

RTI Related information for Air India Express Website

Manual – I

Particulars of Organisation, Functions and Duties

(Section 4 (1) b (i))

Sr.No.	Particulars	Description
1.1	Name	Air India Express Limited (Formerly Known as Air India Charters Ltd.)
1.2	Date of Incorporation	9 September 1971
1.3	Date of Commencement of Business	22 September 1971
1.4	Registered Office	21st Floor, Air India Building, Nariman Point, Mumbai – 400 021.
	Corporate Head Quarters	Airlines House, Durbar Hall Road, Kochi, Kerala 682016.
1.5	Capital Structure	<p>The Authorised Share Capital of the Company is Rs.1000,00,00,000/- (Rupees One Thousand Crores) divided into 10,00,00,000 (Ten Crores equity shares) of Rs.100/- (One hundred) each.</p> <p>The Paid-up Share Capital is Rs.780,00,00,000/- (Rupees Seven Hundred Eighty Crores) divided into 7,80,00,000 (Seven Crores Eighty lakh equity shares) of Rs.100/- (One hundred) each.</p>
1.6	Objectives	<p><input type="checkbox"/> To establish, maintain and operate international and domestic air transport services, scheduled and non-scheduled, in all the countries of the world for the carriage of passengers, mails and freight and for any other purposes.</p> <p><input type="checkbox"/> To construct, manufacture, buy, sell, prepare, warehouse, hire, charter, let on hire and deal in aero planes, flying machines, airships, aircraft, balloons of</p>

		<p>all kinds, whether dirigible or otherwise, aerial, conveyances of all kinds, and the component parts thereof and all kinds of machinery, apparatus and appliances for use in connection therewith, and all kinds of vehicles and machines for traversing the air, land or water, and other public or private conveyances and means of locomotion of all descriptions, whether propelled by petrol, steam, electricity, gas, air or any other motive power, and to establish and maintain hangers, garages, airports, aerodromes, landing grounds, runways, depots, sheds, stations or buildings, factories and accommodations of all description for the storage, reception or take-off of aeroplanes, flying machines, airships, aircraft, balloons or aerial conveyances of any description.</p>
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Powers and Duties of Officers and Employees

Sl. No.	Name	Designation	Functions
1	Mr. K Shyam Sundar	Chief Executive Officer	As the executive head of Airline, the overall responsibility for the smooth, efficient & progressive functioning of the airline is vested on CEO. CEO reports to Chairman, Air India Express Ltd. As the administrative head of the organisation, all functional departmenmts report to CEO. CEO integrates all the activities to the business plan of the organization.

2	Capt Pushpinder Singh	Chief Operating Officer	Airline operations are monitored by the COO apart from the administrative responsibilities.
3	Ms Aditi Khandekar	Company secretary	All matters pertaining to compliance under the Companies Act.
4	Capt. Rajkumar	Chief of Operations	The Chief of Operations is responsible for ensuring flight operations within the rules and regulations laid down by DGCA.
5	Mr Anil Kumar Jain	Chief of Engineering	Planning and execution of Maintenance, repair & overhaul of AIXL fleet.
6	Mr Yogesh Mundhwa	Chief of Commercial	Formulation of corporate marketing plans/policies & strategies to optimize revenue generation, product development and new market development.
7	Mr M Manoharan	Chief Financial Officer	All financial matters are controlled by Chief of Finance. He also ensures the strict compliance of the financial policies of the organization, besides statutory compliances.
8	Mr T Vijaykrishnan	Chief of HR	He is responsible for HRD and Industrial relations matters. HR strategies, policies and guidelines are formulated and implemented by his team.
9	Capt. V Kulkarni	Chief of Flight Safety	Responsible for ensuring compliance to safety regulations set by DGCA. He is entrusted with the duty of implementing proactive safety measures.
10	Capt D R Gupta	Chief of Training	Designing various (statutory) training programmes for cockpit & cabin crew and overall management of the training department of AIXL.

11	Mr P G Prageesh	Chief of Corporate Communication	Management of all internal and external communications relevant to brand performance and effective dissemination of the same among various stakeholders, including the media. Also functions as the nodal Officer for Public Grievance on CPGRAMS.
12	Mr Manish Gupta	Chief of IT	Handles the IT security system, MIS/Communication system and IT strategy of the Company.
13	Mr Aby George	Chief of Airport services	Supervises and co ordiates the entire flight handling activities of Air India Express flights comprising of passenger handling, mishandled baggage services, Ramp services, catering services, cargo operations/sales at each stations etc.
14	Mr P C Rai	Chief of Materials Management	Monitor the effective functioning of Aircraft Spares Purchase section and co ordinate and ensure proper supply and distribution of all catering consumables.

VIGILANCE DEPARTMENT

Mr. Aditya Kumar Joshi, IFS	Chief Vigilance Officer	All vigilance matters
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Procedure followed in decision – making process

Air India Express Ltd. is a fully owned subsidiary of Air India Ltd. The procedure followed in decision making involves discussions among cross section of departments and/or formal decisions by the Competent Authority on office notes in accordance with the Instrument of delegation of Financial and Administrative powers.

In respect of decision making on day to day basis at airports/stations, all the Duty Officers/Station Managers of AI or AIXL take spot decisions in accordance with the Instrument of delegation of Financial and Administrative powers and the established practices.

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Norms set for the discharge of functions

Air India Express Ltd. is a fully owned subsidiary of Air India Ltd. Every year a Memorandum of Understanding (MOU) is signed by the management of Air India Ltd with the Ministry of Civil Aviation after discussions and finalization of the same by members of the expert task force constituted by the Department of Public Enterprises. Simultaneously MOUs are signed by Air India Ltd. with its subsidiaries including Air India Express Ltd. This Memorandum of Understanding signed with the Government every year acts as norms for discharge of its functions.

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Rules, Regulations, Instructions, Manuals & Records used for discharging functions

Sl.No.	Name of Department	Name of Manual/ Documents
1	Operations	a) DGCA CARs b) AIXL issued: Operations Manual, Weights and Balance Manual, MEL, SOPs, FOB, Circulars c) Manuals issued by OEM
2	In Flight Services	a) DGCA CARs b) AIXL issued: Operations Manual, Quick Reference Handbook, Circulars
3	Flight Safety	a) Flight Safety Manual of Air India Express Ltd. b) Director General of Civil Aviation Civil Aviation Requirements. (CARs)

		c) DGCA AICs d) DGCA Operations Circulars, e) AIXL Operations Manual f) Air India Corporate Safety Management System Manual g) Emergency Management Manual Air India
4	Commercial	a) Passenger Services Manual of AIXL b) Airport Handling Manual of AIXL
5	HRD	a) AIXL Service Regulation

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A Statement of the categories of Documents that are held by it or under its control

(Section 4(1)b(vi))

1. Memorandum & Articles of Association of the Company.
2. Air Operators' License
3. Certificates of Registration for aircraft in the fleet of Air India Express Ltd.
4. Annual Report 2014-15 (Please refer Air India website www.airindia.in)

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Particular of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy implementation there of.

(Section 4(1)b(vii))

Air India Express Limited (formerly Known as Air India Charters Limited) is a subsidiary company of Air India Ltd., incorporated under the Companies Act, 1956. Its policies are framed and implemented by the Management and the Board of Directors of the Company.

The Directors on the Board are appointed by Air India Ltd. in consultation with Government of India. Being a Central Public Sector Undertaking, its policies and activities are constantly under close scrutiny of the Press, Public and Parliament.

The Members of Parliament, who are the representatives of the Public, safeguard their rights and interests in the two Houses of the Parliament through Parliament Questions, Special Mentions / General Discussions / Debates on the working of Air India Ltd and its subsidiaries. Further, there are Parliamentary Committees comprising Members of Parliament, that examine the holding Company Air India Ltd. and its subsidiaries including Air India Express Ltd. and hold discussions on their functioning and performance from time to time apart from giving suggestions and recommendations relating to the activities of these Companies. The policies and activities of Air India Express Ltd., are, therefore, under constant scrutiny of the public through the above process.

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A Statement of Board, Councils, Committees and other Bodies constituted

Section (4 (1) b (viii))

Board of Directors of Air India Express Limited (formerly Known as Air India Charters Limited)				
Sr. No	Name	Designation	Office Address	Office Telephone No./Fax/Email
1	Mr. Ashwani Lohani Din: 01023747	Director	Airlines House, 2nd floor, 113, Gurudwara Rakabgunj Road New Delhi 110 001	(011) 234 22103, 234 22126 , Fax,(011) 234 22107. Ashwani.Lohani@ai

				rindia.in
2	Mr. Angshumali Rastogi DIN: 06658332	Nominee Director	Rajiv Gandhi Bhawan, Safdarjung Airport, Aurobindo Marg, New Delhi 110 003	011-24653565, mail ID: angshumali.rastogi@gov.in
3	Mr. Vinod Shanker Hejmadi DIN: 07346490	Director	1 st floor Airlines House, 113, Gurudwara, Rakabgunj Road New Delhi 110 001	011-23421066, Mail ID: V.Hejmadi@airindia.in
4	Mr. Veetil Kayyil Unnikrishnan DIN: 07346490	Nominee Director	Deputy Secretary, Ministry of Civil Aviation, Rajiv Gandhi Bhawan, Safdarjung Airport, New Delhi 110 003.	011-24653750, Mil ID: kv.unnikrishnan@nic.in

Committees of the Board and its constitution

Audit Committee:

1	Shri Angshumali Rastogi	Chairperson
2	Shri K V Unnikrishnan	Member
3	Shri Vinod Hejmadi	Member

CSR Committee:

1	Shri Vinod Hejmadi	Chairperson
2	Shri Angshumali Rastogi	Member
3	Shri K V Unnikrishnan	Member
4	Shri K Shyam Sundar	Member

Directory of officers { Section 4 (1) b (ix) }

Directory of Air India Express Officers					
Sl No	Name	Designation	Department	Tel. Numbers	Email ID
1	Mr K. Shyamsundar	CEO	HQ, Cochin	0484 235 0171	ceo.aiex@airindia.in
2	Capt. Pushpinder Singh	COO	Operations	022 26263457	aix.coo@airindiaexpress.in
3	Ms Aditi Khandekar	Company Secretary	Nariman Point, Mumbai	022-22796496	aa.khandekar@airindia.in
4	Capt V Kulkarni	Chief of Flight Safety	Flight Safety	022 26263617	v.kulkarni@airindiaexpress.in
5	Capt. D R. Gupta	Chief of Training	Training	022 2626 3012	aixchieftrg@airindiaexpress.in
6	Capt V S Rajkumar	Chief of Operations	Operations	022 2626 3587	co.ops@airindiaexpress.in
7	Mr A K Jain	Chief of Engineering	Engineering	0471 2500617	aiclcoe@airindiaexpress.in
8	Mr M Manoharan	Chief of Finance	Finance	022 26265444	m.manoharan@airindia.in
9	Mr Yogesh Mundhwa	Chief of Commercial	Commercial	022 26265030	yogesh.mundhwa@airindiaexpress.in
10	Mr T. Vijaykrishnan	Chief of HR	HRD	0484 235 0165	cohr@airindiaexpress.in
11	Mr Manish Gupta	Chief of IT	IT	022 2626 3312	m.gupta@airindia.in
12	Mr. P.G. Prageesh	Chief of Corporate Communications	HQ, Cochin	0484 2350 166	pg.prageesh@airindiaexpress.in
13	Ms. Rema Raja	General Manager	HQ, Cochin	0484 2350 166	remaraja@airindia.in
14	Mr. Aby George	Chief of Airport Services	Airport Services	0484-2610110	aby.george@airindia.in
15	Mr P C Rai	Chief of Materials Management	Materials Management	022-26263731	co.mm@airindiaexpress.in

16	Mr Satheesh Kumar Nair	DY. Chief of HR	HRD	0484 235 0169	sk.nair@airindiaexpress.in
17	Mr Deepak P Yelanje	Dy.Chief of Flight Safety	Flight Safety	022 2626 3350	deepak.yelanje@airindia.in
18	Cdr. M C V Jose	Dy Chief of Training	Training	022 26263670	mcv.jose@airindiaexpress.in
19	Mr Dilip Kumar Roy	Dy. Chief of Operations	Operations	022 26263598	dilip.roy@airindiaexpress.in
20	Ms Mehajabeen Zoeb Mukhtiar	Dy. Chief of Commercial [Revenue Management]	Commercial	02226735555	m.mukhtiar@airindiaexpress.in

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The monthly remuneration received by each of the officers and employees and the system of compensation as provided in the regulation { Section 4 (1) b (x) }

Sr. No.	Designation	Gross Total, PM (Rs.)
1	CEO	249,600
2	Chief of HR	150,000
3	Chief of Engineering	250,000
4	Security Assistant	28,153
5	Handyman	37,554
6	Security Supervisor	61,657
7	Airline Attendent (60 Hrs.)	35,550
8	Sr. Airline Attendent (60 Hrs.)	40,350
9	Airline Attendent In-Charge (60 Hrs.)	49,050
10	Check Airline Attendent (60 Hrs.)	57,150
11	Duty Officer	47,000
12	OOT Customer Agent	6,500
13	Co-Pilot	160,364
14	Check Pilot	434,771
15	Trainee Co-pilot	99,569
16	Sr. FSO	55,000
17	FSO	35,000
18	DY.Manager (F)	60,000
19	Manager Scheduling	70,000
20	Crew scheduling officer	50,000
21	Commercial Officer	40,000

22	Training Manager	110,000
23	Commander	378,971
24	Officer-IR	35,000
25	Officer-HR	35,000
26	Trainee Captain	300,000
27	Trainee Technical Officer	25,000

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The Budget Allocation to each agency

Air India Express Ltd. a wholly owned subsidiary of Air India Ltd. It is a commercial organization and has one centralized budget for its internal financial discipline.

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The manner of execution of subsidy program

Air India Express Ltd. a fully subsidiary of Air India Ltd, it is a commercial organization and is not governed under any subsidy programme.

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Particulars of recipients of concessions, permits or authorization { Section 4 (1) b (xiii) }

AIXL does not give any such concessions for various categories of people.

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Information Available In an Electronic Form

The database pertaining to computer-based applications is stored in the electronics form. It relates to passenger reservation, departure control information, management information, personnel information, financial accounting data and aircraft spares details.

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Particulars of facilities available to citizens for obtaining information { Section 4 (1) b (xv) }

Call centre and other key contact details are made available on Air India Express Website.

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Name, Designation and other particulars of Public Information Officers

Section (4 (1) b (viii))

#	Name & Designation	Office Address
1.	Public Information Officer Ms Aditi Khandekar Company Secretary & PIO	21 st Floor, Air India Building, Nariman Point, Mumbai- 400 021 Phone No. : 022-22796496 Email : AA.Khandekar@airindia.in
2.	Appellate Authority Capt Pushpinder Singh Chief Operating Officer	1 st Floor, Old Operations Building, Air India Limited, Old Airport, Santacruz, Mumbai-400 029 Phone No. : 022-26263457 Email : P.Singh@airindia.in

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(Any other information)

COMMITTEE	NAME	DESIGNATION	CONTACT NO.	E MAIL ID
RTI:				
Public Information Officer:	Ms. Aditi Khandekar	Company Secretary	022-22796496	aa.khandekar@airindia.in
Appellate Authority:	Capt. Pushpinder Singh	Chief Operating Officer	022-26263457	aix.coo@airindiaexpress.in
Public Grievance on CPGRAMS:				
Nodal Officer	Mr. P G. Prageesh	Chief of Corporate Communications	0484-2350166	pg@airindiaexpress.in
Passenger Complaints /Comments:				
Nodal Officer	Mr. Aby George	Chief of Airport Services	0484-2610110	nodal@airindiaexpress.in
Appellate Authority	Mr. Yogesh Mundhwa	Chief of Commercial	022-26265030	appellate@airindiaexpress.in
Internal Complaints Committee on “Prevention of Sexual Harassment of Women in Workplace”:				
Chairperson	Ms. Rema Raja	GM, Corporate Communications	0484-2350166	icc@airindiaexpress.in
Member	Mr. Satheesh Kumar Nair	Dy Chief of HR	0484-2350169	icc@airindiaexpress.in
Member	Ms. Leena S Sharma	Chief Manager-Flight Dispatch	022-26263438	icc@airindiaexpress.in
Employee Grievance:				
Member	Mr. Satheesh Kumar Nair	Dy Chief of HR	0484-2350169	sk.nair@airindiaexpress.in
Member	Mr. Deepak Yelanje	Dy. Chief of Flight Safety	022-26263617	deepak.yelanje@airindia.in
Member	Ms. Leena S Sharma	Chief Manager –	022-	ls.sharma@airindiaexpress.in

		Flight Dispatch	26263438	
SC/ST Grievance:				
Chairperson	Mr. Yogesh Mundhwa	Chief of Commercial	022- 26265030	yogesh.mundhwa@airindia.in
Member	Mr. Satheesh Kumar Nair	Dy Chief of HR	0484- 2350169	sk.nair@airindiaexpress.in
Member	Ms Neha Pawar	Officer- HR		neha.pawar@airindiaexpress.in

Payment of Fees

In accordance with the Right to Information (Regulation of Fee and Cost) Rules, 2005, a request for obtaining information under sub-section (1) of section 6 shall be accompanied by an application fee of rupees ten by way of cash against proper receipt or by demand draft or by bankers cheque payable to **AIR INDIA EXPRESS LIMITED**. (formerly Known as Air India Charters Limited)

For providing the information under sub-section (1) of section 7, the fee shall be charged by way of cash against proper receipt or by demand draft or banker's cheque payable to **AIR INDIA EXPRESS LIMITED** at the following rates:

- (a) Rupees two for each page (in A4 or A3 size paper) created or copied;
- (b) Actual charge or cost price of a copy in large size paper;
- (c) Actual cost or price for samples or models; and
- (d) For inspection of records, no fee for the first hour; and a fee of rupees five for each fifteen minutes (or fraction thereof) thereafter.

For providing the information under sub-section (5) of section 7, the fee shall be charged by way of cash against proper receipt or by demand draft or bankers' cheque payable to **AIR INDIA EXPRESS LIMITED** at the following rates:

- (a) For information provided in diskette or floppy rupees fifty per diskette or floppy; and
- (b) For information provided in printed form at the price fixed for such publication or rupees two per page of photocopy for extracts from the publication.
