

**File No. AERA/20010/MYTP/Menzies/GH/HIAL/2011-12**

**Consultation Paper No. 2 /2013-14**



**Airports Economic Regulatory Authority of India**

**Annual Tariff Proposal for the Third Tariff Year  
submitted by Menzies Bobba Ground Handling  
Services Pvt Ltd. in respect of Ground Handling  
Services provided at Rajiv Gandhi International  
Airport Shamshabad, Hyderabad.**

**New Delhi: 4<sup>th</sup> April, 2013**

**AERA Building  
Administrative Complex  
Safdarjung Airport  
New Delhi – 110 003**

The Authority had considered the Multi-Year Tariff Proposal (MYTP) submitted by Menzies Bobba Ground Handling Services Pvt. Ltd (Menzies) in respect of ground handling services provided at Rajiv Gandhi International Airport, Shamshabad Hyderabad. After due stake holder consultation, the Authority issued a Multi-Year Tariff Order (MYTO) No. 15/2011-12 dated 13.11.2011 ordering that:

- (i) *The ground handling service provided by Menzies Bobba Ground Handling Services Pvt. Ltd., at Rajiv Gandhi International Airport, Hyderabad is “not material”. Hence the Authority shall adopt a ‘light touch approach’ for determination of tariff for the 1<sup>st</sup> Control Period w.e.f. 01.04.2011.*
- (ii) *Menzies Bobba Ground Handling Services Pvt. Ltd., may submit the Annual Tariff Proposal for the first tariff year of the first control period for the consideration of the Authority within a period of 75 days from the issue of this Order in accordance with Guidelines.*

1.2 Thereafter, the tariff for first and second tariff year of the first control period were determined vide Order No 15/2012-13 for the ground handling services provided by Menzies at Rajiv Gandhi International Airport, Shamshabad, Hyderabad .

1.3 Menzies have, now, submitted an Annual Tariff Proposal (ATP) for the third tariff year (01.04.2013-31.03.2014) of the first Control Period which have been requested to be effective from 01.04.2013. **(Annexure I)**

2. As per clause A.I.8.2., of the Appendix to the Guidelines [The Airports Economic Regulatory Authority of India (Terms and Conditions for Determination of Tariff for Services provided for Cargo Facility, Ground Handling and Supply of Fuel to the Aircraft), Guidelines, 2011] for Regulated Service(s) deemed either ‘not material’ or ‘material but competitive’ or ‘material and not competitive’ but where the Authority is assured of the reasonableness of the existing User Agreement(s), the Service Providers(s) shall submit, for the consideration of the Authority, an ATP for review of Tariff(s) to be charged in the following Tariff Year on a Control Period, in the specified Form B and Form F14 (b). The Tariff(s), as proposed by the Service Provider in the ATP, shall be on non- discriminatory basis, with reference to conditions of Tariff(s), volume of the discount, rationale behind giving the discount and such other factors as may be relevant.

3.1 Menzies have, in their proposal, submitted the following:

- a. Form B and Extract of Resolution passed by the Board of Directors.
- b. Form 14 (b) – Annual Tariff Proposal for Tariff Year 3(2013-14).
- c. Extracts of email as documentary evidence that consultation with stakeholder ie. Qatar Airways, Cathay Pacific Cargo, British Airways has taken place and requesting confidentiality of the emails.
- d. Summary of latest meeting with airlines - Oman Air, Cathay Pacific Airline, Lufthansa Cargo, Air Arabia, British Airways, Etihad, Saudi and Qatar and remedial action undertaken by the service provider.

3.2 Menzies have, in the Notes to the ATP, also stated that:

- (i). *“To achieve the projected ARR only maximum ground handling rates have been suggested for Airlines as user agreements will be entered into with each Airline based on the IATA AHM 810 STANDARD GROUND HANDLING AGREEMENT 2004 or 2008 (SGHA).*
- (ii). *The rates with each Airline will be negotiated based on services required from SGHA service items (usage of equipment and manpower), flight frequency, service level agreement, credit period and liability and indemnity requirement. Also, scope of services are very different for international & Domestic.*
- (iii). *All charges mentioned above exclude taxes which will be charged at the prevailing rates”.*

4. The Authority has carefully considered the proposal submitted by Menzies and decided to make the following proposal for stakeholder consultation:

- (a) The tariff for the third tariff year (w.e.f. 01-04-2013 to 31.03.2014) for Ground Handling services provided by Menzies Bobba Ground Handling Services Pvt. Ltd at Rajiv Gandhi International Airport Shamshabad Hyderabad tentatively decided to be as at **Annexure –II**.
- (b) The Tariff(s) proposed for approval will be maximum ceiling rates.

5. In accordance with the provisions of Section 13(4) of the AERA Act, the proposal contained in para 4 above is hereby put forth for stakeholder consultation. To assist the stakeholders in making their submissions in a meaningful and constructive manner, necessary documents are enclosed as **Annexure I & II**. For removal of doubts; it is clarified that the contents of this Consultation Paper may not be construed as any Order or Direction of this Authority. The Authority shall pass an Order, in the matter, only after considering the submissions of the stakeholders in response hereto and by making such decision fully documented and explained in terms of the provisions of the Act.

6. The Authority welcomes written evidence-based feedback, comments and suggestions from stakeholders on the proposal made in para 4 above, **latest by 18.04.2013** at the following address:

**Capt. Kapil Chaudhary (Retd.)**  
**Secretary,**  
**Airports Economic Regulatory Authority of India,**  
**AERA Building,**  
**Administrative Complex,**  
**Safdarjung Airport,**  
**New Delhi- 110003**  
**Email: kapil.chaudhary@aera.gov.in**  
**Tel: 011-24695042**  
**Fax: 011-24695039**

**Yashwant S. Bhave**  
**Chairperson**

22nd February, 2013.

To  
The Secretary

Airport Economic Regulatory Authority of India (AERA)

AERA Building, Administrative Complex

Safdarjung Airport

New Delhi - 110003

Dear Sir / Madam

Sub: Submission of Annual Tariff Plan for the Tariff Year 3 (2013-14) - Reg.

Ref: Your Office letter F. No .AERA/20019/CGF-G/2010-11(Vol. V)/3160,  
dated 14/2/2013.

Please find enclosed the following for your determination of our Annual Tariff Plan for Tariff Year 3 i.e., F.Y 2013-14 for your kind perusal and approval of the rates.

1. Form B
2. Extract of Resolution passed by the Board of Directors
3. Form 14 (b)
4. Documentary evidence that that consultation with stakeholders have been undertaken
5. Summary of concerns raised by the stakeholders, details of remedial action undertaken by the service provider

We will be pleased to submit any other information / documents, if required by you in this regard.

Thanking You,

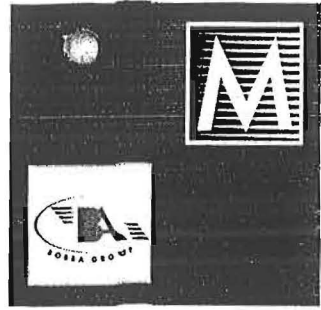
For Menzies Bobba Ground Handling Services Pvt. Limited

  
Suresh Pillai  
Chief Executive Officer



Encl: As above





**Menzies Bobba Ground Handling Services Pvt. Ltd.**

Passenger Terminal Building, Level - E  
Rajiv Gandhi International Airport  
Shamshabad - 500409  
Ranga Reddy District  
Andhra Pradesh  
INDIA

T: +91 40 66602701  
F: +91 40 66602706

[www.menziesbobba-ghs.com](http://www.menziesbobba-ghs.com)



**Form B: (ref: Section AI.8 of Appendix I)**

BEFORE THE AIRPORTS ECONOMIC REGULATORY AUTHORITY OF INDIA

AT NEW DELHI

SUBMISSION OF PROPOSAL FOR DETERMINATION OF ANNUAL TARIFF FOR  
AND ON BEHALF OF:

**M/s. Menzies Bobba Ground Handling Services Private Limited**

I, Suresh Pillai, aged 42 years, resident of Hyderabad acting in our official capacity as Chief Executive Officer in M/s. Menzies Bobba Ground Handling Services Private Limited having its registered office at No. 6-3-345/1/2, Apurupa Classic, Road No.1, Banjara Hills, Hyderabad - 500 034 do hereby state and affirm as under that:

1. That I am duly authorized to act for and on behalf of M/s. Menzies Bobba Ground Handling Services Private Limited in the matter of making this submission before the Airports Economic Regulation Authority of India, New Delhi ('the Authority');
2. I am competent to make this submission before the Authority;
3. I am making this submission in my official capacity and the facts stated herein are based on official records;
4. The contents of the Annual Tariff Proposal submission which include inter alia
  - (i) Proposed detailed break-up of Tariff (s) based on Clause 11.2 where the Authority has specified a light touch approach for the duration of the Control Period, pursuant to Clause 3.2 and
  - (ii) Justifications are correct and true to my knowledge and belief and nothing material has been concealed there from.

For Menzies Bobba Ground Handling Services Private Limited



Chief Executive Officer



Place: Hyderabad

Date: 22nd February, 2013



**Menzies Bobba Ground Handling Services Pvt. Ltd.**

Passenger Terminal Building, Level - E  
Rajiv Gandhi International Airport  
Shamshabad - 500409  
Ranga Reddy District  
Andhra Pradesh  
INDIA

T : +91 40 66602701  
F : +91 40 66602706

[www.menziesbobba-ghs.com](http://www.menziesbobba-ghs.com)

**EXTRACT OF RESOLUTION PASSED ON 21st  
FEBRUARY 2013 BY THE BOARD OF DIRECTORS:**

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“RESOLVED that the Company do submit the proposal for determination of Annual Tariff for Tariff Year 3 i.e., Financial Year 2013-14 along with necessary Forms and Documents as required to be submitted to Airports Economic Regulatory Authority of India (AERA), New Delhi in terms of it's Guidelines dated 10th January, 2011.

RESOLVED FURTHER that Mr. Suresh Pillai, CEO of the Company be and is hereby authorized to sign / execute the necessary documents with regard to this submission”.

//CERTIFIED TO BE TRUE//

**Kamesh Peri**  
Director



SUMMARY  
OF  
CONCERNS



-547-

**Airline: Oman Air**  
**Month: February 2013**

<b>SUBJECT OF MEETING:</b> Oman Air Service Review	<b>DATE OF MEETING:</b> 13 February 2013
<b>LOCATION OF MEETING:</b> MBGHS Office	<b>MINUTES COMPILED BY:</b> Sudha Prasad

<b>ATTENDEES:</b> <b>MBGHS:</b> Suresh Pillai, Srinivas, David, Shiva, Suresh Sudha & Srinivas <b>WY :</b> Karthik, Ramalinga Reddy,
<b>APOLOGIES:</b> Raveesh, Anand
<b>COPIES TO:</b> Karthik, Suresh, Raveesh & rest through intranet

NUMBER (Topics/ Issues/ Compliments Discussed)	MINUTES ITEM	ACTION
1 Minutes of previous meeting	Minutes of previous meeting discussed and most of the points closed	
Safety	Safety alerts to be sent by Srinivas	Srinivas
2 SSA	SSA numbers to be maintained as currently there's a shortage. SSAs are reporting late to the counters. Loader at the counter has become a concern mainly due to AEP issue and Suresh explained the reasons for being able to deploy staff. Hopefully at the next renewal of AEP in April, expect the problem to ease up	TL-DM
3 Well Done	Appreciation received for excellent handling of delayed flight on 12Feb, 2013 both Pax & Ramp. Appreciated DM-Suresh Babu was his presence until 8PM.	DM
4 Briefing	David as TL for day flights should be more proactive and work closely with Karthik & team. All updates to be communicated to airline staff about staff leave, operational matters etc.	David
5. Training for David- TL	David to be trained by Irfan to take over responsibilities of a TL. Any staff reporting sick/casual leave to be intimated to Karthik/Ramalingam, also advice alternatives if available. Keep airline staff updated.	David/Shiva
6. Pax Services - Roster	Teams for day fit and early morning flts to be divided and informed to Karthik. Irfan to discuss with Raveesh and prepare the rosters for day/early mng fit	Irfan
5 Visa Checks	There were 6 Visa Cases within 7 months. Processes already discussed with Raveesh & Shiva and same to be followed to avoid recurrence	Shiva-David





**Airline:Oman Air**  
**Month: February 2013**

6. Arrivals	<p>Ramalingam informed concerns on arrival team, lack of proper AHL updates causing concerns for claim settlement.          Arrival staff raising incorrect AHLs. Mismatch of AHL comments between our staff &amp; pax.          Also weight of the baggage entered wrongly in some cases.          Baggage delivery details are not being updated in the AHL (time when bagg delivered to home delivery agent and also when the bagg was delivered to the pax by HDA to be updated).          Ramalingam mentioned about a month old case of baggage weight discrepancy. Henceforth such cases to be brought to the notice of DM/Raveesh immediately</p>	Raveesh-DM
7 Arrival— Repeat point	<p>LL staff to be more proactive in the arrival hall and assist pax and also Karthik informed about increase in baggage swap cases .Arrival staff not reporting for briefing. This is happening repeatedly. MHB updates not being given properly to the Airline Staff.---Arrival staff not going for briefing and no information about</p>	Raveesh-DM
8 Catering eff 01Feb2013	<p>First Station in India to uplift catering. Staff to be briefed about catering requirement. Karthik planned for briefing with staff after the contract with Sky Gourmet is concluded</p>	Karthik-Raveesh-Shiva
9. New PSA Training	<p>Training completed for new staff. On the job training in progress.</p>	Irfan-Shiva
<p style="text-align: center;"><b>Next Meeting: Second Wed of every month @ 1030Hrs, LOCATION:WY office</b></p>		

Distribution: Carrier – Station Manager, MBGHS



**Airline: Cathay Pacific**  
**Month: January**

<b>SUBJECT OF MEETING:</b> Cathay Pacific Service Review	<b>DATE OF MEETING:</b> 30 January 2013
<b>LOCATION OF MEETING:</b> CX Office	<b>MINUTES COMPILED BY:</b> Sudha Prasad

<b>ATTENDEES:</b> CX- Sajeev & Yahyea Khan MBGHS-Suresh, Srinivas, Anand, Satish-DM, Sudha		
<b>APOLOGIES:</b> Raja-CX		
<b>COPIES TO:</b> Suresh, Sajeev		
<b>NUMBER</b> (Topics/ Issues/ Compliments Discussed)	<b>MINUTES ITEM</b>	<b>ACTION</b>
1 -CX0041- 17Jan2013	Operational lapses discussed on flight CX004/17JAN.	
2	CX004/17Jan, Out of 19 dep pallets, 07 pallets were given initially and rest 12pallets released after 2112Hrs by HMA CPL. Incoming 02 20ft pallets and outgoing 02 20ft pallets were there. In future in case we have the requirement in advance, we can hire from AI-SATS and keep them ready.	DM
3	HMA CPL gives dummy manifest only according to the built-up pallets those were ready to get clearance from CISF. Anand to brief ramp staff accordingly	Anand
4	Inbound no issue. Outbound manifest is being received in time, not an issue as indicated by Satish. Partial manifest is given, which has the scale weights and ULDs which are ready. Any delays caused for manifest Sajeev said he'll be able to arrest the issues. Any critical issues to be communicated to Sajeev through e-mail, so that the issue can be addressed and sorted out. Srinivas & Anand to brief teams	Anand-Srinivas
5	Non availability of fork lift, translated into delay of palletizing the cargo. There were a few issues from HMA CPL as well which caused delay	
6	On the day of the incident, ramp supv reported late and staff shuffling between LHC and CX F . Rohit operates maindeck, shiva takes care of lower deck. Raja and Rajmohan reported that ramp supv reported late. For the next day departure, Raja initially mentioned that there will not be any loading only crew will report but subsequently informed of loading of pallets. Crew assistance provided at 1140Hrs when crew reported at 1115Hrs...Suresh questioned DM, Srinivas and Anand as to check why	DM-Srinivas- Anand



**Airline: Cathay Pacific**  
**Month: January**

	there was no staff to handle crew. On the second day there was loading but due to fuel figures, two pallets were interchanged.	
7 IGM updates	IGM updates to be followed up with customs.	DM-Srinivas
8.Catering	7 <sup>th</sup> Feb onwards—catering uplifted from HYD. Srinivas to inform team	DM-Srinivas
9. AOB	Satish wanted to know one point of contact from CX. Suresh suggested that loading staff can only take recommendations from CX staff but they should be able to handle it themselves. LS staff should be able to handle independently but keep CX staff updated	DM-Srinivas-Ops Staff
10.AOB	As per Y.Khan, communication between the ramp staff should improve to maintain the sequence as per LIR while loading pallets, as couple of instances wrong pallets have come for loading.	Anand
	<b>Next Meeting: Last Wednesday of every month @ 1130Hrs, LOCATION: CX office</b>	

Distribution: Carrier – Station Manager, MBGHS



## Lufthansa Cargo

<b>SUBJECT OF MEETING:</b> LHC GH Service review	<b>DATE OF MEETING:</b> 08Jan 2013
<b>LOCATION OF MEETING:</b> LH Cargo Office CTB	<b>MINUTES COMPILED BY:</b> Sudha

<b>ATTENDEES:</b> MBGHS: Srinivas, Anand K, Kannan, Guru & Sudha LH Cargo: Kannan and Guru		
<b>APOLOGIES:</b> Suresh Pillai		
<b>COPIES TO:</b> Kannan, Guru, Suresh		
<b>NUMBER</b> (Topics/ Issues/ Compliments Discussed)	<b>MINUTES ITEM</b>	<b>ACTION</b>
1. Tail Tipping	Tail Tipping Checklist to be followed	W.i.e
2. Check out	Record of Instructions-completed. W & B checkout to be done before end of Jan2013 for Ashwin	In progress
3-RFS	LH received RFS (Road feeder service) at HYD & hence requires fast clearance from the aircraft to warehouse.	W.i.e & ongoing
4-Training	Ramp training to be held in BLR/MAA in the month of Feb2013. Pase's FO training in FRA in Oct/Nov 2013	Kannan to revert
5-Flt Cancellations	4 flts cancelled(sat) in Jan, however there's a likelihood of increase in frequency in Feb	Kannan
6-Ops Staff	B-level recognition is for Pase & Guru. B-level certified staff should be available in town. Whenever any staffs going on leave, unit heads should inform the airline staff but not to be communicated through ops staff. Communication should be through e-mail. Information regarding flight activity/operations should be checked with DM/unit heads by MB staff	W.i.e- Srinivas/Anand /DM



### Lufthansa Cargo

<b>7-Staff Planning</b>	Staff to be planned for safe handling, Kannan suggested in case the aircraft arrives before STA, in case staff are not ready or available, hold doors need not be opened, however if aircraft comes late, handling should be effectively done to send the aircraft within the MGT	<b>Anand to Plan</b>
<b>8-Flight Plan</b>	Flight plan to be taken from OCC instead of staff printing from LH office. Paper will be supplied by LH	<b>Ongoing- Srinivas/DM to communicate to ops staff</b>
<b>9 Ops Staff</b>	From FEB onwards Ashwin and Pase will be doing all flights. Pase qualified to do all A checks	<b>Ongoing</b>
<b>10 Staff</b>	Siva Kumar should handle the flight as "Ramp Agent" instead of co-ordinator. (Both Main deck and lower deck + ramp activities to be performed) 2ramp agents & 1 supv required for every fit	<b>Ongoing</b>
	Next Meeting on 08Feb 12Feb2012 at 1430Hrs. Second Tue of every month	

Distribution: Carrier – Station Manager, MBGHS



## Air Arabia Monthly Meeting December 2012

<b>SUBJECT OF MEETING:</b> Air Arabia Service Review	<b>DATE OF MEETING:</b> 07/12/12
<b>LOCATION OF MEETING:</b> MBGHS Office Level E RGIA Airport ,Hyderabad	<b>MINUTES COMPILED BY:</b> Sudha Prasad

<b>ATTENDEES:</b> MBGHS: Suresh Pillai/Raveesh/Srinivas/Anand/Mahesh/Sapna/Sudha Air Arabia: Shaikh		
<b>APOLOGIES:</b> Sudha		
<b>COPIES TO:</b>		
NUMBER (Topics/ Issues/ Compliments Discussed)	MINUTES ITEM	ACTION
1 - Delay Codes	Discussed reasons for delays caused in the month of Nov. Flight delays especially at immigration is getting delayed, Shaikh set process in place	DM/Raveesh/Anand
2- Staff Training	Check-in system Training, bagg adding/deleting. Suresh suggested training to be imparted to the staff making check-in errors, Asma to undergo check-in training and also to consider training other staff to improve check-in speed.	Raveesh-Sudha
3- Check-in	Check-in staff not greeting pax/being rude at the counter. Slow check-in is upsetting pax. Suresh said, after cutting over to DCS, maybe staff are not fully familiar with the system, maybe training needs to be explored	Shaikh-Raveesh-Laiq
4- Arrival Staff	LL staff not attending briefing. LL staff not available to attend to G9 pax especially when mass offloads on OAL. LL reports are reaching late, for which Sapna accepted and informed shall ensure corrective action taken. Delay is due to mass offloads & zam zam. Sapna expressed concern about delivery of zam-zam, if same to be delivered to group leader, then the contact number to be furnished to LL staff by G9.	Sapna
5- Ramp:	Ramp TL staff name to be advised to G9 by 1215hrs.	Anand
6- Counters	Check-in counters to be opened by 1230Hrs sharp. Security questions to be asked for check-in and baggage 100%. SSA staff missing at the counters.	Laiq-Raveesh



**Air Arabia Monthly Meeting**  
December 2012

<b>7-Pax Services</b>	Seq check staff making mistake by striking off wrong seq no.& directing pax to wrong boarding gate	<b>Laiq-Raveesh</b>
<b>8-Boarding</b>	Sequential boarding is in place now and going smoothly. At the boarding gate there are two staff. WCHRs to be boarded first	<b>Laiq</b>
<b>9-Cabin Cleaning</b>	Cabin cleaning took more time due to toilet clogging	<b>Anand</b>
<b>10-Load Sheet</b>	Staff submitting the Load Sheet to Captain should carry the license of Load Sheet staff. LMC is done by the Captain when info is given to the Captain after signing the LS	<b>Srinivas-DM</b>
<b>11-Baggage Trolleys</b>	Shaikh expressed concerns on staff allocation and availability of BTs in BMA/BBA,	<b>Anand</b>
<b>12- Staff allocation</b>	According to Shaikh, airline staff is having to check staff availability at every allocation for which Suresh suggested they need not look into this as MB is responsible	<b>Anand-Raveesh-DM</b>
<b>Next Meeting: Jan LOCATION: MBGHS</b>		

**Distribution: Carrier – Station Manager, MBGHS**

MONTHLY MEETING-06Dec, 2012

SUPPLIER MANAGEMENT REVIEW MEETING				BRITISH AIRWAYS			
Supplier					Station		HYD
MBGHS	Suresh Pillai, srinivas,Raveesh,Satish, Hemant, Anand						
Not Present							
BA	Sumer, Tanwir, Harish						
<b>Agenda Points</b>							
	•Safety & Security Focus						
	•Operational Performance						
	•AOB						
Next Meeting on 3January 2013							
General Issues & Actions							
Ref NR	Date	Issue	Action	Who	Target Date (+28 days)	Status	Review Date
	06-Dec	Safety	Proper maintenance of files, GOSA/Safety/PCNs to be segregated, to be kept sequentially with read & sign				
	06-Dec		Sumer informed about requirement of buffer for B747 door sill giving reference to the damage of B747 door at one of the BA network stations. Priority is with stations with B747 operations, next diversion stations within the network and last priority is for stations with no 747 ops	Sumer	TBA	Open	Next Meeting
	06-Dec	Performance	Punctuality was 100% for Oct. Nov lost the target, Oct performance covers for Nov. Focus on aircraft safety				
	06-Dec		<p>Check-in satisfaction excellent since Jul, might be getting an award for the last quarter. Oct-89% as against target of 78%. Welcome and friendliness-89 against target of 80. Time to complete check-in-90 in Oct. 0445-0515hrs is the peak time for check-in. kerbside is doing well and also walk around in check in area is happening. Seat Allocation- 88 in Oct. Close out staff takes the initiative and check-in staff being proactive and leaving a note with close out staff for preferred seat. Welcome and friendliness, check-in-TCS1- scores gone up . Departure satisfaction-inconsistency of performance, missed stretched target, better than last year but not achieved the target. W&amp;F departure-82 as against target of 80. Handling problems, ease of getting on board, information on delays &amp; changes to improve. Dep satisfaction dropped in Oct to 74. TCS2 scores dropped in Oct.. Up sell-.45% rev generated by BOM. Revenue champions- Gold-Naveen, Silver-Kiran &amp; Bronze- Ruqiya</p>	Hemant-Raveesh-DM		Ongoing	Next Meeting
	06-Dec	Upsell	As per Sumer, South Asia generated 1.84M GBP, but next year target is going to be 3m. Roe-INR86=GBP. Discussed revenue leakage due to wrong fare/tix numbers not captured. Rev management will re-run the numbers in Nov				



06-Dec	Brand Behaviour	<p>Sumer informed about Brand Behaviour: Tool kits for BB received, there are five BB- solutions for service recovery by offering priority boarding or lounge voucher, key concern is empowerment, tools not being utilised effectively. Service recovery--Hi-Life vchr (onboard store) which is system generated valued at 10GBP, will be launched by 31 Dec, 2012. BA is relooking at other options with WHS Smith, Hotel vchrs, it will take some time as this needs to be loaded into the system, might take some time maybe end of Jan. Suresh expressed concern about priority boarding, other pax might object on facilitation, Sumer agreed with Suresh's view point &amp; explained the need to do so as a part of service recovery program &amp; actual handling procedures as well.</p> <p>1. Finding solutions for service recovery by offering priority boarding or lounge voucher, key concern is empowerment, tools not being utilised effectively. Service recovery--Hi-Life vchr (onboard store) which is system generated valued at 10GBP, will be launched by 31 Dec, 2012. BA is relooking at other options with WHS Smith, Hotel vchrs, it will take some time as this needs to be loaded into the system, might take some time maybe end of Jan. Suresh expressed concern about priority boarding, other pax might object on facilitation, Sumer agreed with Suresh's view point &amp; explained the need to do so as a part of service recovery program &amp; actual handling procedures as well.</p> <p>2. Look the Part-Life Size--Uniform, compliance standards, read and sign needs to be done. it will be a monthly assessment on grooming standards. In Phase-2 Look The Part- for check-in counters, Md. Nabi is working on this across 68 stations. consistency on BA partners, tensor barriers, boards etc.</p> <p>3. Doing things Properly--prepared a new template for safety meetings, it is mandatory that an agenda be sent followed by minutes of the meetings.</p> <p>4. Treating everyone as individual, one for customer &amp; the other for Staff...High flyer of the month, nominations based on the performance, give reasons etc committee will review the nominations and select the high flyer, a certificate will be rolled out from BA on quarterly basis. This can be launched by end of Dec jointly by Sumer &amp; Suresh. out of scope for selection will be Zubin, Sumer. SAL, operators, OCC staff etc., all those who are directly involved in BA operations. Expect to receive at least 10nominations. From customer side is frequent flyers, they can be recognised, to know the customer individually, "know me", treating customer with respect. IPad will be used for up sell revenue and knowing customer profiles.</p> <p>5. Keeping Promises (merged with finding solutions), giving commitment about on time departure to the customer, boarding time, agent promises to meet customer at the gate, seat allocation as preferred by the customer. Big ticket items, 1 &amp; 4</p>	Sumer			Next Meeting
06-Dec		Look the Part assessment to be done by Kiran. Assessment sheet to be sent by Sumer	Sumer			
06-Dec	Well Done	SSA-Yogi has been very proactive and putting in a special effort for excellent performance, from PSA side Kiran, but Sumer suggested that another staff also be identified other than Kiran and recognised as well	Hemant-Raveesh			
06-Dec	Bagera	If bagera fails without the Bingo, solution is to offload and re-do the whole thing, Suresh said, there is no way of having a back up	Anand	Immediate	Ongoing	Next Meeting
06-Dec	Trainings	Srinivas requested for a meeting with Harish to discuss the trainings, AAA-word document and moodle site. With BA insignia and recognition, MA trainings are recognised so Sumer suggested that we follow a chart to simplify the training schedule	Srinivas-Harish	TBA		15-Dec-12

MINUTES OF MONTHLY MEETING WITH ETIHAD 28Dec, 2012			
<b>Agenda:</b> Action points of the previous meeting. 1. Safety 2. Pax Services 3. Ramp & Baggage Services 4. Cabin Cleaning 5. Operations 6. Trainings 7. Any other points	Ground Handling Services for Etihad	Present: From	
	Venue- EY office	MBGHS: Suresh Pillai, Sudha, Raveesh, Srinivas, Satish & Waseem	
	Time- 0930Hrs	Not Present- Anand K & Kabeer	
	Kabeer Kadavath- Security staff from Calicut	EY- Ajjaz & Sumit	
Agenda Point	Action	Responsible	Remarks
Safety	Discussed about the safety alerts and informed Ijaz agenda points for monthly meetings	Srinivas-Sumit	Ongoing
Action Points	Action points from the previous meeting discussed and closed		
Pax Services	PSA team comparisons made by Ijaz & quality of staff discussed. Focus on soft skills, customer service, communication skills, grooming standards etc., seems to be lacking according to him. In order to expedite check-in speed Ijaz suggested that one of the staff verify the documents while pax in Q, this is in view of increased loads to US/Eur.	Raveesh-Waseem	Raveesh to consider the suggestion of doc check while pax in Q
Pax Services	Number of PSAs required is 8 on the shift. According to Ijaz staff unable to meet the service standards. Number of staff low, quality of staff is not as per EY expectation. Ijaz said in case there was quality staff, probably would not have insisted on numbers. Suresh commented that he was quite surprised to hear about service standards & also about quality of staff for the first time.	Raveesh-Waseem	Raveesh to monitor check-in
PSA Team	As for PSA team, Suresh informed that Bharat was actually part of check-in team but on the request of Sumit, he was pulled out from flights and deployed in day shift and hence the number is 7. However with immediate effect Bharat will be part of the flight handling team. With Bharat back into roster, there will be 8 staff and additionally getting another staff-Deepti for 5days, so actually for 5 days getting extra staff. Suresh suggested Raveesh to monitor the flights. Total counters 1+1+3 plus one Service desk.	Suresh-Raveesh-Waseem	Bharat to be deployed for flight handling w.i.e
Arrival Staff	Presence of staff in arrivals missing. Departure/check-in staff to support arrivals. Soon after check-in counters are closed, staff can go to arrivals. Ijaz requested for one staff for day shift to assist with admin functions & to handle calls.	Raveesh-Waseem	
Trainings	Sabre training to be scheduled for Feb2012. All staff with DCS sign in will be undergoing sabre check-in training. Approx 4+2 days(supv). 10Mar 2013 is the cut over for HYD. There will be support from other stations at the time of cut-over.	Ijaz-Sumit	
Trainings-PAX	Trainings for Pax services, soft skills, customer service, language proficiency, communication skills, grooming to be considered	Raveesh-Waseem-Sudha	To plan trainings for soft skills
	Raveesh to monitor flights and ensure staff concerns addressed. Waseem to ensure basics read by one staff everyday. Role plays to be conducted to enhance service delivery	Raveesh-Waseem	

## MINUTES OF MONTHLY MEETING WITH Saudia 04Jul, 2012

MINUTES OF MONTHLY MEETING WITH Saudia 04Jul, 2012			
Ground Handling Services for Saudia		Present:From	
Agenda: To discuss operational issues 1. Pax Services 2. Ramp & Baggage Services, 3. Cabin Cleaning, 4. Operations, 5. Other points		MBGHS:Suresh Pillai, Raveesh, Anand K, sathish, Rajnikant & Sudha Not Present: Srinivas & Sapna SV - Wahid & Mushtaq Not Present: Prem	
Venue-MBGHS Office-E Level			
Time- 1130Hrs			
Month-JUL			
Next Meeting-First Monday of Every Month at 1130Hrs			
Agenda Point	Issue	Responsible-Action Step	Target Date
Discuss action points from the previous meeting			
Safety	No specific safety issues. Alerts being sent by Srinivas	Srinivas & Anand K	Aug
Cargo	Pallets without proper strapping & lashing should not be loaded. No cargo should be allowed/accepted from warehouse.	Anand K	
OCC	Load control staff-Sumant to do a few flights to keep his licence activated. Ramp & Load control training recommended by SV.	Raveesh	w.i.e
Arrivals	Biz class pax to be assisted in arrivals. Identify Biz class in arrivals and attend to them. In case of biz class pax bags are mixed up with economy bags, same to be reported to SV staff. Suresh suggested a manual announcement to be made	Raveesh	w.i.e
Check-in	Check-in staff making mistakes with bagg tagging . Staff to be given a briefing about the basic entries with regards to MCT requirements, decoding/en-coding	Rajnikant-Raveesh	w.i.e
Check-in	Lack of check-in speed observed. There should be atleast 6 staff with good check-in speed, Suresh suggested serpentine Qs and also visa check done by Kaleem could be faster & streamlined. Group handling & special handling can have a separate counter	Raveesh-Rajnikant	w.i.e
Special Services-WCHR	WCHRs are being provided to only those pax who have a request in the PNR.	Raveesh-Rajnikant	w.i.e
BBA	If biz class pax bags are mixed up with economy bags, same to be reported to SV staff	Anand K	w.i.e
LL Training	LL Training to be organised specific to SV requirements. Raveesh to coordinate with Mushtaq and finalise the training dates.	Duty Manager-Pax TL/Supv	16-Jul
	Flight info report on daily basis will be sent to the airline which will include swap cases. LL team to be streamlined. No follow up is being made by our LL team and updates are not being incorporated in the files		
MHB	Claims which are not settled for over an year to be taken up with SV directly. Sapna to send the file numbers to Mushtaq	Sapna	11Jun-Ongoing
Ramp	Bagg reconciliation is a problem..bagg count not tallying, Discrepancies in bagg reconciliation to be resolved at the earliest.In case bagg count not tallied, in case of excess, then unless bagg count is tallied, aircraft should not be released, however with less bagg aircraft can be released. Wahid suggested bagg reconciliation should be done with tag list	Anand-DM	w.i.e
Cleaning	Cabin cleaning procedure in place and cc has improved and time taken is max 16-17min	Anand-DM	Ongoing
OTP	Jun-100%		

MINUTES OF MONTHLY MEETING WITH Qatar Airways 11Nov, 2012			
<b>Agenda:</b> Action points of the previous meeting. 1. Safety 2. Pax Services 3. Ramp & Baggage Services, 4. Cabin Cleaning, 5. Operations, 6. Trainings 7. Any other points	Ground Handling Services for Qatar Airways	Present: From <b>MBGHS:</b> Suresh, Suresh Babu, Sudha, Sapna, Raveesh, Yousuf, Anand K Srinivas & Thasin	
	Venue- QR office. Date revised to 11Nov, 2012 due to Open Forum planned for 14Nov	Not Present	
	Time- 0800Hrs	QR- Afreen, Kiran & Siddique	
	Next Meeting - -0800Hrs-0900Hrs 2nd Wed of every month	WINTER SCHED-ETA 0255Hrs-ETD 0355Hrs	
<b>Points</b>	<b>Issues</b>	<b>Responsible</b>	<b>Target Date</b>
<b>Action points of the previous meeting</b>	Minutes and action points of the previous meeting discussed. Most of the actions points addressed and closed.		
<b>Safety</b>	Bulletin-3 received, same read & sign in progress	Anand	TBA
<b>Trainings</b>	All trainings are to be scheduled for Jan 2013 due to other trainings taking precedence over our trainings	Afreen	TBA
<b>Passenger Services</b>			
<b>Document Check</b>	Document check errors by check-in staff. Pax accepted with expired visa and another case was validity of the visa not checked for transit. D to C was issued to Jaleel. Immigration fine for expired visa..there's a heavy penalty..D to C is blng given to Sukeshini by Raveesh. Immigration fine to be discussed later	Raveesh-Thasin-Yousuf	
<b>Check-in</b>	Check-in is slow, Jaleel to improve check-in speed, as loads are light, able to close counters in time.	Thasin & Yousuf	Immediate
	Wayne is doing EBT collections on his own according to Thasin		
	Shuffle allocation for staff so that performance changes can be perceived and see enhancement in service delivery		Ongoing
<b>Boarding Gate</b>	PSA being sent inside the aircraft for settling pax, instead utilize the staff at the boarding gate for sequential boarding. Pax TL to look into staff allocation based on loads and requirement		Ongoing
	One staff to be responsible for ensuring pax from biz class lounge		
<b>Cockpit Crew Handling</b>	Afreen suggested that one staff can handle departure crew and arrival crew. Raveesh to look into this	Raveesh-Thasin-Yousuf	Immediate
<b>LL Services</b>	LL concerns and reason for fault station discussed		Next meeting
	Errors to be avoided...After baggage arrives, prepare BDO		Immediate
<b>5 Star on ground</b>	To organize 5* on ground on 14-15DEC, 2012. Trainers either Sapna or Irfan	Sudha-Raveesh	
<b>AOB</b>	New staff Akash likely to join QR team. Awaiting AVSEC followed by AEP	Raveesh	
<b>OTP</b>	Afreen to forward OTP statement with reasons for delays if any. As per MB report, no reasons attributed to GH services	Afreen	

Form F14 (b) -Annual Tariff Proposal for Tariff Year 3 (2013-14)

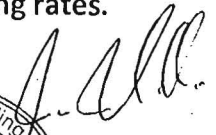
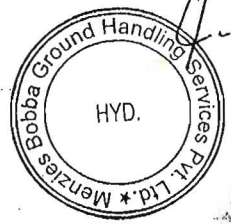
**MAXIMUM RATES TO BE PAID BY SCHEDULED AIRLINES FOR GROUND HANDLING:**

**EFFECTIVE 1st APRIL 2013**

S.N.	Aircraft Types	Maximum Ground Handling Rate per Flight in INR			
		Scheduled Passenger Aircraft		Scheduled Freighter Aircraft	
		Domestic Flight	International Flight	Domestic Flight	International Flight
1	A319, A320, A321	6100	77026	NA	NA
2	B737, B732F	NA	46395	4769	NA
3	ATR 42	2900	NA	NA	NA
4	B767, B777-200, MD 11F	NA	149361	NA	102400
5	A330-200, A330-300	NA	157858	NA	NA
6	A340	NA	166565	NA	NA
7	B747	NA	159385	NA	NA
8	B777 - 300	NA	142541	NA	NA
9	B787	NA	138451	NA	NA
10	B747F	NA	NA	NA	67890

**Notes:**

- 1) To achieve the projected ARR only maximum ground handling rates have been suggested for Airlines as user agreements will be entered into with each Airline based on the IATA AHM 810 STANDARD GROUND HANDLING AGREEMENT 2004 or 2008 (SGHA).
- 2) The rates with each Airline will be negotiated based on services required from SGHA service items (usage of equipment and manpower). flight frequency, service level agreement, credit period and liability and indemnity requirement. Also, scope of services are very different for International & Domestic.
- 3) All charges mentioned above exclude taxes which will be charged at the prevailing rates.

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