

Date: 6 April 2021

मारतीय विमानपत्तन आर्थिक विनिगायक प्राधिकरण सफदरजंग एयरपॉट, नई दिल्ली-110003

डायरी न० <u>| 6|34</u> तारीख <u>7|4|202</u>)

To,

The Secretary Airports Economic Regulatory Authority of India AERA Building, Administrative Complex Safdarjung Airport, New Delhi – 110003

Dear Sir / Ma'am,

Sub: Submission of Multi-Year Tariff Proposal (MYTP) for FY 2021 - FY 2026 for Celebi Airport Services India Private Limited for its Bengaluru station.

- 1.1 As per directions in the Terms and Conditions for Determination of Tariff for Services Provided for Cargo Facility, Ground Handling and Supply of Fuel to the Aircraft Guidelines 2011 ('Guidelines') issued under Section 15 of The Airports Economic Regulatory Authority of India Act, 2008, please find enclosed the Multi Year Tariff Proposal ('MYTP') for the third control period starting 1 April 2021 and ending on 31 March 2026
- 1.2 As per Chapter 1, Section 3.1 & 3.2 of the Terms and Conditions for Determination of Tariff for Services Provided for Cargo Facility, Ground Handling and Supply of Fuel to the Aircraft Guidelines 2011, AERA would assess the materiality, competition and reasonableness of user agreements to decide on a regulated or light touch approach.
 - Since start of our business, Celebi Airport Services India Private Limited at its BENGALURU station, ('Celebi GH BLR') is competing with Air India SATS and Bird Worldwide Flight Services Pvt Ltd (BWFS), for all forms of ground handling services at the Bengaluru Station. Therefore, the service is deemed "competitive" at the airport as per the provisions of Chapter 1 Section 5 of the Tariff Guidelines.
- 1.4 Celebi's operations, therefore will be "material and competitive" as per the provisions of Chapter 1, Section 3.2. ii and hence qualify to be regulated under the Light Touch Approach as described in Chapter 5 of the prescribed Tariff Guidelines.
- While we request the Authority to regulate the business under Light Touch Approach, Celebi has used the "S ingle - T ill" regulatory approach as per the Tariff Guidelines to determine the Aggregate Revenue Requirement (ARR) and yield for the second control period. निदेशक (निं० एवं सां०
- Considering that we are operating under the "Light Touch Approach", we request AERA to maintain complete confidentiality of the contents of the MYTP.
- 1.7 The Authority had approved regulation of tariffs under the Light Touch Approach for the second control period and we request the Authority to continue with the same approach. CELEBI AIRPORT SERVICES INDIA PVT. LTD.

(Formerly known as Celebi Ground Handling Delhi Private Limited)

www.celebiaviation.com

Regd. Office: Room No. CE-01, Import Building 2, International Cargo Terminal, IGI Airport, New Delhi Tel.: +91 11 2560 1300/1310 Fax: +91 11 2560 1320 CIN:U63090DL2009PTC198128











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- OHSAS 18001 OCCUPATIONAL HEALTH&SAFETY MANAGEMENT SISTEMBIEM

NEW DELHI



1.8 Would also like to inform the Authority that the stakeholder consultation has also been conducted online on 30th October, 2020 wherein the stakeholders were briefed on Company's operations and future initiatives. All the concerns of stakeholders were addressed. Copy of one of the meeting invite and meeting minutes are enclosed herewith.

Thanking you,

Yours sincerely,

For Celebi Airport Services India Pxt. Ltd

Cem Sensoz Chief Executive Officer

Email: cem.sensoz@celebinas.in

Tel: +91 11 2560 1191



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2. Enclosures

#	Form Number	Description
		for MYTP FY 2021 - FY 2026 (Forms and Celebi GH BLR's
Calc	ulations)	
Srl	Form's No	Name of Forms
1	Form 1a	Historical and proposed aggregate revenue requirement
2	Form 1b	Competition Assessment (Sec AL3)
3	Form F 3	Historical & Projected Profit & Loss Account
4	<u>Form F 6 (b)</u>	Summary Statement of Interest and Finance Charges
5	Form F 7	Format for Identifying Initial Regulatory Asset Base
6	Form F 8 a	Format for providing asset wise information of stakeholders contributions
7	Form F 8 b	Format for providing proposed exclusions from RAB
8	Form F 9	Formats for Forecast and Actual Roll Forward RAB
9	Form F 10 a	Capital projects completed before current review for Roll - Forward of RAE
10	Form F 10 b	Capital Expenditure projected plan - 10 year Master
11	Form F 10 c	Year wise Capital Expenditure Financing Plan for next 10 years
12	Form F 10 d	Summary Statement of Expenses Capitalised
13	<u>Form F 10 e</u>	Additional Capital Projects Summary
14	Form 11(a)	Employee Strength (ref: Al.4 of Appendix I)
15	Form 11(b)	Payroll related Expenditures and Provisions (ref: Al.5 of Appendix I)
16	Form 11(c)	Administration and General Expenditure (ref: Al.5 of Appendix I)
17	Form 11(d)	Repair & Maintenance Expenditure (ref: Al.5 of Appendix I)
18	Form 11(e)	Utilities & Outsourcing Expenditure (ref: Al.5 of Appendix I)
19	Form 11(f)	Other Outflows (ref: Al.5 of Appendix I)
20	Form 11(g)	Current Assets & Liabilities (ref: Al.5 of Appendix I)
21	Form F 12 b	Historical Aircraft Movements
22	Form F 12 c	Projected Aircraft Movements
23	Form 13(a)	Historical Tariffs and Revenue from Regulated Services (ref: Al.7 of Appendix I)
24	Form 13(b)	Historical and Projected Revenues from services other than Regulated Services (ref: AI.7 of Appendix I)
25	Annexure 1 - Calculation of ARR	
26	Forecast RAB	
27	FROR	
28	Yield Per unit	

3. Enclosures - Stakeholder consultation - Copy of meeting invite and meeting minutes.

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(RO9A)

RIVATE



Form A BEFORE THE AIRPORTS ECONOMIC REGULATORY AUTHORITY OF INDIA AT NEW DELHI

SUBMISSION OF MULTI YEAR TARIFF PROPOSAL FOR AND ON BEHALF OF:

M/s Celebi Airport Services India Pvt. Ltd International Cargo Terminal, Indira Gandhi International Airport, New Delhi – 110037

- I, <u>Cem Sensoz</u>, aged 50 years, resident of Villa No. 126B, ITC Laburnum, Block A, Sushant Lok Phase I, Gurgaon acting in my official capacity as <u>Chief Executive Officer</u> in M/s Celebi Airport Services India Private having its registered office at <u>Room No. CE-01, Import Building 2, International Cargo Terminal, IGI Airport, New Delhi 110037</u>, India do hereby state and affirm as under that:
- 1. That I am duly authorized to act for and on behalf of M/s Celebi Airport Services India Pvt Ltd for the Bengaluru station, in the matter of making this submission before the Airports Economic Regulatory 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 this submission which include (i) Business Plan; (ii) Information relating to the Regulatory Building Blocks; (iii) Competition Assessment; (iv) Historical and Forecasted volumes; and (v) Historical revenues, are correct and true to my knowledge and belief and nothing material has been concealed therefrom.

Signature

Place: New Delhi

CELEBI AIRPORT SERVICES INDIA PVT. LTD.

Date: 6 April 202 (Formerly known as Celebi Ground Handling Delhi Private Limited)

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Form 1a Historical and proposed aggregate revenue requirement

SI no.	Aggregate revenue requirement	last available audited year	Financial year before Tariff year	Tariff year 1	Tariff year 2	Tariff year 3	Tariff year 4	Tariff year 5
		2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
1	Aggregate revenue requirement	180,017,291	233,137,628	316,028,532	511,027,051	633,726,517	721,564,692	811,480,436



Form 1b Competition Assessment (Sec AL3)

	SI No.	Details of Competitive Facilities
ſ	1	Air India SATS
	2	Bird Worldwide Flight Services (India) Pvt. Ltd (BWFSIPL)



Form F 3 Historical & Projected Profit & Loss Account

S. No.	Particulars	2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
1	Revenue	- 65,537,603	-145,465,750	230,615,438	495,872,437	657,675,382	766,832,081	855,057,082
	Revenue from regulated services	64,076,768	144,004,915	229,154,603	494,411,602	656,944,964	766,832,081	855,057,082
	Revenue from other than regulated services	1,460,835	1,460,835	1,460,835	1,460,835	730,418	-	-
2	Operating Expenditure	90,360,100	156,189,910	243,404,124	439,094,815	544,961,549	623,394,025	690,609,917
	Payroll Costs	33,322,446	63,192,521	112,072,370	190,411,619	243,714,242	277,580,322	308,438,720
	Administrative & General Costs	10,917,766	21,682,492	34,435,320	64,118,260	78,879,978	88,657,652	97,694,082
	Utilities & Outsourcing Costs	14,660,246	26,972,682	42,161,153	62,352,609	62,823,736	68,066,759	72,695,001
	Other outflows	30,387,252	42,540,412	51,323,568	117,913,574	154,681,473	183,976,779	206,436,026
	Repair & Maintenance Costs	1,072,390	1,801,803	3,411,712	4,298,753	4,862,120	5,112,512	5,346,089
3	Earning before depreciation, interest & taxation (EBDIT)	(24,822,497)	(10,724,161)	(12,788,686)	56,777,622	112,713,833	143,438,057	164,447,165
	Depreciation and Amortisation	34,302,924	40,216,546	41,114,653	44,560,321	57,979,082	62,012,443	61,503,998
4	Earning before interest & taxation (EBIT)	(59,125,421)	(50,940,707)	(53,903,339)	12,217,301	54,734,751	81,425,614	102,943,167
	Total Interest and Finance Charges	23,010,243	13,857,895	17,256,853	9,702,307	318,500	303,528	304,433
- 5	Profit/Loss before tax	(82,135,664)	(64,798,602)	(71,160,192)	2,514,994	54,416,251	81,122,086	102,638,734
	Provision for taxation & Deffered Tax (Income)/Expense	23,111,305	•	-	:=	=	527,195	25,834,169
6	Profit/Loss after taxation	(105,246,969)	(64,798,602)	(71,160,192)	2,514,994	54,416,251	80,594,891	76,804,565
7	Balance carried to balance sheet	(105,246,969)	(64,798,602)	(71,160,192)	2,514,994	54,416,251	80,594,891	76,804,565



Form F 6 (b) Summary Statement of Interest and Finance Charges

S.No.		Particulars	2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Α	1	Interest Charges on Government Loans, Bonds and Advances	₩	B.	=	E	E		-
	2	Interest on long term Loans	22,300,347	12,392,182	15,789,308	8,171,506	-	-	-
1		Secured	22,300,347	12,392,182	15,789,308	8,171,506	-	*	×
		Total Interest on Loans (1+2)	22,300,347	12,392,182	15,789,308	8,171,506	-	-	-
В		Cost of raising finance and bank charges on project loans	696,333	1,465,713	1,467,545	1,530,801	318,5 0 0	303,528	304,433
С		Grand Total of Interest and Finance Charges (A+B)	22,996,680	13,857,895	17,256,853	9,702,307	318,500	303,528	304,433
D		Less: Interest & Finance Charges Capitalised		-	-	-	-		-
E		Net Total of Interest & Finance Charges on Project related loans	22,996,680	13,857,895	17,256,853	9,702,307	318,500	303,528	304,433
F		Interest on Working Capital Loans						**	
G		Other Interest Charges (Provide headwise details)	13,563	-	-	-	-	-	-
		Interest on Unsecured Loan	-	-	= :	-	-	-	-
:		Interest to Supplier for delay in payment of Equipments	-		-	-	-	-	-
		Interest on Service Tax	-	-1	<u>-</u> :	-		-	_
		Interest on TDS	13,563	-	-	-	-	-	-
H		Total Interest and Finance Charges chargeable to P&L account (E+F+G)	23,010,243	13,857,895	17,256,853	9,702,307	318,500	303,528	304,433



Form F 6 (c)	Contributions, Grants and Subsidies Master
	NIL



Form F 7 Format for Identifying Initial Regulatory Asset Base

As on 31, March, 2020

		Accumulated	
Asset Name	Original	Depreciation	Net Book Value
Leasehold improvement	=	-	Œ
Ground handling equipments	281,384,926	37,267,799	244,117,127
Plant & machinery	=	-	-
Furnitures and fixtures	16,373,137	1,447,147	14,925,990
Vehicles	1,008,788	282,182	726,606
Office Equipment	635,643	152,218	483,425
Computers	1,365,814	330,623	1,035,191
Computer Software	-	-	-
Security Deposit	27,220,000		27,220,000
Grand Total	327,988,307	39,479,969	288,508,339



Form F 8 a	Format for providing asset wise information of stakeholders contributions
	NIL



Form F 8 b	Format for providing proposed exclusions from RAB
	NIL



Form F 9 Formats for Forecast and Actual Roll Forward RAB

		Depreciation Rates	2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
A	Opening RAB		190,947,897	288,508,339	254,795,302		195,932,102	252,405,769	254,466,484
	Leasehold Improvements			,,		-	_		254,400,404
	Ground Handling Equipments		161,354,462	244,117,127	210,911,998	174,579,128	159,499,797	173,954,560	166,984,980
	Plant & Machinery			,	-	1/4,5/5,120	155,455,757	1/3,554,500	100,564,560
	Furniture & Fixtures			14,925,990	14,703,294	10,713,760	7,368,225	3,274,891	622,691
	Vehicles		908,258	726,606	544,954	363,303	181,651	23,720,382	17,815,419
	Office Equipments		451,300	483,425	561,849	822,889	1,445,997		Same at a second
	Computers		1,013,877				100 mars 100	1,054,788	694,835
	and the second s		1,013,8//	1,035,191	853,206	531,570	216,431	414,888	310,055
	Intangible Assets - Computer Software		27 220 000	37 330 000	-	27.220.000	-	******	-
	Security Deposit		27,220,000	27,220,000	27,220,000	27,220,000	27,220,000	49,986,259	68,038,503
В	Additions - WIP Capitalisation		173,629,651	6,503,510	550,000	26,261,773	114,452,749	64,073,158	29,588,356
	Leasehold Improvements		-			-			-
	Ground Handling Equipments		156,888,760	2,542,800	-	24,289,760	61,512,975	45,808,914	14,843,914
	Plant & Machinery		-	-	-	-	-		-
	Furniture & Fixtures		16,373,137	3,586,910	-	805,000	71,500	82,500	55,000
	Vehicles		-	-		-	29,524,815		-
	Office Equipments		137,171	247,800	550,000	1,167,013	136,900	66,600	129,500
	Computers		230,583	126,000	-	-	440,300	62,900	377,400
	Intangible Assets - Computer Software		-	-	~				
	Security Deposit			-		•	22,766,259	18,052,244	14,182,542
с	Disposals/ Transfers		41,766,286	_		_	_		
	Leasehold Improvements		-	-	-	_			
	Ground Handling Equipments		41,766,286	_					
	Plant & Machinery				3	_			
	Furniture & Fixtures		_	_	_		_		
	Vehicles					_			
	Office Equipments			_					
	Computers			_		<u> </u>			
	Intangible Assets - Computer Software		_			_	_	_	
	Security Deposit		-	-	-		-	-	
D	Depreciation Charge		34,302,924	40,216,546	41,114,653	44,560,321	57,979,082	62,012,443	61,503,998
	Leasehold Improvements		-	- :	•			-	
	Ground Handling Equipments		32,359,810	35,747,928	36,332,870	39,369,090	47,058,212	52,778,494	54,575,152
	Plant & Machinery			-	-	=	-	-	-
	Furniture & Fixtures		1,447,147	3,809,606	3,989,534	4,150,534	4,164,834	2,734,700	386,502
	Vehicles		181, 6 52	181,652	181,652	181,652	5,986,084	5,904,963	5,904,963
	Office Equipments		105,046	169,376	288,960	543,906	528,108	426,553	343,848
	Computers		209,269	307,985	321,636	315,139	241,843	167,733	293,533
	Intangible Assets - Computer Software		-					i	
	Security Deposit		-	-	•	•	÷		
Ε	Closing RAB (A+B-C-D)		288,508,339	254,795,302	214,230,649	195,932,102	252,405,769	254,466,484	222,550,841
	Leasehold Improvements		244 117 127	310.011.000	174 570 120	150 400 707	172 054 560	166 004 000	127 252 742
	Ground Handling Equipments		244,117,127	210,911,998	174,579,128	159,499,797	173,954,560	166,984,980	127,253,742
	Plant & Machinery		14,925,990	14,703,294	10 712 750	7 200 220	2 274 004	622.604	301 -00
	Furniture & Fixtures			5 (0.0)	10,713,760	7,368,225	3,274,891	622,691	291,189
	Vehicles		726,606	544,954	363,303	181,651	23,720,382	17,815,419	11,910,456
	Office Equipments		483,425	561,849	822,889	1,445,997	1,054,788	694,835	480,487
	Computers		1,035,191	853,206	531,570	216,431	414,888	310,055	393,921
	Intangible Assets - Computer Software			B -1		-	-		Î
	Security Deposit		27,220,000	27,220,000	27,220,000	27,220,000	49,986,259	68,038,503	82,221,045
F	Average RAB		239,728,118	271,651,820	234,512,976	205,081,376	224,168,935	253,436,126	238,508,662

- Fixed assets are valued at cost. Cost of an asset comprises of the purchase price and any attributable cost of bringing the asset to its working condition for its intended use.
- Depreciation is provided using the straight line method based on the useful lives of the assets estimated by the management



Form F 10 a	Capital projects completed before current review for Roll - Forward of RAB
	Same as in Form F7

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Form F 10 b Capital Expenditure projected plan - 10 year Master

SR. NO.	PROJECT NAME	PROJECT TYPE	F.Y. before Tariff Year 1	Tariff Year 1	Tariff Year 2	Tariff Year 3	Tariff Year 4	Tariff Year 5	Tariff Year 6	Tariff Year 7	Tariff Year 8	Tariff Year 9	Tariff Year 10
			2020-21	2021-22	2022-23	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	2029-30	2030-31
1	N.A.	Leasehold Improvements	*	-			80	-				-	
2	N.A.	Ground Handling Equipments	2,542,800	-	24,289,760	61,512,975	45,808,914	14,843,914		-	2	÷	
3	N.A.	Plant & Machinery		-	-		-	-	-	-	-	-	-
4	N.A.	Furniture & Fixtures	3,586,910	¥	805,000	71,500	82,500	55,000		-	-		-
5	N.A.	Vehicles		ű	-	29,524,815	-	v	~	-	=	.=	
6	N.A.	Office Equipments	247,800	550,000	1,167,013	136,900	66,600	129,500	-	-	-	-	-
7	N.A.	Computers	126,000		*	440,300	62,900	377,400	4	-		-	-
	N.A.	Intangible Assets - Computer											
8	N.A.	Software		:=	~	5 1	-	-	-	-	-	-	
9	N.A.	Security Deposit	-	¥	H	22,766,259	18,052,244	14,182,542					
		TOTAL	6,503,510	550,000	26,261,773	114,452,749	64,073,158	29,588,356	4	*	:e	- 1	*



Form F 10 c Yearwise Capital Expenditure Financing Plan for next 10 years

PROJECT DETAILS	Tariff Year 1		Tariff Year 2		Tariff Year 3		Tariff Year	· 4	Tariff Year 5	
PROJECT DETAILS	2021-22	AMOUNT	2022-23	AMOUNT	2023-24	AMOUNT	2024-25	AMOUNT	2025-26	AMOUNT
		550,000		26,261,773		114,452,749		64,073,158		29,588,356
	INTERNAL ACCRUAL	550,000	INTERNAL ACCRUAL	26,261,773	INTERNAL ACCRUAL	114,452,749	INTERNAL ACCRUAL	64,073,158	INTERNAL ACCRUAL	29,588,356
TOTAL CAPEX PLANNED	EQUITY INFUSED	-	EQUITY INFUSED	-	EQUITY INFUSED	-	EQUITY INFUSED	-	EQUITY INFUSED	-
	USER CONTRIBUTION	-	USER CONTRIBUTION		USER CONTRIBUTION		USER CONTRIBUTION	· ·	USER CONTRIBUTION	
	TOTAL DEBT	-	TOTAL DEBT	-	TOTAL DEBT	-	TOTAL DEBT	-	TOTAL DEBT	-
		550,000		26,261,773		114,452,749		64,073,158		29,588,356

PROJECT DETAILS	Tariff Year 6		Tariff Year 7		Tariff Year 8		Tariff Year 9		Tariff Year 10	
PROJECT DETAILS	2026-27	AMOUNT	2027-28	AMOUNT	2028-29	AMOUNT	2029-30	AMOUNT	2030-31	AMOUNT
		-		-				-		
	INTERNAL ACCRUAL	-	INTERNAL ACCRUAL	*:	INTERNAL ACCRUAL		INTERNAL ACCRUAL	18	INTERNAL ACCRUAL	-
TOTAL CAPEX PLANNED	EQUITY INFUSED	-								
	USER CONTRIBUTION	-	USER CONTRIBUTION	-	USER CONTRIBUTION	*	USER CONTRIBUTION	-	USER CONTRIBUTION	-
	TOTAL DEBT	-	TOTAL DEBT		TOTAL DEBT	-	TOTAL DEBT	-	TOTAL DEBT	-
				-		-		-		



Form F 10 d	Summary Statement of Expenses Capitalised
	NIL



Form F 10 e	Additional Capital Projects Summary
	NIL



Form 11(a) Employee Strength (ref: Al.4 of Appendix I)

SR. NO.	Particulars with detailed breakup	As on 31st March, 2020	As on 31st March, 2021	As on 31st March, 2022	As on 31st March, 2023	As on 31st March, 2024	As on 31st March, 2025	As on 31st March, 2026
Α	Department wise full time employees							
	Airport Director	,	ī	-	-	-	-	-
	ATC/Operations	134	265	434	536	577	605	639
	Communications	-	-	-	-	=	-	=
	Human Resource (HR)	-	1	1	1	1	1	1
	Official Language	=	-	-	=	-	-	-
	Finance	1	1	1	1	1	1	1
	Terminal Management Housekeeping	-	-	×	=	=	-	-
	Engineering	=	-	s=.	-	-	-	-
	Commercial	=	-	-	-	-	-	-
	Land Management	-	-	-	-	-	-	-
	Security	-	.=	-	-	-	-	-
	Mt Workshop	-	-	-	-	-	-	-
	Fire	-	-	-	-	-	-	-
	Medical	-	-	-	-	-	-	-
	Cargo	-	-	-	-	-	~	-
	Other 1 (Head office)	-	-	-	-	-	-	-
	Total Full Time Employees	135	267	436	538	579	607	641

В	Department wise part time contractual Employees							
	Department 1	-	-	-	-	-	-	-
	Department 2	-	-	-	-		=	-
	Department 3	-	-	-	-	-	-	-
	Department 4	-	-	-	-	-	-	-



Form 11(b) Payroll related Expenditures and Provisions (ref: Al.5 of Appendix I)

SR. NO.	Particulars with detailed breakup	2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Α	Salaries & Wages	21,328,484	40,251,265	71,385,895	121,285,057	155,236,828	176,808,251	196,463,892
В	PF Contributions	1,653,725	2,784,353	4,938,070	8,389,810	10,738,400	12,230,588	13,590,253
С	Medical Expenses	519,978	1,534,863	2,722,091	4,624,848	5,919,499	6,742,061	7,491,571
D	Overtime	773,032	2,320,856	4,116,055	6,993,201	8,950,834	10,194,625	11,327,954
E	Staff Welfare Fund	143,929	182,634	323,902	550,311	704,362	802,239	891,423
F	Others	8,903,298	16,118,549	28,586,358	48,568,391	62,164,319	70,802,558	78,673,626
1	Grand Total	33,322,446	63,192,521	112,072,370	190,411,619	243,714,242	277,580,322	308,438,720
2	Employee Expenses Capitalized	-	-	-	=	-	-	=
3	Net Employee Expenses (1)-(2)	33,322,446	63,192,521	112,072,370	190,411,619	243,714,242	277,580,322	308,438,720

Increase in Payroll Expenditure over the years has been assumed @ 6.6% considering 2.6% over the forecasted CPI inflation @ 4% every year



Form 11(c) Administration and General Expenditure (ref: Al.5 of Appendix I)

SR. NO.	Particulars with detailed breakup	2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Α	Administration Charges							
	Directors Sitting Fees	-	-	-	-	-	-	-
	Rates & Taxes	-	-	-	н	-	_	-
	Lease/Rent	-	-	-	-	·	-	-
	Rates & Taxes		=	-	-	-	_	-
	Communication Expenses	=	×	-	-	-	-	-
	Advertisement	-	-	-	-	-	=	-
	Office Maintenance	-	-	-	-	-	=	- ,
	Printing & Stationery	87,392	265,014	307,517	661,228	876,986	1,022,543	1,140,187
	Allocated Overhead Expenses	5,552,098	15,022,204	17,645,730	28,651,216	32,035,095	34,270,655	37,209,219
	Total	5,639,490	15,287,218	17,953,247	29,312,444	32,912,081	35,293,198	38,349,406
В	Legal Charges/Auditor's Fees							
	Auditor's Fees	- 3	=	-	-	-	-	=
	Legal Charges	-	-	-	-	-	-	-
	Total	= 1	-	-	-		-	-
C	Consultancy/Advisory Expenses							
	Consultancy/Technical/Other Professional Charges	-	-	-	-	-	-	~
	Total	-	-	-	-	-	-	-
D	Other Charges							
	Land Lease	-	-	-	-	-	-	-
	Insurance Costs							
	During Construction Period	-	-	-	-	H	-	-
	During Opertation Period	313,764	85,601	364,590	406,892	432,514	451,022	469,678
	IT related Expenses	312,896	104,073	679,148	1,203,205	1,507,917	1,578,573	1,633,997
	Recruitment and Training Charges	-	-	-	-	- [-	-
	Bank Charges - BG Commission	-	-	-	-	- 1	-	-
	Miscellaneous Expenses	-		-	-	-	-	¥
	Interest on short term loans	264,263	-	-	-	- 1	-	-
	Travel	3,181,0 6 6	5,635,327	11,193,619	24,068,670	31,922,266	37,220,517	41,502,785
	Office Expenses	367,336	535,610	1,292,592	2,779,348	3,686,248	4,298,067	4,792,565
	Certification Expenses	8 38,952	34,662	2,952,126	6,347,700	8,418,952	9,816,275	10,945,650
	Total	5,278,276	6,395,274	16,482,073	34,805,815	45,967,897	53,364,454	59,344,676
E	Grand Total	10,917,766	21,682,492	34,435,320	64,118,260	78,879,978	88,657,652	97,694,082
F	Administration & General expenses capitalised	-	-	-	*	-	-	-
G	Net A&G expenses (E)-(F)	10,917,766	21,682,492	34,435,320	64,118,260	78,879,978	88,657,652	97,694,082



Form 11(d) Repair & Maintenance Expenditure (ref: Al.5 of Appendix I)

SR. NO.	Particulars with detailed breakup	2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
A	Plant and Machinery	1,072,390	1,801,803	3,411,712	4,298,753	4,862,120	5,112,512	5,346,089
1	Grand Total	1,072,390	1,801,803	3,411,712	4,298,753	4,862,120	5,112,512	5,346,089



Form 11(e) Utilities & Outsourcing Expenditure (ref: Al.5 of Appendix I)

SR. NO.	Particulars with detailed breakup	2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Α	Utilities Costs							
	Power Costs	2,670,175	3,098,149	4,842,590	8,924,100	11,356,267	12,927,734	14,271,746
	Water Costs	528,233	1,740,178	2,720,001	5,012,515	6,378,623	7,261,289	8,016,198
	Other > Mention all the applicable heads	11,461,838	22,134,355	34,598,562	48,415,994	45,088,847	47,877,737	50,407,057
	Fuel Expenses	2,437,669	6,801,789	14,410,044	23,635,636	29,418,324	31,604,373	33,633,047
	Cleaning expenses	93,772	960,270	512,392	1,105,509	1,468,935	1,714,644	1,911,916
	Communication Expenses	2,070,797	1,574,550	2,025,049	3,011,284	3,479,528	3,795,845	4,061,632
	Equipment hire expenses	6,267,147	10,439,871	17,208,000	20,088,000	10,080,000	10,080,000	10,080,000
	Others	592,453	2,357,876	443,078	57 5,5 65	642,059	682,875	720,463
	Tot	al 14,660,246	26,972,682	42,161,153	62,352,609	62,823,736	68,066,759	72,695,001
В	Department-wise Outsourcing Costs							
	Airfield Services & Facilities	-	v	-	=	Ξ:	Ξ.	9 ;
	Terminals	-	=	-	-	=		-
	Survillenance	3	æ	e	18	-	-	
	Cleaning	-				₩.	.=	
	Tot	al -	-	-	-	•	-	•
1	Grand Total	14,660,246	26,972,682	42,161,153	62,352,609	62,823,736	68,066,759	72,695,001
2	Utilities and Outsourcing expenses capitalised	-) -	-	-		-	-
3	Net Utilities and Outsourcing expenses (1)-(2)	14,660,246	26,972,682	42,161,153	62,352,609	62,823,736	68,066,759	72,695,001



Form 11(f) Other Outflows (ref: Al.5 of Appendix I)

SR. NO.	Particulars	2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Α	Concession fees	16,393,518	30,877,956	37,855,546	99,972,519	136,077,007	164,442,090	185,924,602
В	License Fees	13,993,734	11,662,456	13,468,022	17,941,055	18,604,466	19,534,689	20,511,424
						8		
1	Grand Total	30,387,252	42,540,412	51,323,568	117,913,574	154,681,473	183,976,779	206,436,026



Form F 12 b Historical Aircraft Movements

Year	Domestic (Landing)	International (Landing)	Total
2013-14	1	1	-
2014-15	1	,	í
2015-16	¥		=
2016-17	Ή		H
2017-18	-		.
2018-19	51	23	74
2019-20	311	383	694



Form F 12 c Projected Aircraft Movements

Year	D	omestic (Land	ding)	Inte	ernational (La	nding)
	Optimistic	Most Likely	Conservative	Optimistic	Most Likely	Conservative
2021-22	7,187	6,534	5,881	1,121	1,019	917
2022-23	11,536	10,488	9,439	2,777	2,524	2,272
2023-24	13,995	12,723	11,451	3,503	3,184	2,866
2024-25	14,053	12,775	11,498	3,843	3,493	3,144
2025-26	14,113	12,830	11,547	3,983	3,621	3,259
2026-27	15,847	14,406	12,965	4,124	3,749	3,374
2027-28	17,800	16,182	14,564	4,276	3,888	3,499



Form 13(a)
Historical Tariffs and Revenue from Regulated Services (ref: Al.7 of Appendix I)

SR. NO.	Particulars	20	19-2020	20	20-21	20	21-22	20	22-23	20	23-24	20)24-25	20	25-26
	Revenues from Regulated Services	Per Unit Tariff	Revenues	Per Unit Tariff	Revenues	Per Unit Tariff	Revenues	Per Unit Tariff	Revenues	Per Unit Tariff	Revenues	Per Unit Tariff	Revenues	Per Unit Tariff	Revenues
1	Ground Handling - Scheduled flights	92,330	64,076,768	47,779	144,004,915	30,340	229,154,603	37,997	494,411,602	41,298	656,944,964	47,136	766,832,081	51,975	855,057,082
	Total Revenue		64,076,768		144,004,915		229,154,603		494,411,602		656,944,964		766,832,081		855,057,082



Form 13(b)
Historical and Projected Revenues from services other than Regulated Services (ref: Al.7 of Appendix I)

SR. NO.	Name of the customer	Particulars with detailed breakup	2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Α		Revenue from services other than Regulated Services							
1		Revenue from	-	-	-	· ·	-	-	.
2		Revenue from	-		-	-	1=	-	(=)
3		Revenue from	Ē	-			-	-	-
		Total 'A'	-						
В		Other Revenues							
1		Others - Interest Income	1,460,835	1,460,835	1,460,835	1,460,835	730,418	-	-
2		Others		₩.	×	×	-	-	-
		Total 'B'	1,460,835	1,460,835	1,460,835	1,460,835	730,418	-	=
		Total Revenues (A+B)	1,460,835	1,460,835	1,460,835	1,460,835	730,418	-	-

Interest income on Fixed Deposits with Lender towards Debt Service Reserve Account as per Loan Agreement. The same has been considered only till Sep-23 as the loan will be fully repaid by that time

Form 14 (b) - Price List - Scheduled Aircrafts

Parallaulaus	Tarlff for FY 2020-21							FY 2021-22			
Particulars	Pax	Ramp	Full	Pax	Ramp	Full	Pax	Ramp	Full		
Domestic Passenger Flig	With	out Equipm	nents	Wi	th Equipmer	nts					
CODE 8	3,500	4,000	7,500	3,500	5,600	9,100	3,500	5,600	9,100		
CODE C	6,000	8,500	14,500	20,300	11,900	32,200	11,270	20,930	32,200		
CODE D	21,000	30,000	51,000	27,000	42,000	69,000	29,295	70,525	99,820		
CODE E	27,000	40,000	67,000	31,000	56,000	87,000	37,975	81,375	119,350		
CODE F	NA	NA	NA	NA	NΑ	NA	42,315	108,500	150,815		
International Passenger	Flight										
CODE B				3,500	6,500	10,000	4,550	8,450	13,000		
CODE C				22,000	44,000	66,000	28,600	57,200	85,800		
CODE D				27,000	65,000	92,000	41,850	100,750	142,600		
CODE E				35,000	75,000	110,000	54,250	116,250	170,500		
CODE F				39,000	100,000	139,000	60,450	155,000	215,450		
Domestic Freight Flight		. 3				PC					
CODE C				NA	48,400	NA	NA	58,080	NA		
CODE D				NA	71,500	NA	NA	85,800	NA		
CODE E		- 5		NA	82,500	NA	NA	99,000	NA		
CODE F				NA	110,000	NA	NA	132,000	NA		
International Freight Flig	ht										
CODE C				NA	52,800	NA	NA	63,360	NA		
CODE D				NA	78,000	NA	NA :	93,600	NA		
CODE E				NA	90,000	NA	NA	112,500	NA		
CODE F				NA .	120,000	NA	NA .	144,000	NA		

	FY 2022-23	711277		FY 2023-24			FY 2024-25	1 1111111		FY 2025-26	1 -
Pax	Ramp	Full	Pax	Ramp	Full	Pax	Ramp .:	Full	Pax	Ramp	Full
3,500	5,600	9,100	3,675	5,880	9,555	3,675	5,880	9,555	3,859	6,174	10,033
11,270	20,930	32,200	11,834	21,977	33,811	11,834	21,977	33,811	12,426	23,076	35,502
29,295	70,525	99,820	30,760	74,051	104,811	30,760	74,051	104,811	32,298	77,754	110,052
37,975	81,375	119,350	39,874	85,444	125,318	39,874	85,444	125,318	41,868	89,716	131,584
42,315	108,500	150,815	44,431	113,925	158,356	44,431	113,925	158,356	46,653	119,621	166,274
4,550	8,450	13,000	4,778	8,873	13,651	4,778	8,873	13,651	5,017	9,317	14,334
28,600	57,200	85,800	30,030	60,060	90,090	30,030	60,060	90,090	31,532	63,063	94,595
41,850	100,750	142,600	43,943	105,788	149,731	43,943	105,788	149,731	46,140	111,077	157,217
54,250	116,250	170,500	56,963	122,063	179,026	56,963	122,063	179,026	59,811	128,166	187,977
60,450	155,000	215,450	63,473	162,750	226,223	63,473	162,750	226,223	66,647	170,888	237,535
NA NA	58,080	NA NA	NA	60,984	NA	NA NA	60,984	NA.	NA.	64,033	NA ·
NA	85,800	NA	NA	90,090	NA	NA	90,090	NA	NA	94,595	NA
NA	99,000	NA	NA	103,950	NA	NA	103,950	NA	NA	109,148	NA
NA	132,000	NA ·	NA	138,600	NA	NA	138,600	NA	NA	145,530	NA
NA	63,360	NA	NA	66,528	NA	NA	66,528	NA	NA	69,854	NA
NΑ	93,600	NA	NA	98,280	NA	NA	98,280	NA	NA	103,194	NA
NA	112,500	NA	NA	118,125	NA	NA	118,125	NA NA	NA	124,031	NA
NΑ	144,000	NA	NA	151,200	NA	NA	151,200	NA	NA	158,760	NA

Note : Above prices are excluding applicable taxes



Annexure 1 - Calculation of ARR

Particulars		2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
RAB for Calculating ARR	RAB	239,728,118	271,651,820	234.512,976	205,081,376	224,168,935	253,436,126	238,508,662
Fair Rate of Return applied to the RAB	FRoR	14.06%	14.06%	14.06%	14.06%	14.06%	14.06%	14.06%
Depreciation	D	34,302,924	40,216,546	41.114,653	44,560,321	57,979,082	62,012,443	61,503,998
Operation & Maintenance Expenditure	0	90,360,100	156,189,910	243,404,124	439,094,815	544,961,549	623,394,025	690,609,917
Tax	T	23,111,305	-	-	-	-	527,195	25,834,169
Revenues from services other than regulated services	NAR	1,460,835	1,460,835	1,460,835	1,460,835	730,418	-	
ARR		180,017,291	233,137,628	316,028,532	511,027,051	633,726,517	721,564,692	811,480,436



FROR

Particulars		2019-2020	2020-21	Tariff Year 1	Tariff Year 2	Tariff Year 3	Tariff Year 4	Tariff Year 5
Faiticulais		2013-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Debt	D	913,588,043	÷	- 1	=:	S	-	-
Equity	E	1,265,582,251	-	i u	÷.	-	-	
Debt + Equity	С	2,179,170,294	-	.=	-	-	-	-
Cost of Debt	Kd	8.60%	8.60%	8.60%	8.60%	8.60%	8.60%	8.60%
Cost of Equity	Ke	18.00%	18.00%	18.00%	18.00%	18.00%	18.00%	18.00%
Individual year gearing	G	41.92%	41.92%	41.92%	41.92%	41.92%	41.92%	41.92%
Weighted Average Gearing	WG							
Weighted Average Cost of Debt	Rd							
Weighted Average Cost of Equity	Re							
Fair rate of return		14.06%						



Forecast RAB

Particulars		2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Opening RAB	OR	190,947,897	288,508,339	254,795,302	214,230,649	195,932,102	252,405,769	254,466,484
Commissioned Assets	CA	173,629,651	6,503,510	550,000	26,261,773	114,452,749	64,073,158	29,588,356
Depreciation	DR	(34,302,924)	(40,216,546)	(41,114,653)	(44,560,321)	(57,979,082)	(62,012,443)	(61,503,998)
Disposals/Transfers	DI	(41,766,286)	-	-	-1	-	-	-
Closing RAB	CR	288,508,339	254,795,302	214,230,649	195,932,102	252,405,769	254,466,484	222,550,841
RAB	RA= (OR + CR)/2	239,728,118	271,651,820	234,512,976	205,081,376	224,168,935	253,436,126	238,508,662



Yield Per unit

Particulars		2019-2020	2020-21	2021-22	2022-23	2023-24	2024-25	2025-26
Aggregate Revenue requirement	ARR	180,017,291	233,137,628	316,028,532	511,027,051	633,726,517	721,564,692	811,480,436
Estimated Volume	VE	-	-	7,553	13,012	15,908	16,269	16,451
PV of ARR	PV (ARR)	180,017,291	233,137,628	277,074,186	392,810,813	427,081,929	426,338,313	420,365,353
Total PV (ARR)		1,943,670,594						
Total VE		69,192						
Y=Total PV (ARR)/Total VE		28,091						





Ref: CASI/SHC20/BLR/001 Date: 30th September 2020

To MS. RESHMA MISHRA AIRPORT MANAGER BRITISH AIRWAYS

Subject: Invitation for Stakeholder Consultation Meeting

Dear Ms. Reshma,

In reference to the guidelines of Airport Economic Regulatory Authority ('AERA'), Celebi Airport Services India Private Limited ('CELEBI') will be convening a Stakeholder Consultation Meeting related to Ground Handling Services at Kempegowda International Airport, Bangalore. The Meeting will be held online on a virtual platform due to the prevailing pandemic situation as per following schedule:

Date: 30th October 2020 Time: 1100hrs to 1300hrs

Venue: Online through Microsoft Teams (Link for online meeting will be shared separately via Meeting invite)

RSVP: By Response to Meeting Invite

In the aforesaid meeting we intend to discuss the recent developments, various measures being taken by CELEBI, new price proposal to be filed with regulatory authority AERA and to answer questions or receive valuable feedback from all the stakeholders.

Therefore, being a Stakeholder, we invite you to attend the subject meeting. We would appreciate a response confirming your attendance for the above invite.

To ensure that there are no hurdles during the online meeting, we will conduct a test of online platform few days before the meeting to address any issue you may have and a separate calendar invite will be sent, you are requested to login for 5 min to check effectiveness of this.

For any further assistance you may contact our coordinator Ms. Sapna Bhandari at sapna.bhandari@celebinas.in or Mobile: +91 9870002357.

Thanking you.

For Celebi Airport Services India Private Limited

Cem Sensoz

Chief Executive Officer - Ground Handling India

CELEBI AIRPORT SERVICES INDIA PRIVATE LIMITED



MINUTES OF THE MEETING OF STAKEHOLDER CONSULTATION FOR GROUND HANDLING SERVICES AT KEMPEGOWDA INTERNATIONAL AIRPORT, BENGALURU HELD BY CELEBI AIRPORT SERVICES INDIA PRIVATE LIMITED THROUGH VIDEO CONFERENCING ON FRIDAY, 30TH OCTOBER, 2020 AT 11:00 A.M.

Attendees List:-

Customer's Representative

S. N.	Name & Designation	Organization
1	Mr. Arun Chandra, GM Aviation Business	BIAL
2	Mr. Tanmay Bhatnagar, Dy. Manager Aviation Concessionaire	BIAL
3	Mr. Bhaskar Venkatramani, GM Regulatory Affairs	BIAL
4	Mr. Pradeep B.A, AGM Aviation Concessionaire	BIAL
5	Mr. Nawal Kishore, Regional Manager	SpiceJet
6	Mr. Addissu Ermias, Traffic and Sales Manager	Ethiopian Airlines
7	Mr. Sunil Sundriyal, Manager Operations	FedEx

Celebi Airport Services Officials

S. N.	Name	Designation
1	Mr. Cem Sensoz	Chief Executive Officer
2	Mr. Tauseef Khan	Chief Operating Officer
3	Mr. Laxman K Prasad	Chief Financial Officer
4	Mr. Andy Dias	Head of Commercial
5	Mr. Levent Kaylak	Head of Operations
6	Mr. Shailender Chaudhary	Legal Head
7	Mr. Sharad Tijoriya	Head Quality & Safety
8	Mr. Adil Bhat	Head GSD & BME
9	Mr. Namith Karkera	Head of IT
10	Mr. Punit Lodha	Head – FPA
11	Mr. Anand Rao	Deputy Station Manager BLR
12	Mr. Anil Raheja	Training Manager
13	Ms. Sapna Bhandari	Commercial Sr. Manager
14	Ms. Nisha Kandari	Executive

Considering the availability of the Stakeholders, meeting commenced at 11.00 a.m.

Mr. Tauseef Khan, Chief Operating Officer of Celebi Airport Services India Private Limited welcomed all the stakeholders, present for the meeting. He wished all the participants to remain healthy and successions.

CELEBI AIRPORT SERVICES INDIA PRIVATE LIMITED



safe during covid-19 pandemic. In the opening speech, he introduced the stakeholder representatives who participated in the meeting and thanked them for joining the Meeting.

Mr. Cem Sensoz, Chief Executive Officer of CELEBI thanked all the Stakeholders for sparing their valuable time to attend the meeting. He further stated that with an intention of everyone's safety in the current pandemic, CELEBI has organized this meeting on virtual platform and requested stakeholders to feel free to ask their questions, if any. He also wished all the Stakeholders to stay positive, healthy and safe during the current situation.

Further other Members from the CELEBI Management on panel, were introduced one by one.

Thereafter, Mr. Tauseef briefed the participants on flow of event.

Mr. Andy Dias, conveyed warm welcome to all the participants. As the Meeting was conveyed on virtual platform through Microsoft Teams video conferencing, Mr. Andy appraised the participants on Meeting Guidelines with respect to the recording, network speed and sound quality, feedback and Q/A session, Minutes etc.

Mr. Andy started his presentation giving brief overview of CELEBI as a Company (Celebi Airport Services India Private Limited along with its affiliates is collectively referred to as "CELEBI"). He stated that CELEBI is established in Turkey in 1958. CELEBI is the global provider of Airport Services having presence in four Countries including Turkey, Frankfurt, Budapest and India. Further, CELEBI at glance was briefed on below:

- 4 warehouses worldwide
- Handling close to 1 Million Tons Cargo per annum
- Employ more than 13,000 people
- Active at more than 40 Airports: Turkey 31 (including Airports where we do not operate currently due to Pandemic (04 Airports non ops now), India 07 (Including non-ops station Kannur) Hungary 01, Germany 01 (FRA Cargo Warehouse ops)
- Certified Un-impaired Airport
- Provides Airport Ground Services for more than 70 Million Passengers Annually
- possessed certifications under ISAGO, AHM 804, ISO 9001, ISO 14001, PAS99, RA3
- More than 300 Customers globally
- Serving more than 240k flights Annually
- providing ground handling, cargo warehouse and general aviation services

Mr. Andy also appraised the participants on;

- CELEBI Mission and Vision Values
- CELEBI Values



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- Milestones achieved by CELEBI step by step: CELEBI originated in Turkey, founded with one ladder and 5 workers and continues growth of CELEBI in achieving other stations worldwide
- services provided by CELEBI
- Customers over 300 Airline partners
- Quality and Safety role and certifications that enable CELEBI to provide services
- CELEBI entities across the globe and their services
- International Membership with Airport Services Association (ASA), Aviance Alliance, IATA, TIACA, UTIKAD

Mr. Tauseef Khan, COO started his presentation with the insights on role of support functions and expressed gratitude to have in place latest state of Art IT systems and technologies. The Stakeholders were further appraised on these support systems like IT systems & technology, Human Resource, Training, quality management and GSE management that plays key role in CELEBI operations, as briefed below;

IT Systems and Technology:

- Integrated Airport Resources Management: Inform Groundstar is the German based system through which CELEBI optimize planning and control process in ground handling requirements, project and forecast resource requirement for a particular station well in advance, real-time allocation of resources, this has successfully implemented in Mumbai thereafter in Delhi and now we are planning to introduce this at other stations in India. The requirement for using this system helps us in case of multiple flights.
- Global ERP System used in all the functions across the network
- Sales Force: tool used in managing customers locally and globally, taking customer feedback, their contact details, follow up and meeting reports, KPI monitoring
- DCS Systems: proven systems of check-in, boarding and load planning used in CELEBI globally
- Flight Info & Ops Management System (Ikarus): in-house system to specialize ground service requirements of customers.

Human Resource:

- HR policies
- Over 90% internal promotion rate
- Exemplary career paths: From officer to C level management
- Global assignments for personal development in critical roles



Celebi Aviation Academy:

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Mr. Tauseef Khan further briefed about Celebi Aviation Academy as a brain child of CELEBI that happened about 2-3 years back through one of the Board Member of CELEBI, Turkey. Celebi Aviation Academy is a central educational hub which promote training standardization for the purpose of soft skill development, leadership and operational-technical training that provide safe, secure and sustainable development of global ground handling & cargo service. Celebi Aviation Academy has moved leaps and bounds in last 2-3 years and Celebi Aviation is the first company in the world to undergo the center of excellence certification for our in-house training programmes with Celebi Aviation Academy. IATA CETV program was officially launched at the global training partner conference between 10th – 13th April, 2019 wherein CELEBI was accredited with the CETV program. CELEBI is the first ground handling company to achieve highest recognition from IATA with its recognition for achieving IATA training validation program. IATA has gone through CELEBI training modules and found them in line with their AHMS and guidelines and awarded Celebi Aviation Academy as the first company to receive training validation program.

Training initiatives and updates:

Next Mr. Tauseef moved to explain the training initiatives taken within an organization. He mentioned that operation is aided with the blended approach of online/offline platform through Eschool created by Training Team to groom, train and qualify staff for various job functions. It is a go green initiative by the team. Through this platform, following benefits are achieved;

- Read & Sign documents, circulars received from various Airlines, Airport Operators are now been uploaded on E-School and assigned to specific staff.
- to track training completion, assign refresher trainings and monitor records for compliance
- Skill cards for GSE operators have been redesigned and issued
- to conduct briefing sessions to keep staff engaged, upgrade existing job knowledge and keep them motivated during COVID 19 Lockdown period
- Mentorship program to guide new joiners.

Customer Satisfaction:

Mr. Tauseef Khan further informed about customer satisfaction survey which is gone online now and being conducted twice year to get the feedback from the customers. CELEBI takes this feedback with importance, endeavor to work on shortfalls and appreciate our staff when we receive recognition/ratings from our Customers this also promote competition within CELEBI stations locally as well as at global level. He further updated that how CELEBI measures quality of its services via Customer Scorecards. Scorecards have been designed to measure the quality of service provided across all subsidiaries in a uniform method. The goal of this procedure is to identify potential problem

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areas as well as strong points and to collect customer feedback pertaining to their commercial and operations expectations.

GSE Management:

Mr. Tauseef Khan further added that CELEBI has implemented the SAP system in order to control, follow, plan, perform and organize GSE's needs and maintenance & repair activities. SAP system support the operations immensely with GSE Management with almost no chance of error. There are other initiative taken through GSE Management Program i.e. conducting GSE tracking system together with GMR and have finalized vendor which induct the product by end of 2022, currently it is pending for seeking Govt. authorities approval. With the help of this tracker we can track the status on the dashboard of every single GSE (wide body/ narrow body). CELEBI has also introduced electrical equipment (passenger stairs, conveyor belts) to make Airport more environment friendly. CELEBI has also introduced Lithium batteries (i.e. Environment friendly, zero maintenance, full charge in approximately 2 Hrs., can be charged in between and need not wait to reach 25% capacity compared to lead acid traction batteries), leading to less down time & increase in productivity.

Operation with Covid-19:

Mr. Tauseef Khan mentioned that, although flights were not fully operative during Covid-19 period but CELEBI operations were continued in terms of business continuity plans which was introduced in pan India and even implemented globally covering guidelines for the staff about running business. Below measures taken by CELEBI during the pandemic were briefed to the Stakeholders;

- Developed & implemented Business Continuity Plan (BCP) for COVID-19.
- 100% compliance to guidelines issued by regulatory authorities and Celebi HQ.
- 100% compliance to COVID-19 PPE.
- 100% temperature checks at office entrance and before issues Airport Entry Pass for operations staff.
- Cleaning & Disinfection through OEM validated chemicals
- · Social distancing marking on coaches.
- Cleaning & disinfection of equipment and offices every 12 hours.
- Dynamic tracking and recording of COVID-19 cases enabling self-isolation of suspected cases.
- Wage payment to staff detected positive or under self-isolation making staff to reporting symptoms voluntarily.
- Regular check of compliance by operations and Quality & Safety department.
- Top management is closely monitoring compliances.

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Bengaluru Station Specific Initiatives:

Stakeholders were also appraised on the below initiatives taken by CELEBI specifically for Bengaluru location;

- Digital Web SCF
- Online Read & Sign
- Safety Review Board Meeting every fortnight to discuss safety issues
- Chaining of Cones around the Aircraft
- All Refresher Trainings conducted Online through Celebi E School
- Implementation of system of monthly/yearly Station Safety Rating to promote safety practices
- Emphasis on reporting of Non-Compliances & Operational Hazards
- GOM Project | AODB Integration | ULD Management Software (In process)
- Reward & Recognition Process | Digital Notice Boards
- TaxiBot is operational at BLR (currently no Customer signed but equipment available at BLR)
- FOD Campaign
- Transport facility to all employees both Blue & white Collar

Tariff Proposal to AERA for the Third Control Period (FY2021-22 to FY2025-26)

In the last Mr. Andy gave detailed background about the proposed Annual Tariff Plan Proposal for the Third Control Period (FY2021-22 to FY2025-26) and highlighted that;

- As per Airport Economic Regulation Act (AERA) regulation tariffs of Ground Handling Services must be determined by the Authority.
- Price so determined by the Authority is the maximum tariff to be charged, however we will
 continue to have price finalisation with one to one customer based on individual discussion and
 scope.
- Our current AERA approved/ determined tariffs are valid till March 2021 and it is same irrespective of volume of operation/ flights.
- Considering the above facts we would like to propose the following to AERA Authority in respect of tariffs for the third control period (FY2021-22 to FY2025-26)
- Price link to volume of operation in 3 slabs i.e. High, Medium and Low
- Suitable price increase/alignment, in-line with increase in cost & volume of operation.

After the detailed presentation, stakeholders were invited for their queries and question and answer session.

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Question 1: Pradeep B.A, AGM Aviation Concessionaire from BIAL asked that the volumes are also associated with any kind of service or is it only comprehensive services you are referring to?

Reply: Laxman K Prasad, CFO replied that what we are looking at is to categorising the services broadly into ramp, terminal and comprehensive and the volume will be determined on the basis of number of flights and the number of flights will have all 3 buckets of pricing i.e. ramp, terminal and comprehensive.

<u>Question 2</u>: Pradeep B.A, AGM Aviation Concessionaire from BIAL asked that what is the minimum volume/ number you are setting at or being proposed per Airline?

Reply: Laxman K Prasad, CFO mentioned that we are evaluating the numbers but most likely numbers will be fixed at monthly basis. For e.g. if any Airline is flying 15-17 flights per month may fall into low category, Customer with 30-40 flights per month will be categorised as Medium and more than that can be categorised as High but its tentative and we are still working on it and more freezing number will come up in due course.

Since there was no other questions/concern raised, it was proposed to close the meeting.

Mr. Cem Sensoz addressed the closing remarks by thanking the Stakeholders for hearing the presentation and understanding CELEBI approach and he thanked all the participants for their patience and valuable time. He also mentioned that stakeholders may raise their questions later through email and wished the participants to stay healthy and safe.

Further Mr. Tauseef extended his thanks to all for their participation in Stakeholder Consultation Meeting and announce the closure of the Meeting.

The meeting ended at 11.45 a.m. with a vote of thanks to all stakeholders.

For Celebi Airport Services India Pvt. Ltd.

Cem Sensoz

Chief Executive Officer



Forwarded to:

All stakeholder invited – As per list attached in Annexure 1

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Annexure - 1

S. N.	COMIPANY/ORGANIZATION	NAME	DESIGNATION
1	British Airways	Reshma Mishra	Airport Manager
2	Ethiopian Airlines	Addissu Ermias	Traffic and Sales Manager
3	FedEx	Sudhir Rana	Sr. Manager Operations
4	Malindoair	Varun Khera	Station Manager
5	SpiceJet	Nawal Kishore	Regional Manager
6	BIAL	Raveen Pinto	VP Aviation Business
7	BIAL	Arun Chandra	GM Aviation Business
8	BIAL	Pradeep B.A	AGM Aviation Concessionaire
9	BIAL	Kiran Kumar	GM Finance Controlling
10	BIAL	Sriram G.	Sr. Manager Finance Controlling
11	BIAL	Bhaskar Venkatramani	GM Regulatory Affairs
12	BIAL	Savita E.	Regulatory Affairs
13	BIAL	Tanmay Bhatnagar	Deputy Manager Aviation Concessionaire



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