Management, Air Route Re-Structuring
- Airport Management
- Flight Calibration of Airport Ground Facilities
- Commissioning & routine flight check of RADAR System, etc.

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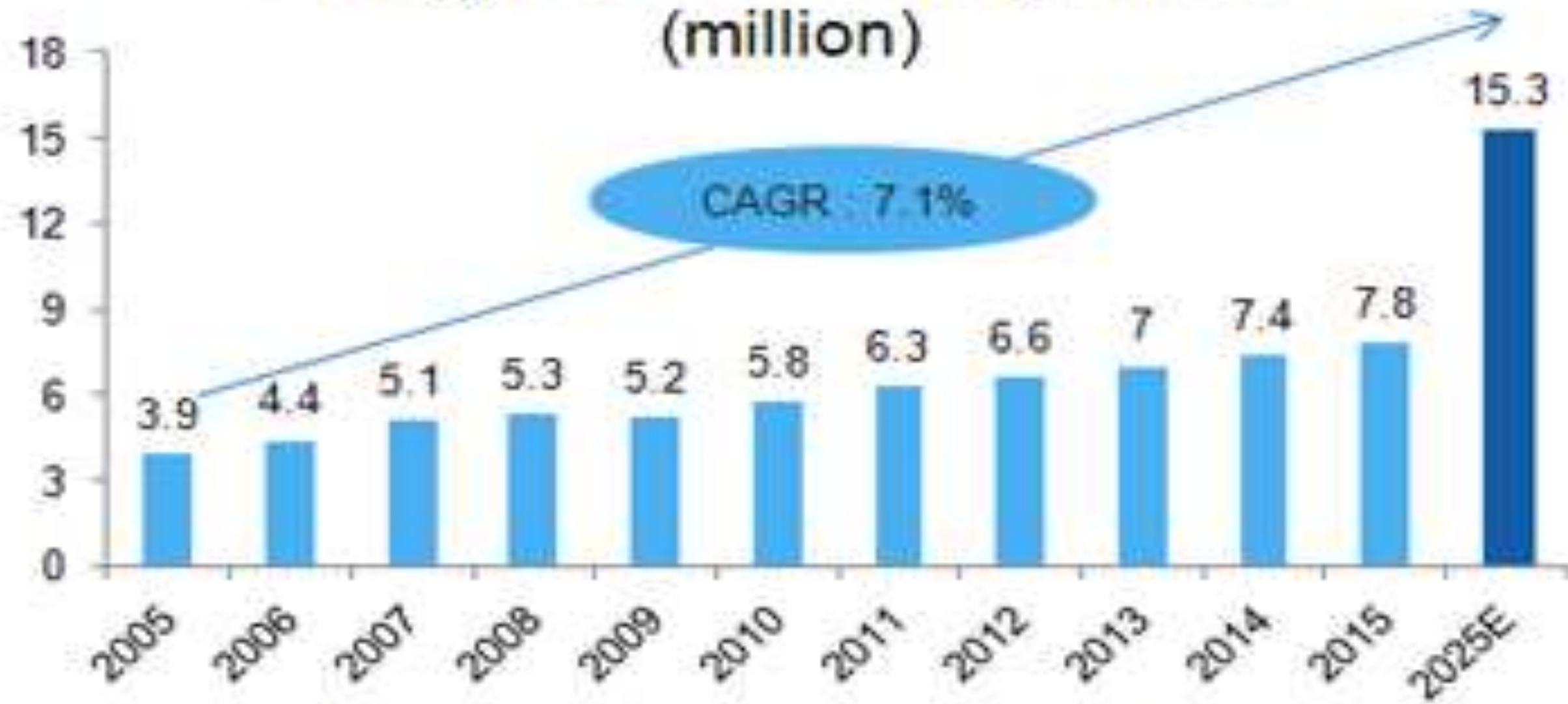
- Computerisation
 - Cargo Handling
 - Passenger Information System
 - Airport Terminal Information System
 - Air Traffic Management and Airlines Billing
- Training
 - Air Traffic Controllers
 - Airport Air Side Management (Ground Flight Safety)
 - Radar & Nav. Aids & Communication Equipment
 - Engineers
 - Airport Terminal Management
 - Airport Fire Services

5.4. LATEST TRENDS AND ADVANCEMENTS IN CIVIL AVIATION

Indian Civil Aviation – Facts & Figures

- Skyrocketing growth - 9m passengers to 1.6 bn. passengers (1945-2002)
- Ranked 10th in the world in terms of number of pax
- Vision of becoming 3rd largest Aviation market in 2022 & the largest in 2030
- AAI has 125 Airports & out of which 71 has scheduled operations
- Potential to handle 336m Domestic & 85m International pax by 2020 (current - 121m Dom & 41m Intl.)
- Industry driven by multiple factors - LCC, Modern Airports, FDI & IT

Foreign tourists arriving in India (million)

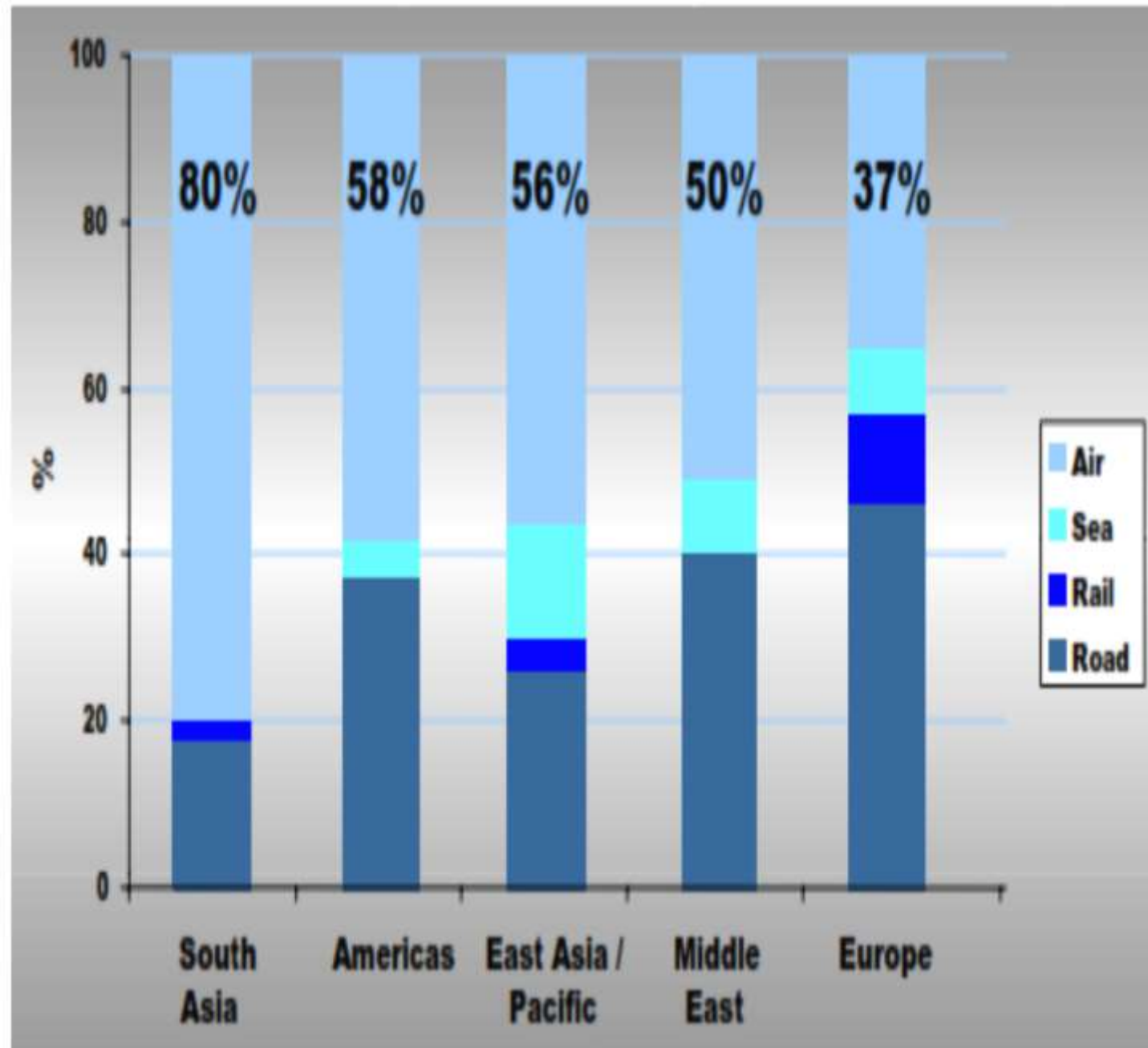


Source: World Travel & Tourism Council's Economic Impact 2015, Ministry of Tourism, TechSci Research

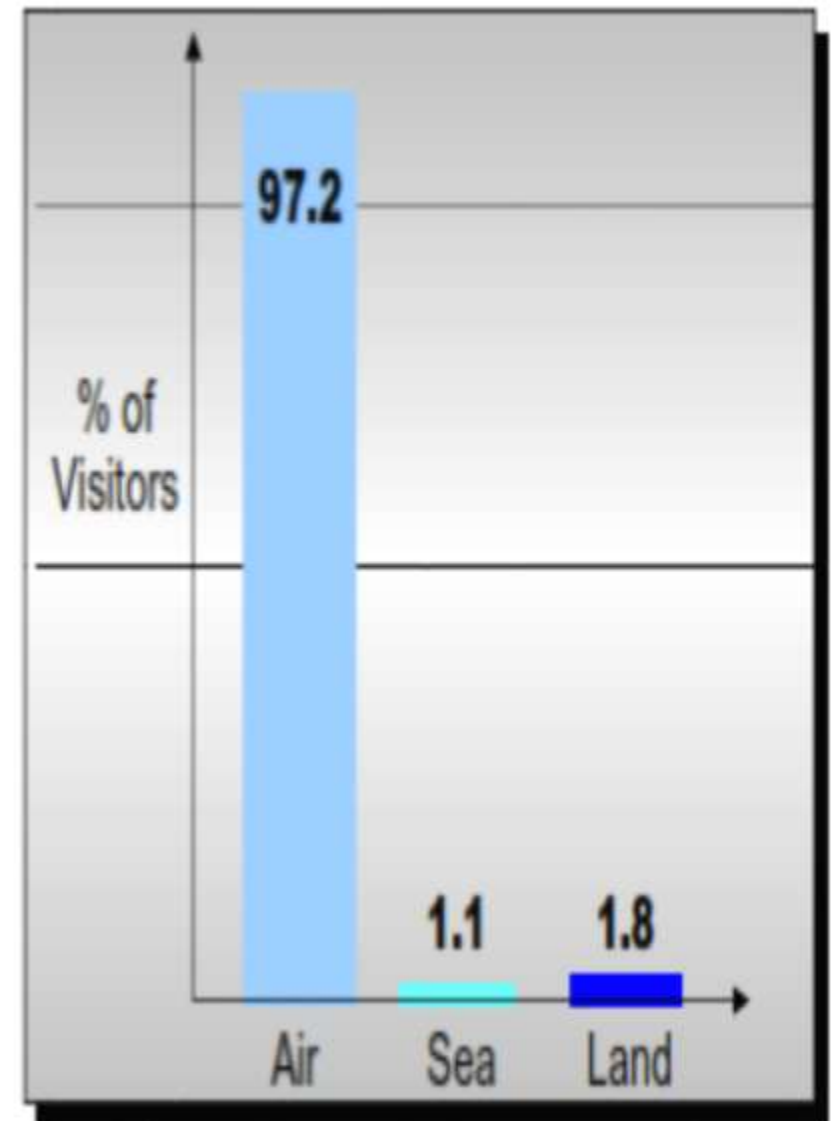
India - A Long Haul Destination

- Geographic location of India: A challenge
- Inbound and outbound traffic is almost entirely dependent on air travel
- Key source markets for Tourism rely on Air access only
- If the average passenger load factors are of 75 to 80%, then there is a capacity constraint & potential customers are being turned away.
- ***Non-availability of seats = Jeopardizing tourism prospects of the country***

MODES OF TRANSPORT FOR INTERNATIONAL TRAVEL

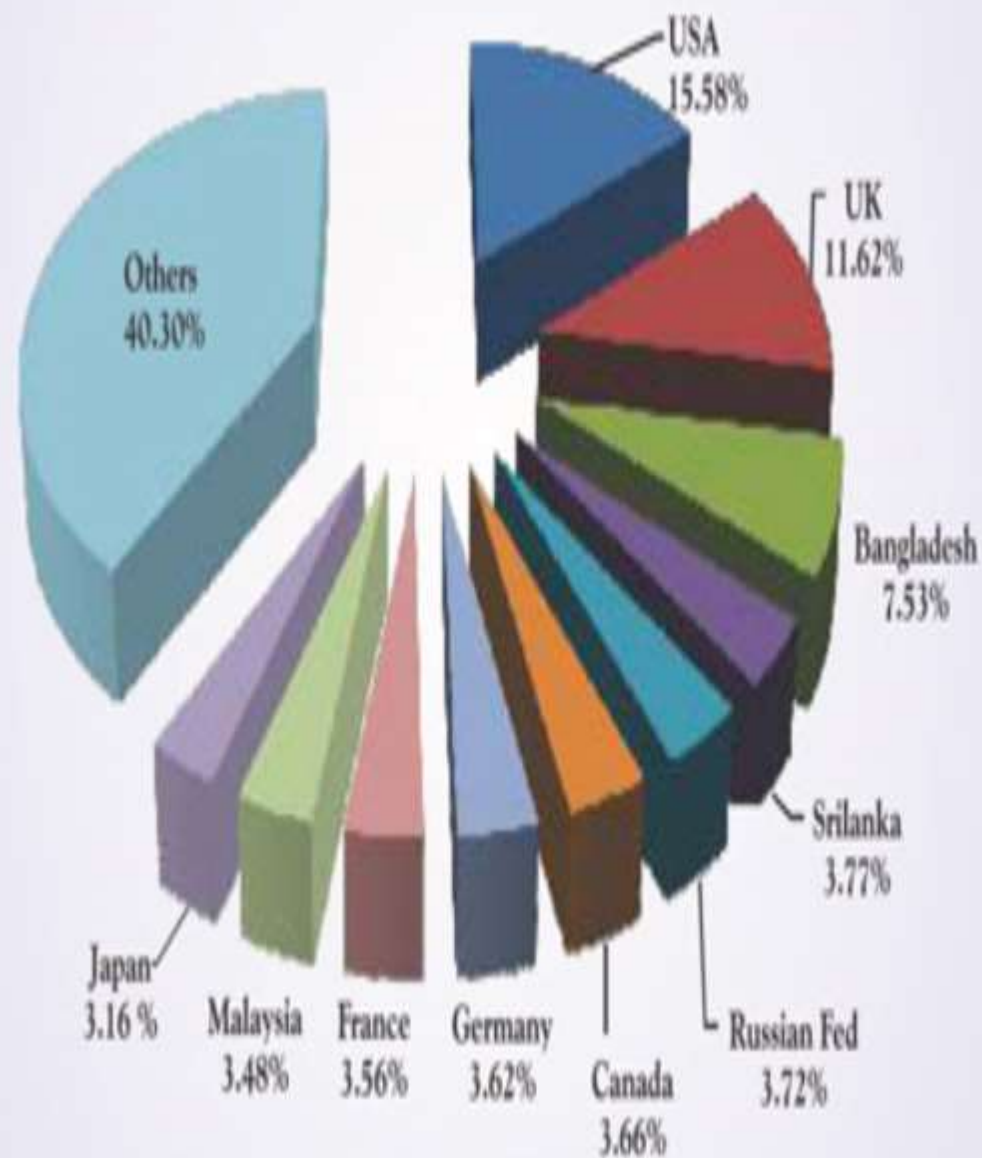


MODES OF TRANSPORT TO INDIA

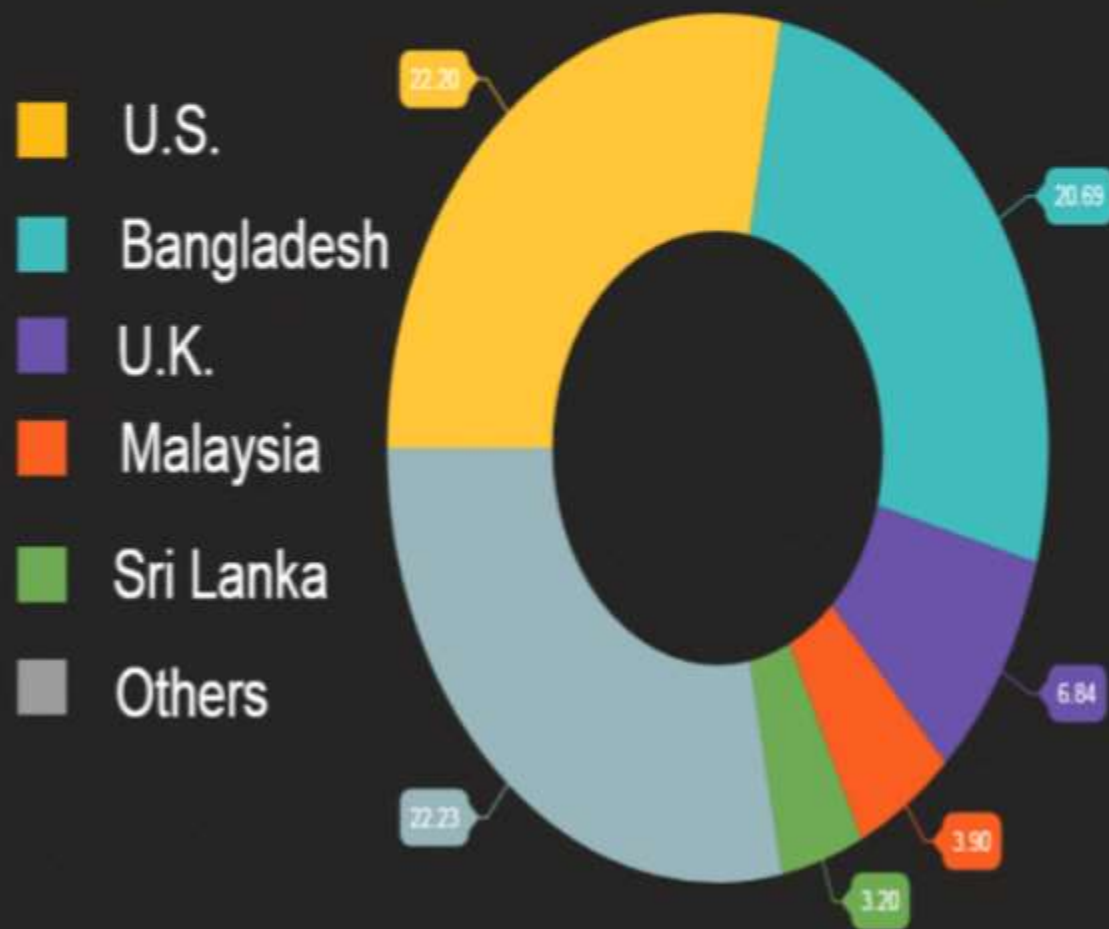


Source: Tourist Statistics 2001, Department of Tourism, GOI
 Note: Bangladesh & Pakistan not included.

Percentage share of Top 10 Countries for FTAs in India in 2013



India's Tourist Arrivals in June 2016



Policy Makers' Initiative - 12th Five Year Plan (2012-17)

- Improving air connectivity of Tier II & Tier III cities
- Investment of 1500 Cr. for development of Non-Metro Airports
- Investment of over USD 120 bn. in development of Airport Infrastructure & Low Cost Airport
- 15 more Airports to hit under the Greenfield Airport Policy

Highlights of NCAP – 2016

- Airfare to be capped at Rs. 2500 per pax for 1 hour flights
- Scrapping of 5/20 requirement for Intl. operations
- New requirement for Intl. operations - 20 flights (or) 20% capacity for Dom operations (whichever is higher)
- Revival of Airstrips/Airports as No-frill Airports for Rs.50-100 Cr.
- No Airport charges, reduced ST, Excise Duty
- High priority for Tier II & Tier III cities (Contributes less than 30% to Air Traffic)

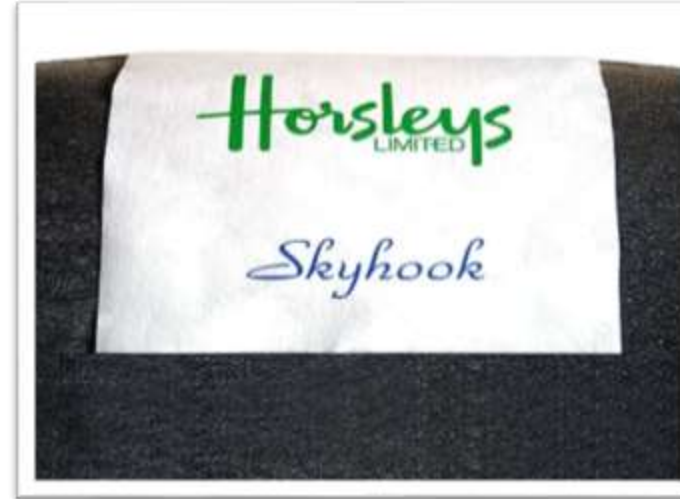
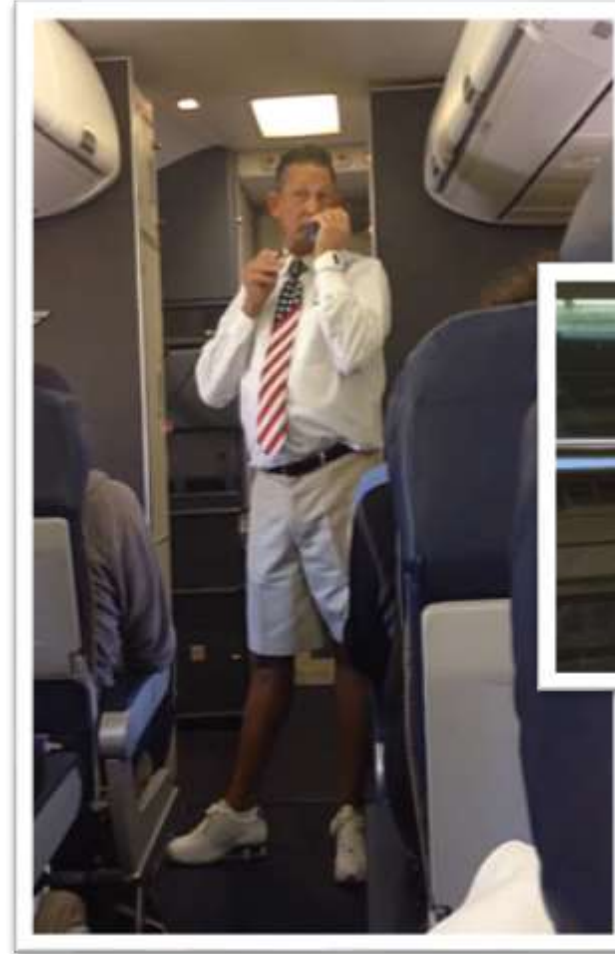
Airline Operator's Inventiveness

- Tour Based Fares (TBF)
- Tour packages for Regular & Transit Passengers
- In-Flight Kitchen
- Air-Fi (On-board Wi-Fi)
- Sky Couches & Flat Beds for maximum comfort



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- In-Flight Promotion for Tour Operators on FOC
- Special welcome announcements for MICE/Group Tours
- Transfer services at the destination
- Carbon-Offsetting (100% Responsible Tourism)



Air Asia's stake on Film Tourism



Future market opportunities

- Increase in disposable income & growing middle class
- By 2020 Indian Tourism is expected to contribute INR 8,50,000 Crore to GDP
- Indian Airport requires an investment of over US\$ 12 billion in next five years
- Additional 30 airports required to handle growing passengers & cargo traffic in next 5 years
- Airlines are expected to add 300+ aircrafts (Worth US\$ 27.5 billion) by 2020
- Domestic & International air traffic is expected to raise at 12% & 8% in next five years

THANK YOU!!!