

Celebi NAS Airport Services India Pvt. Ltd.

Ground Handling Service at CSMIA, Mumbai

Annual Tariff Proposal for FY 1920 & FY 2021

89-1

Significant Reduction in Volume i.e. Number of Flights

3

Airline Name	FY 14-15	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	FY 20-21
Domestic Airlines	15,694	25,751	31,369	25,642	24,691	2,190	2,190
Growth %		64%	22%	-18%	-4%	-91%	0%
International Airlines	12,271	13,772	15,881	16,596	17,142	19,215	19,153
Growth %		12%	15%	5%	3%	12%	0%
Total	27,965	39,523	47,250	42,238	41,833	21,405	21,343
Growth %		41%	20%	-11%	-1%	-49%	0%

- Overall reduction in volume has decreased by 49% in FY1920 as compare to FY1819.
- Reduction in volume for Domestic Airlines is 91% due to reduction in operation and shifting to self handling.
- We do not expect that self handling company will comeback to GHA (Ground Handling Agency) on short to medium term.

RAB for FY1819 and FY1920

Provisional RAB for FY1819

Amount in INR Crore

Particulars	Fixed Assets	Security Deposit *	Total	Remarks
Opening	176.87	129.25	306.12	
Addition	8.58	82.27	90.85	
Depreciation	(16.91)	-	(16.91)	
Disposals (net) @	-	(1.00)	(1.00)	Refund of security deposit
Closing RAB	168.53	210.52	379.05	

Forecasted RAB for FY1920

Amount in INR Crore

Particulars	Fixed Assets	Security Deposit *	Total	Remarks
Opening	168.53	210.52	379.05	
Addition	9.67	14.00	23.67	
Depreciation	(17.64)	-	(17.64)	
Disposals (net) @	-	(10.75)	(10.75)	Refund of security deposit
Closing RAB	160.57	213.77	374.34	

* Given to Airport Operator as per Concession Agreement

@ including refund of security deposit

ISD guidelines
 1) Treatment of S.D.
 2) Concession of
 Airport Operations
 Condition

S.D. given to MIAE
 for building
 construction

Planning not considered in RAB
 only Ref
 (new concession Agreement
 with MIAL)

Stakeholder Consultation

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- Stakeholder Consultation was conducted on 10th & 11th Dec, 2018
- Company's operations and future initiatives were briefed to the stakeholders
- All the concerns of stakeholders were addressed
- Proposed increase in tariffs were also informed and have not received any objections, there were few queries which was responded during the meeting.

Low Volume customers Volume > After

Before Low Volume & High Volume customers

are: For Revenue After 5% increase in Low Volume customers.

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Few photographs of Stakeholder Consultation

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Tariff history & Proposed tariffs

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Price list history for International & Domestic Ground Handling						
Aircraft Type/ Category (ICAO code types)	Tariff Heading	From 1 April 2015 till date	FY 19-20	% increase in 4 years	FY 20-21	% increase as compared to FY 19-20
International - Passenger aircraft						
C (S)	Comprehensive	64,010	70,410	10%	70,410	0%
	Ramp	48,010	52,810	10%	52,810	0%
C	Comprehensive	106,760	117,440	10%	117,440	0%
	Ramp	79,900	87,890	10%	87,890	0%
D	Comprehensive	175,340	192,870	10%	192,870	0%
	Ramp	140,590	154,650	10%	154,650	0%
E	Comprehensive	206,080	226,690	10%	226,690	0%
	Ramp	165,390	181,930	10%	181,930	0%
F	Comprehensive	288,040	316,840	10%	316,840	0%
	Ramp	225,170	247,690	10%	247,690	0%
International - Freighter aircraft						
C	Ramp	88,010	96,810	10%	96,810	0%
D	Ramp	154,530	169,980	10%	169,980	0%
E	Ramp	181,970	200,170	10%	200,170	0%
F	Ramp	247,570	272,330	10%	272,330	0%
Domestic - Passenger aircraft						
C (S)	Comprehensive					
	Ramp					
C	Comprehensive	12,340	27,000	119%	27,000	0%
	Ramp	8,690	18,900	117%	18,900	0%
D	Comprehensive					
	Ramp					
E	Comprehensive	65,380	71,920	10%	71,920	0%
	Ramp	43,550	47,910	10%	47,910	0%
F	Comprehensive					
	Ramp					

Note: The above price is excluding of Government taxes and duties.

Tariff history & Proposed tariffs

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Price List history for Bridge Mounted Equipment Services

Customer Category	Aircraft Type (ICAO code types)	From 1 April 2016 till date				FY 19-20				Increase % in FY 19-20 in 3 years	Increase % in FY 20-21 as compared to FY 19-20 in 3 years
		FEGP (per hour in INR) *		PCA (per hour in INR)*		FEGP (per hour in INR) *		PCA (per hour in INR)*			
Domestic	Code C		2,500		3,750		2,650		3,980	6%	0%
	Code D		3,000		4,000		3,180		4,240	6%	0%
	Code E		3,500		4,250		3,710		4,510	6%	0%
International	Code C	Single Cable	5,750	60T	5,850	Single Cable	6,100	60T	6,200	6%	0%
		Double Cable	6,950	90T	6,525	Double Cable	7,370	90T	6,920	6%	0%
	Code D	Single Cable	5,750	90T	6,525	Single Cable	6,100	90T	6,920	6%	0%
		Double Cable	6,950			Double Cable	7,370			6%	0%
	Code E	Single Cable	5,750	90T	6,525	Single Cable	6,100	90T	6,920	6%	0%
		Double Cable	6,950			Double Cable	7,370			6%	0%
	Code F	Single Cable	5,750	90T	6,525	Single Cable	6,100	90T	6,920	6%	0%
		Double Cable	6,950	120T	7,525	Double Cable	7,370	120T	7,980	6%	0%
				120T for A380 series	8,725			120T for A380 series	9,250	6%	0%

FEGP - Fixed Electric Ground Power

PCA - Pre - Conditioned Air Cool

Note. The above price is excluding of Government taxes and duties.

8/13

THANK YOU

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Subject: Additional Information regarding Annual tariff proposal for FY 2019-20 and
FY 2020-21 for Mumbai Airport

punit.lodha@celebinas.in

laxman.prasad@celebinas.in,

GEETHA SAHU <gita.sahu@aera.gov.in>, jaimon.skaria@gov.in

Date: 02/28/19 12:58 PM

From: "TRILOK CHAND" <trilok@aera.gov.in>

Dear Mr Punit,

Please refer to your ATP proposal dated 15.02.2019 for tariff determination of ground handling services at Mumbai Airport for the FY 2019-20 and FY 2020-21 of second control period.

you are advised to provide the following information-

- (i) Capital expenditure details like phasing, costing, forecasting, commissioning date etc of the project.
- (ii) Standalone/bifurcation of Balance sheet of M/s Celebi, Mumbai.
- (iii) Projected Aircraft movement based on FY 2017-18 ACS.
- (IV) Forcasted RAB year wise based on FY 2017-18 ACS with assumption considered.
- (v) Proposed tariff card category wise with proper justification of increase sought.

Regard
Trilok Chand
Asstt Manager (Fin)

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S.C.T.C.
for process on file18
20/2/19

15 February, 2019

To;

The Secretary,

Airports Economic Regulatory Authority of India

AERA Building, Administrative Complex,

Safdarjung Airport, New Delhi – 110003

J
20/2/19
AGM(T)भारतीय विमानपत्तन आर्थिक विनिमायक प्राधिकरण
सफदरजंग एयरपोर्ट, नई दिल्ली-110003

प्राप्त

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20/2/2019

Sub: Submission of ATP for the FY 2019-20 and FY2020-21 being the Fourth and Fifth tariff year of the Second Control Period.

Dear Sir;

Enclosed please find herewith the Annual Tariff Proposal for the financial year 2019-20 and 2020-21, being the fourth and fifth tariff year of the second control period.

We would like to bring to your kind notice that prices for Ground handling & Corporate Aviation are remain unchanged since 1st April 2015 and for Bridge Mounted Equipment (BME) services it is remained unchanged since 1st April 2016. However, during these four years period the cost of operations has increased substantially particularly the following;

- Staff cost, due to increase in minimum wages by 60.3% (₹ 9,500 in Apr-15 to ₹ 15,233 in Jan'19).
- Fuel cost increased by 23.4% from ₹ 55.69 to ₹ 68.76 per litre.
- Wholesale Price Index (WPI) by 8.9% from Apr-15 – 110.2 to Dec-18 – 120.0.

Considering the above fact, we are proposing the increase in prices for Ground Handling @ 10% and Corporate Aviation & BME services @ 6% effective from 1st April 2019.

We would also like to inform you that we have conducted the stakeholders' consultation for our services at CSMI Airport on 10th & 11th Dec 2018 wherein the stakeholders were briefed on Company's operations and future initiatives. All the concerns of stakeholders were addressed

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21/2/19689/DC
20/02/19

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and the same is mentioned in the enclosed meeting minutes. The proposed increase in tariffs was also informed to them and all queries related to this was addressed.

The copy of few invitation letters, presentation, meeting minutes and photographs are enclosed herewith as an evidence of stakeholders meeting.

Declaration in Form "B" is also enclosed herewith.

Do let us know if you need any further information or clarification on this.

Yours Truly'

For **CelebiNAS Airport Services India Pvt. Ltd**



CEM SENSOZ

Chief Executive Officer

Encl: As Above



848-20

Form B

(ref: Section A1.8 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 Celebinas Airport Services India Private Limited, E8 – 3016, Level 3, New T2, Chhatrapati
Shivaji International Airport, Andheri (East), Mumbai - 400099

I, Cem Sensoz, aged 48 years resident of Turkey acting in my official capacity as Chief Executive Officer in M/s Celebinas Airport Services India Private Limited having its registered office at E8 – 3016, Level 3, New T2, Chhatrapati Shivaji International Airport, Andheri (East), Mumbai - 400099 do hereby state and affirm as under that:

1. That I am duly authorized to act for and on behalf of M/s Celebinas Airport Services India Private Limited in the matter of making this submission before the Airports Economic Regulation Authority of India, New Delhi ('AERA');
2. I am competent to make this submission before AERA;
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 (i) Estimated Maximum Allowed Yield per passenger (where determined by the Authority); (ii) Proposed detailed break-up of Tariff(s) (in context to Estimated Maximum Allowed Yield per passenger where determined by the Authority); and (iii) Justifications, are correct and true to my knowledge and belief and nothing material has been concealed there from.

Signature



Place : Mumbai

Date : 15 February, 2019

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Celebi NAS Airport Services India Private Limited

Stakeholder Consultation

A. Ground Handling

1. Attendance Sheet
2. Meeting minutes
3. Invitation letter
4. Presentation

B. Bridge Mounted Equipment (BME)

5. Attendance Sheet
6. Meeting minutes
7. Invitation letter
8. Presentation
9. Photographs

C. Corporate Aviation

10. Attendance Sheet
11. Meeting minutes
12. Invitation letter
13. Presentation
14. Photographs

Stakeholder's Consultation – Ground Handling *E BME*
Meeting Attendance Dated: 10th Dec'18 at Hyatt Regency, Mumbai

SR. NO.	COMPANY NAME	NAME	DESIGNATION	SIGNATURE
1	JET AIRWAYS	DESMOND SEQUEIRA	MANAGER	<i>Desqua</i>
2	Egyptair	IMTIYAZ SHAIKH	ASST. STN MGR	<i>Imtiyaz</i>
3	Egyptair	AFTAB ANSARI	SR. Traffic Officer	<i>Aftab</i>
4	ETHIOPIAN AIRLINES	LYNETTE DMELLO	SR. COST. SRVC AGENT	<i>dmello</i>
5	THAI AIRWAYS INT PCL	PANGHAT JONGCHANSITE	AIRPORT SERVICES MANAGER	<i>Panghat</i>
6	Saudia	Mabel Verghese	SR. CSR	<i>Verghese</i>
7	Saudia	Adil Khan	Exec. Subv	<i>Adil</i>
8	IRAQI AIRWAYS	ABDULRAHMAN ALJUROOTI	STATION MANAGER	<i>Aljurooti</i>
9	Cathay Pacific	Vishal Pillai	Airport Operations Manager	<i>Vishal</i>
10	ETIHAD AIRWAYS	SAMIR SAXENA	APM	<i>Saxena</i>
11	CATHAY PACIFIC AIRWAYS	ARPAN HERYANI	Area Mgr - Cargo ACM	<i>Arpan</i>
12	ZUBIN DAVER → CATHAY PACIFIC		ACSM	<i>Zubin</i>
13	Cathay Pacific Airways	Zubin Bamji	Regional Head of Airports	<i>Zubin</i>
14	BRITISH AIRWAYS	Vijay Mishra	APM	<i>Vijay</i>



Stakeholder's Consultation – Ground Handling

Meeting Attendance Dated: 10th Dec'18 at Hyatt Regency, Mumbai

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AIRPORT SERVICES INDIA PVT LTD

MINUTES OF THE MEETING OF STAKEHOLDER CONSULTATION FOR GROUND HANDLING SERVICES AND BRIDGE MOUNTED EQUIPMENT (BME) AT CSMIA, MUMBAI HELD ON 10TH DECEMBER, 2018 AT 11:00 A.M. AT HYATT REGENCY, SAHAR AIRPORT ROAD, ANDHERI EAST, MUMBAI - 400 099.

Attendees List:-

Customer's Representative

S. N.	Name & Designation	Organization
1	Desmond Sequeira – Manager	Jet Airways
2	Imtiyaz Shaikh – Asst. Station Manager	Egypt Air
3	Aftab Ansari – Sr. Traffic Officer	Egypt Air
4	Lynette Dmello – Sr. Customer Service Agent	Ethiopian Airlines
5	Panutat Jongchansitto - Airport Services Manager	Thai Airways INT PCL
6	Mabel Varghese - Sr. C.S.R	Saudia Airlines
7	Adil Khan- - Executive Supervisor	Saudia Airlines
8	Abdul Rahman Aljuroori – Station Manager	Iraqi Airways
9	Vishal Pillai – Airport Operations Manager	Cathay Pacific Airways
10	Samir Saxena – Airport Passenger Manager	Etihad Airways
11	Arpan Heryani – Area Manager Cargo – Western region	Cathay Pacific Airways
12	Zubin Daver – ACSM	Cathay Pacific Airways
13	Zubin Bamji – Regional Head of Airports	Cathay Pacific Airways
14	Viraf Mistry – APM	British Airways
15	Murat Etiz – Station Manager	Turkish Airlines
16	Arnold Florindo – Station Manager	El-Al Israel Airlines
17	Swapnal Chouhan – Sr. Manager	MIAL
18	Sanjiv Bhargava – VP – Regulatory & Taxation	MIAL
19	Sushant Agarwal- Deputy Manager	MIAL
20	Pratik Sarda – Manager	MIAL
21	Kaushal Vyas – Station Manager	Spice Jet
22	Nawal Kishore – Regional Manager	Spice Jet
23	Shaktivel Das – Manager	Hercules Aviation
24	Vijay Phadtare – Sales Services officer	Singapore Airlines
25	Vinay Kumar – Station Manager	Air China
26	Komsan – Station Manager	Bangkok Airways
27	Ramesh Patel – Airport Manager	Bangkok Airways
28	Vishnu S Nair – Sec coordinator	Jazeera Airways
29	Fazal Malgi – Duty Manager	Air China



COO, shared brief milestones CELEBI achieved in India:

- The contract award was announced by the airport's operator, Mumbai International Airport Private Ltd (MIAL), on 1st November 2008 and now the existing ground handling concession has been further extended for the period of Ten years w.e.f. 1st January, 2020.
- The first ground handling service provided by Çelebi NAS Airport Services India Pvt. Ltd. at Chhatrapati Shivaji Maharaj International Airport was to British Airways in June 2009.
- Presence since 2009
- Employee strength of more than 2500 personnel at CSMIA Mumbai, all in our payroll
- Modern equipment in line with best Industry Standards
- Permanent Security Clearance and ISAGO certification

Mr. Cem Sensoz apprised attendees that Celebi is currently available at six stations in different States across India. And CELEBI is confident to further expand its foot prints in other part of India. He shared that CELEBI is one of the bidder for Hyderabad & AAI Tenders and looking forward positively for its growth in Indian Aviation Sector. Also to inform that as on the date of finalisation of this minutes CELEBI has been awarded to provide Ground Handling Services at Hyderabad for a period of 10 years.

COO shared CELEBI's service portfolio globally as well as in India detailed as below:

- Supervision and Administration
- Passenger Services
- Ramp Services
- Baggage Handling
- Exterior and Interior Aircraft Cleaning
- Water and Toilet Services
- ULD management, Control
- Load Control and Flight Operation Services

Mr. Saurabh Dalvi, apprised stakeholders that CELEBI is currently having following certifications for its services:

- ISO 9001:2015 – Certification done in June 2017 valid till June 2020
- ISO 14001:2004 – Certification renewed in May 2018 valid till May 2021.
- BS OHSAS 18001:2007 – Certification renewed in May 2018 valid till March 2021
- ISAGO – Certification valid till May 2019.
- RA3 – certification done in May 2014 be valid till May 2019.



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Further, on the equipment side he mentioned that CELEBI keeps on studying how can they can modify the equipment to make them environment friendly. He informed that all equipment are conventional aviation purposed equipment. CELEBI's GSE manufacturers include Schopf, Mulag, and Charlotte etc. He updated the GSE management process in CELEBI and implementation of SAP system in order to control, follow, plan, perform and organize GSE's needs and maintenance & repair activities. And CELEBI has constant focus on improving the state of the art technology vision in order to meet the needs of customer efficiently. CELEBI is evaluating inducted electrical equipment to make Airport more environment friendly. Mr. Tauseef Khan & Mr. Adil Bhat also presented information on the IT systems and technology being used by CELEBI for increasing the productivity and maximum utilisation of equipment's. And how with introduction of various new tools, the overtime is being managed & reduced. They shared the details of new software which has been implemented at Mumbai for resource planning at Mumbai and how well it is working. They also informed that similar project is in process of being initiated shortly at Delhi Station. Further, Mr. Adil Bhat briefed about GSE construction facility being carried out by CELEBI & MIAL at the Mumbai Airport which is expected to be ready to use from June 2019.

Thereafter, CEO highlighted the features of new planning software which is used from the control rooms by CELEBI and this is most expensive system CELEBI has invested upon and further he recommended the stakeholders to give visit to the control rooms.

In the last Mr. Laxman Prasad, CFO proposed Annual Tariff Plan Proposal and it was mentioned that current AERA approved prices is remain unchanged from 1st April 2015, however during this period cost of operation has increased beyond inflation due to significant increase in minimum wage in the year 2017. Considering the above facts we will propose to AERA for increase of price @ 10% for FY1920 & FY2021 after a gap of four years.

After the detailed presentation, stakeholders were invited for their queries and question and answer session began:-

- CFO explained that as of now it is for FY 1920 & FY2021 and will be decided afterwards for the further years , this reply was w.r.t. the query raised by Mr. Sameer Saxena – station manager, Etihad in respect to the tariff hike will be applicable for how many years?
- another query raised by Mr. Viraf Mistry – Station Manager, British Airways regarding provision for ULD storage, stacking of ULD in the GSE Facility and to this Mr. Adil Bhat replied that currently we are equipped with the enough space at Sierra bay for storage of the same.
- Mr. Abdul Rahman Aljuroori – Station Manager, Iraqi Airways enquired that any technical assistance from CELEBI is required to be incorporated in Agreements (SLA) and to this Mr. Tansu replied that these commercials to be discussed and agreed between the Parties separately.



Annexure - 1

S. N.	COMPANY	NAME	DESIGNATION
1	Air Arabia	Mr. Rajesh Ahuja	Airport Head
2	Air China	Mr. Vinay Kumar	Airport Services Manager
3	Air Seychelles	Mr. Samir Saxena	Station Manager
4	Bangkok Airways	Mr. Ramesh Patel	Airport Manager
5	British Airways	Mr. Viraf Mistry	Station Manager
6	Cathay Pacific	Ms. Deborah Gonsalves	Station Manager
7	Egypt Air	Mr. Hossam Badr	Station Manager
8	El-Al	Mr. Arnold Francis Florindo	Station Manager
9	Ethiopian Airlines	Mr. Eyob Adnew	Manager Airport Services
10	Etihad Airways	Mr. Samir Saxena	Station Manager
11	Fly Dubai	Ms. Nadiya Hasnani	Station Manager
12	Gulf Air	Mr. Keith Mario Domnic Vaz	Station Manager
13	Iraqi Airways	Mr. Abdulrehman	Station Manager
14	Jazeera Airways	Mr. Abdullah Ansari	Airport Manager
15	Jet Airways	Ms. Aakruti Bagwe	Station Manager - Mumbai
16	Malindo Air & Thai Lion Air	Mr. Subroto Sarkar	Station Manager
17	Qatar Airways Pax	Mr. Harshal Lavande	Airport Services Manager
18	Rwandair	Mr. Sam Munyaburanga	Country Manager and APM
19	Saudi Arabian Airlines	Mr. Hani Al-Julhum	Station Manager-Mumbai
20	Singapore Airlines	Mr. Elser Chan	Station Manager
21	Spice jet	Mr. Sumant Rautelaa	Head of Airports and Ground Services – Spice Jet Ltd
22	Sri Lankan	Mr. Thivanka Fonseka	Station Manager
23	Thai Airways	Mr. Panutat Jongchansitto	Airport Services Manager
24	Turkish Airlines	Mr. Erdogan Murat Etiz	Reg. Station Manager



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Punit Lodha

From: Saurabh Dalvi
Sent: Monday, December 03, 2018 2:11 PM
To: Abhijit Jadhav
Cc: Tauseef Khan; Pooja Shinde
Subject: Invitation for Stakeholder Consultation Meeting-GH
Attachments: Qatar Airways cargo.pdf

Dear Abhijeet,

In reference to the regulation of Airport Economic Regulatory Authority, we CelebiNAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting as scheduled below:-

Date : Monday, 10th December, 2018

Location : Hyatt Regency, Sahar Airport Road, Mumbai 400 099, India.

Meeting Time : 10:30 a.m. – 12:00 p.m. (Followed by Lunch)

Being a Stakeholder, you are invited to attend the Subject Meeting.

Please find attached formal invitation for this meeting and looking forward to your presence.

Please do contact me should you need any clarification.

Thank you
R/



Saurabh Dalvi

Station Manager

**CELEBI NAS AIRPORT SERVICES
INDIA PVT. LTD.**

Tel : +91 22 6885 9383

Fax : +91 22 6885 9388

Gsm: +91 9773 131777

www.celebiaviation.com



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862-34



Date: December 3, 2018

Ref. CNAS/SCM/BOM/GH/2018

To
Mr. Abhijeet Jadhav
Qatar Airways Cargo
Rangoli Complex, Sahar Cargo Terminal, Mumbai

Dear Sir,

Subject: Invitation for Stakeholder Consultation Meeting

In reference to the regulation of Airport Economic Regulatory Authority, we Celebi NAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting related to **Ground Handling services** at Chhatrapati Shivaji Maharaj International Airport, Mumbai as scheduled below:-

Date : Monday, 10th December, 2018

Location : Hyatt Regency
Sahar Airport Road, Andheri East, Mumbai - 400 099

Meeting Time : 10:30 a.m. – 12:00 noon (For Ground Handling)
(Followed with Lunch)

Being a Stakeholder, you are invited to attend the Subject Meeting.

For any assistance, you may contact our Coordinator Mr. Saurabh Dalvi at saurabh.dalvi@celebinas.in or Mobile: **+91 97731 31777**.

Thanking you.

For Celebi NAS Airport Services India Private Limited


Cem Sensoz
Chief Executive Officer

Punit Lodha

From: Saurabh Dalvi
Sent: Monday, December 03, 2018 2:09 PM
To: Zubin Daver
Cc: Tauseef Khan; Pooja Shinde
Subject: Invitation for Stakeholder Consultation Meeting-GH
Attachments: Cathay Pacific Cargo.pdf

Dear Zubin,

In reference to the regulation of Airport Economic Regulatory Authority, we CelebiNAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting as scheduled below:-

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Please do contact me should you need any clarification.

Thank you

R/



Saurabh Dalvi

Station Manager

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INDIA PVT. LTD.**

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Date: December 3, 2018

Ref. CNAS/SCM/BOM/GH/2018

To
Mr. Zubin Daver
Cathay Pacific Cargo
Sahar Cargo Terminal, Mumbai

Dear Sir,

Subject: Invitation for Stakeholder Consultation Meeting

In reference to the regulation of Airport Economic Regulatory Authority, we Celebi NAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting related to **Ground Handling services** at Chhatrapati Shivaji Maharaj International Airport, Mumbai as scheduled below:-

Date : Monday, 10th December, 2018

Location : Hyatt Regency
Sahar Airport Road, Andheri East, Mumbai - 400 099

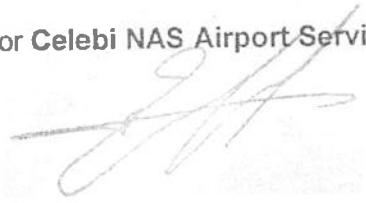
Meeting Time : 10:30 a.m. – 12:00 noon (For Ground Handling)
(Followed with Lunch)

Being a Stakeholder, you are invited to attend the Subject Meeting.

For any assistance, you may contact our Coordinator Mr. Saurabh Dalvi at saurabh.dalvi@celebinas.in or Mobile: **+91 97731 31777**.

Thanking you.

For Celebi NAS Airport Services India Private Limited


Cem Sensoz
Chief Executive Officer



STAKEHOLDER/ USERS CONSULTATION FOR GROUND HANDLING SERVICES AT CSMIA, MUMBAI

Celebi NAS Airport Services India Pvt. Ltd.

10th December 2018

865
37

Group Profile



- First privately founded Independent Ground Handling Company – established in Turkey in 1958
- Global provider of Airport Services, Present in 5 Countries and 38 stations
- Cargo Hub Developer in the Istanbul Grand Airport, Budapest and Delhi International Airport
- Market leader in Turkey, Hungary and India
- One face to Customer

Mission To be a global solution partner who creates value for stakeholders by thoroughly understanding the needs of airport users and ensuring consistent service quality

Vision Becoming the Most Admired/Recognized Global Service Provider for Customers and Employees.

Values Service-Excellence; Entrepreneurial; Customer- Centric; Innovative; Safety-Focused



2023

Global Presence



GERMANY
FRANKFURT

AUSTRIA
VIENNA

HUNGARY
BUDAPEST

TURKEY
TO AIRPORT

INDIA

NEW DELHI

AHMEDABAD

KANNUR

BANGALORE

COCHIN

SERVING MORE THAN
230K
FLIGHTS



HANDLES
1M
TONS OF CARGO

PROVIDES AIRPORT
GROUND SERVICES FOR
100M
PASSENGERS ANNUALLY



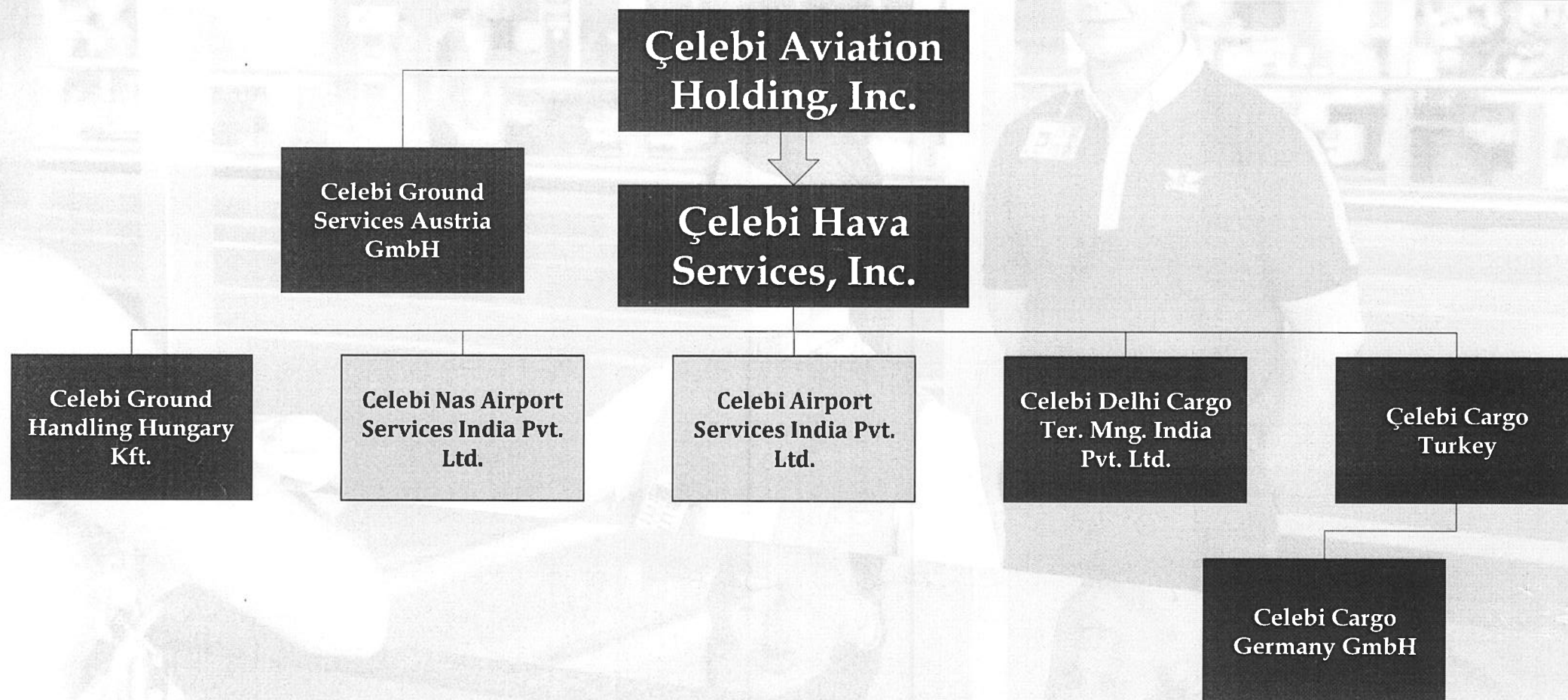
EMPLOYS
13K
PEOPLE

IS
4
WAREHOUSES
WORLDWIDE



ACTIVELY
OPERATING AT
38
AIRPORTS

Çelebi Group



Mumbai

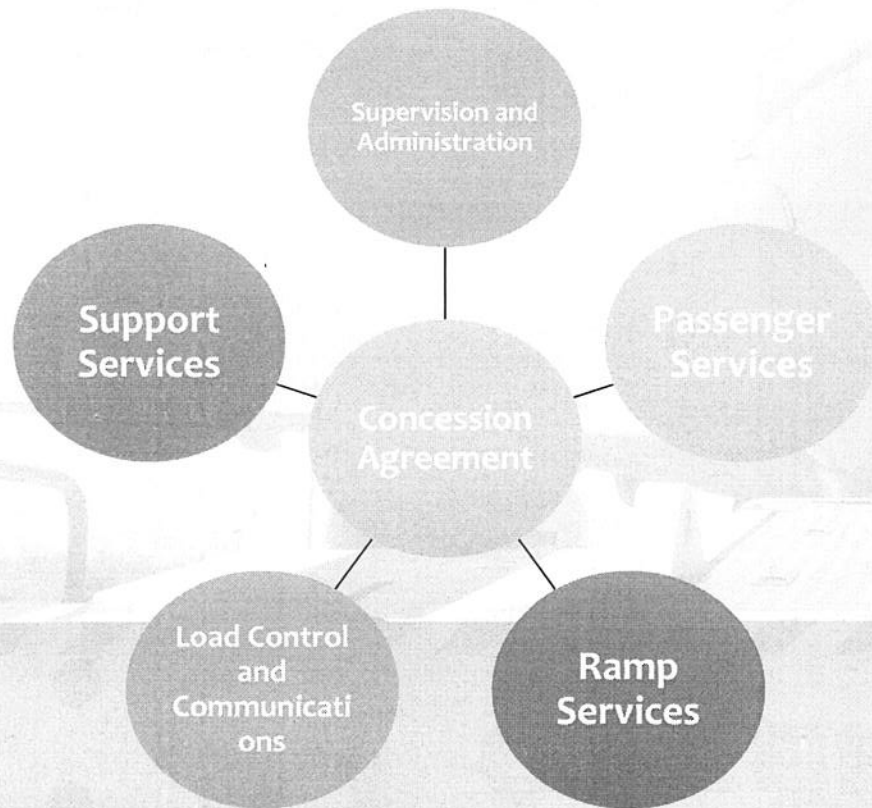


Çelebi NAS Airport Services India Pvt. Ltd.

- The Ground Handling contract with airport's operator, Mumbai International Airport Private Ltd (MIAL), signed on 14th November 2008.
- The first ground handling service provided by Çelebi NAS was to British Airways on 30th June 2009.
- Presence since 2009.
- Employee strength of more than 2500 personnel, all on our payroll
- Modern equipment and Technology in line with best Industry Standards
- Certified for all Industrial standards



Services Portfolio



- Supervision and Administration
- Passenger Services
- Ramp Services
- Baggage Handling
- Exterior and Interior Aircraft Cleaning
- ULD management, Control
- Load Control and Flight Operation Services

India Current & Future Stations



- Celebi is currently available in 6 stations in India.
- Hyderabad and AAI Airports including Chennai & Kolkata, tenders are in progress.



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Certifications



Company's certified on following standards



- ISO 9001:2015

- ISO 14001:2004



- BS OHSAS 18001:2007

- ISAGO

- RA3



Quality Management System



- Quality Management System is maintained through :
- Regular Internal audit as per defined frequency based on ISAGO, ISO 9001, ISO 14001, BS OHSAS 18001 standards requirements followed by Root Cause analysis, planning and implementation of corrective actions.
- Daily flight audit as per the Ramp Safety Checklist.
- Adherence to all legal and applicable requirement through regular tracking and implementation of controls.
- Monitoring of Safety procedures.
- Weekly review of overall organizational operational performance with all HODs by CEO/COO.



Payroll Staff HR Policies



- CelebiNAS strongly believes, success only comes when employees are satisfied. To keep the motivation levels high regular social gatherings, meetings with the Senior Management are being organized. Employee awards, rewards and recognition and bonuses are given to the most successful employees of each department. Annual Employee Satisfaction Surveys held to analyze employee satisfaction, and to take necessary actions as per employees' needs.
- CelebiNAS only employs payroll staff, and never delayed the salary payment.

27-1-2020
28

Trainings



Training Type	Training Topics
Mandatory	AVSEC awareness
	DGR CAT 9
Celebi Training	Orientation/Induction
	Basic Passenger Services
	Basic load control
	Red Cap / Turnaround Coordinator
	Fire Safety
	ULD
	Aircraft Handling
	Basic cabin cleaning
	Emergency Response
	Wing tip marshalling
	Aircraft marshalling
	GSE & Refresher - Practical
	Occupation Health & Safety
	A/c Handling & Loading (Ramp Procedures)
	Environment awareness

- CelebiNAS has its own approved training syllabus.
- Besides the regular trainings Celebi provides soft skills trainings to its employees to enhance customer satisfaction.
- Well structured operational training system

Customer Satisfaction



- We measure quality of our 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 areas as well as strong points and to collect customer feedback pertaining to their commercial and operations expectations
- Scorecards are distributed twice a year, according to winter and summer season in order to measure the performance for the preceding six months.

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Strengths



Quality Management

- Company has achieved ISAGO, ISO 9001:2008, ISO 14001:2004 and BS OHSAS 18001:2007 certification, RA3.
- Regular Audits from HQ to maintain global standards
- Strong monitoring fulfilling requirements of AHM 804 / Concession Agreement and achieving.

Equipment

- New equipment being added to station.
- All equipment is conventional aviation purposed equipment.
- GSE manufacturers includes Schopf, Mulag, Charlotte etc.

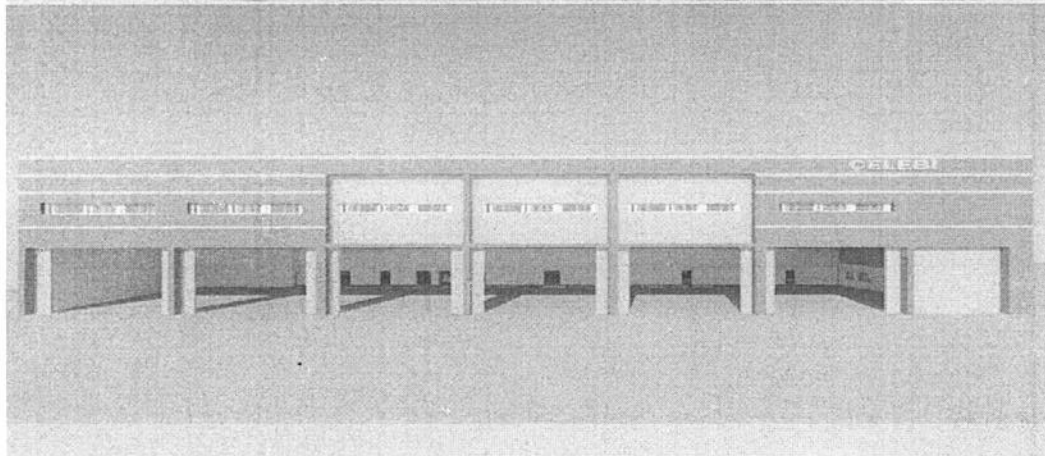
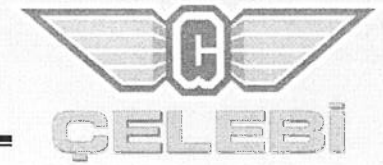


THE



- Plans, coordinates and executes proactive maintenance & repair activities
- Has implemented the SAP system in order to control, follow, plan, perform and organize GSE's needs and maintenance & repair activities
- Constant focus is on improving the state of the art technology vision in order to meet the needs of customer efficiently
- Currently evaluating to introduced electrical equipment to make Airport more environment friendly

Maintenance Facility



- State of Art Maintenance Facility is being built at CSMIA for Maintenance of GSE & BME
- Facility will have all necessary tooling and equipment's like overhead cranes, Maintenance pits, closed ventilated paint booth etc.
- Structure work is completed and facility will be fully operational by May/June 2019.
- Facility will have access from both Landside and Airside.

Telematics System being tested



- Unit speed. If driver is over speeding same can be tracked or mail notification can be sent.
- Unit availability. Units which are U/S in workshop can also be seen
- Unit moving/Idle time. If unit is idle and not in use we can get the information from the system
- We can set alert for various parameters
- We can demarcate area of operation and if units is going out of the area we will get alerts.
- Distance covered

IT Systems & Technology



DCS Systems

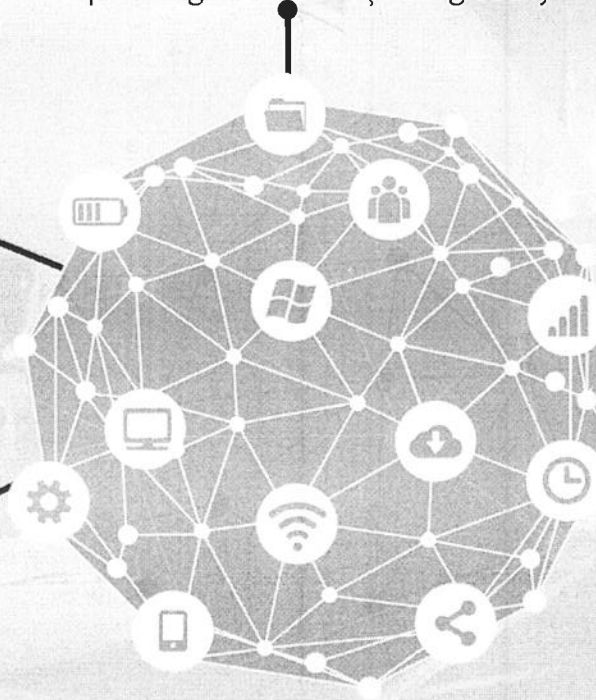
Çelebi understands the needs of its customers and follows and acts accordingly to the different requests. Proven systems of check-in, boarding, and load planning are used in Çelebi globally

Global ERP System

- Çelebi is expanding its SAP based ERP system integrating all subsidiaries and the HQ Implementation planned for HRM, FA, CC MM, EAM modules
- Hyperion for Financial Managements

Integrated Airport Resources Management

Inform Groundstar system to optimize all planning and control process in Ground Handling Requirements Planning Shift Planning & Daily Planning Real-time Coordination, Supervision and Inspection of every operation



Global CRM System

- Çelebi uses a Global CRM system to manage its customers Locally as well as Globally
- Complaints & Issue Tracking
- Relationship Management
- Feedbacks & Follow up
- Reporting & KPI monitoring

Flight Info & Ops Management System

- Çelebi's In-house system for specialized Ground Services requirements of customers
- Flight Information Service & Operations Management
- Invoice Management
- Quality Management

Annual Tariff Plan Proposal for the FY 2019-20



- Currently Ground Handling Prices approved by AERA is remain unchanged since 1st April 2015.
- Considering the above facts and due to increase in minimum wage, electricity, fuel & other operational cost we propose to increase in AERA tariff for FY2019-20 after a gap of four years for about 10%.


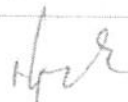











Questions?

27, 28, 29

Thank You

9-10-10

Stakeholder's Consultation – BME Services
 Meeting Attendance Dated: 10th Dec'18 at Hyatt Regency, Mumbai

SR. NO.	COMPANY NAME	NAME	DESIGNATION	SIGNATURE
1.	LUFTHANSA GERMAN AIRLINES	WARREN ALUET	SM	
2	SAUDI ARABIAN AIRLINES	AMIN HANDEKAR	SIRV. MGR	
3	KUWAIT AIRWAYS	VINAY KUMAR KALI	TRAFFIC SUPERVISOR	
4	AIRINDIA EXPRESS	Dharmesh Pathy	Station Manager	
5	GARUDA INDONESIA	GAGAN HALHOTRA	CSO	
6	AIR CANADA	SANDRIPA FONSECA	APM STATION	
7	IRAN AIR	SHAHBAAZ BUSHRI	MANAGER	
8	EMIRATES	MAHA ALHOSANY	ASM	
9	AIR INDIA	Deepak Sharma	SRAGM	
10	AIR INDIA	T.K. ROYTA	DGM - GH	
11	Brussels Airlines	Neeru W Paudyal	SM chairperson	
12	OMAN AIR	MANJU TULLU	ASM	
13	KENYA AIRWAYS	CHARISSA GUTINHO	STN. MGR	
14	AIR FRANCE - KLM	Renuka PEREIRA	STN MGR	

MINUTES OF THE MEETING OF STAKEHOLDER CONSULTATION FOR BRIDGE MOUNTED EQUIPMENT (BME) SERVICES AT CSMIA, MUMBAI HELD ON 10TH DECEMBER, 2018 AT 12:15 P.M. AT HYATT REGENCY, SAHAR AIRPORT ROAD, ANDHERI EAST, MUMBAI - 400 099.

Attendees List: -

Customer's Representative

S. N.	Name & Designation	Organization
1	Desmond Sequeira – Manager	Jet Airways
2	Imtiyaz Shaikh – Asst. Station Manager	Egypt Air
3	Aftab Ansari – Sr. Traffic Officer	Egypt Air
4	Lynette Dmello – Sr. Customer Service Agent	Ethiopian Airlines
5	Panutat Jongchansitto - Airport Services Manager	Thai Airways INT PCL
6	Mabel Varghese - Sr. C.S.R	Saudia Airlines
7	Adil Khan- - Executive Supervisor	Saudia Airlines
8	Abdul Rahman Aljuroori – Station Manager	Iraqi Airways
9	Vishal Pillai – Airport Operations Manager	Cathay Pacific Airways
10	Samir Saxena – Airport Passenger Manager	Etihad Airways
11	Arpan Heryani – Area Manager Cargo – Western region	Cathay Pacific Airways
12	Zubin Daver – ACSM	Cathay Pacific Airways
13	Zubin Bamji – Regional Head of Airports	Cathay Pacific Airways
14	Viraf Mistry – APM	British Airways
15	Murat Etiz – Station Manager	Turkish Airlines
16	Arnold Florindo – Station Manager	El-Al Israel Airlines
17	Swapnal Chouhan – Sr. Manager	MIAL
18	Sanjiv Bhargava – VP – Regulatory & Taxation	MIAL
19	Sushant Agarwal- Deputy Manager	MIAL
20	Pratik Sarda – Manager	MIAL
21	Kaushal Vyas – Station Manager	Spice Jet
22	Nawal Kishore – Regional Manager	Spice Jet
23	Shaktivel Das – Manager	Hercules Aviation
24	Vijay Phadtare – Sales Services officer	Singapore Airlines
25	Vinay Kumar – Station Manager	Air China
26	Komsan – Station Manager	Bangkok Airways
27	Ramesh Patel – Airport Manager	Bangkok Airways
28	Vishnu S Nair – Sec coordinator	Jazeera Airways
29	Fazal Malgi – Duty Manager	Air China



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Considering the availability of the Stakeholders, meeting commenced at 12.15 p.m.

Mr. Cem Sensoz, Chief Executive Officer of Celebi NAS Airport Services India Private Limited ("CELEBI") welcomed all the stakeholders, present in the meeting and thanked them for joining the event. He made keynote address & thanked all the stakeholder of the CELEBI for their excellent support and co-operation extended by them.

Mr. Laxman Prasad, Chief Financial Officer of CELEBI welcomed all Stakeholders for marking their presence in the meeting. He apprised the attendees about the scope & objective of the Stakeholders Meeting. He also gave detailed background of the stakeholders meeting and informed that as per AERA regulatory requirement the stakeholder meeting is being conducted. He highlighted AERA regulations and shared detail of services being provided by CELEBI & invited suggestions from the stakeholders.

Further, Mr. Laxman and Mr. Tansu gave brief introduction of CELEBI & its shareholders & also informed that CELEBI is first privately founded Independent Ground Handling Company in the world – established in Turkey in 1958. CELEBI is the global provider of Airport Services and present in five Countries & currently functioning in thirty-six stations. CELEBI is also Cargo Hub Developer in the Istanbul Grand Airport, Budapest and Delhi International Airport. CELEBI is market leader in Turkey, Hungary and India. He shared existing structure of CELEBI Group existing at global level.

He apprised the Stakeholders that considering the current growth of passenger & cargo movement through Mumbai International Airport and also the ensuing encouraging scenario in the civil aviation industry in India, CELEBI for its growth, has future plans to take up some significant new projects immediately in the Country.

COO, shared brief milestones CELEBI achieved in India:

- The BME contract award was announced by the airport's operator, Mumbai International Airport Private Ltd (MIAL), in 2015.
- Commissioning of first phase for BME was completed in March 2016 and Second and third phase was completed in May 2016 and Oct 2016. BME units installed on all contact stands at Mumbai, 28 stands at International and 8 stands at Domestic.
- Employee strength of more than 2500 personnel at CSMIA Mumbai for BME & GH, all in our payroll.
- Modern BME equipment in line with best Industry Standards. Total 74 FEGP and 56 PCA's installed.
- Permanent Security Clearance and ISAGO certification

BME Maintenance Facility

- State of Art Maintenance Facility is under construction at CSMIA for Maintenance of GSE & BME



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AIRPORT SERVICES INDIA PVT LTD

training system (FEGP Operation, PCA Operation, Flight APU In-Ops Operation, DGR, Ramp Safety, AVSEC etc.). He shared that in CELEBI to keep the motivation levels high we regularly conduct social gatherings, meetings with the Senior Management to engage with employees. How in CELEBI award & reward process is being followed for recognition of talent and how the talent is being recognised by awarding bonus at events like Kudos, Fun at Work etc. He informed that in CELEBI, we conduct Annual Employee Satisfaction Surveys to analyse employee satisfaction and to take necessary actions as per employees' needs. He further stated that taking into consideration the well-time salary payment and good amount of bonus declared this year, the employee attrition rate at CELEBI is reduced by 40%. Mr. Cem Sensoz also shared details of CELEBI Quality Management System which is maintained through regular internal audits as per defined frequency based on ISAGO, ISO 9001, ISO 14001, BS OHSAS 18001 standards requirements and followed by root cause analysis, planning and implementation of corrective actions etc. CELEBI is also conducting daily flight audit as per the Ramp Safety Checklist. CELEBI also adhere to all legal and applicable requirements through regular tracking and implementation of controls. Celebi also keeps on monitoring safety procedures. CEO/COO of CELEBI conduct weekly review of overall organizational operational performance with all HODs.

Mr. Tauseef Khan, Chief Operating Officer CELEBI 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 areas as well as strong points and to collect customer feedback pertaining to their commercial and operations expectations. Scorecards are distributed twice a year, according to winter and summer season in order to measure the performance for the preceding six months.

He shared the strengths of CELEBI by apprising the stakeholders about the quality management, GSE management and IT systems & technology being used by CELEBI and providing its services to stakeholders. Mr. Tauseef took stakeholders through quality management in CELEBI and apprised that CELEBI is the first Ground Handling Company to achieve ISAGO, ISO 9001:2008, ISO 14001:2004 and BS OHSAS 18001:2007 certification, RA3 in Mumbai. He also apprised that regular audits from HQ are being conducted to maintain global standards of its services. Also how CELEBI is managing strong monitoring fulfilling requirements of AHM 804 / Concession Agreement and achieving.

Further, on the equipment side he mentioned that CELEBI keeps on studying how can they can modify the equipment to make them environment friendly. He informed that all equipment are conventional aviation purposed equipment. CELEBI's GSE manufacturers include Schopf, Mulag, and Charlattie etc. He updated the GSE management process in CELEBI and implementation of SAP system in order to control, follow, plan, perform and organize GSE's needs and maintenance & repair activities. And CELEBI has constant focus on improving the state of the art technology vision in order to meet the needs of customer efficiently. CELEBI is evaluating to induct electrical equipment to make Airport

843
66



AIRPORT SERVICES INDIA PVT LTD

- Mr. T.K. Gupta appreciated for the timely facilitation of BME services by CELEBI staff and also stated that due to BME services Airlines has saving in fuel cost more than the cost of BME services.
- Mr. Abdul Rahman Aljuroori - Iraqi Station Manager asked for having direct co-ordination amongst BME staff and Airline staff to which COO replied that the structured co-ordination which was well planned and communicated to the BME customers before the commencement of BME services.
- Mr. Murat Etiz – Turkish Airline Station Manager highlighted that sometimes there is delay in disconnecting the BME from aircraft primarily due to the lack of training of few of the staff. Responding to this, Mr. Tauseef Khan assured that the staff will be trained more to avoid any such delays.
- Another concern raised by Stakeholders regarding the inconsistency in co-ordination between Airline and BME staff and to this CELEBI assured to take best possible measures for the improvement. Further, COO mentioned about CELEBI staff following SOP with respect to the instructions received. Mr. Sandeep Afonso – Airport Manager from Air Canada suggested to share the SOP with the stakeholders.

The meeting ended at 1.00 p.m. with a vote of thanks to all stakeholders.

For Celebi NAS Airport Services India Pvt. Ltd.


Cem Sensöz

Chief Executive Officer

Forwarded to:

All stakeholder invited – As per list attached in Annexure 1



895-67

S. N.	COMPANY	NAME	DESIGNATION
41	Spicejet	Mr. Sumant Rautelaa	Head of Airports and Ground Services – Spice Jet Ltd
42	Sri Lankan	Mr. Thivanka Fonseka	Station Manager
43	Swiss Airlines	Mr. Stephen Murzello	Station Manager
44	Thai Airways	Mr. Panutat Jongchansitto	Airport Services Manager
45	Thai Smile	Mr. Gaurav Bhatura	Country Manager
46	Turkish Airlines	Mr. Erdogan Murat Etiz	Reg. Station Manager
47	United Airways	Mr. Chetan Bhansali	Station Manager
48	Tata Sia Airlines Ltd.	Ms. Pooja Hussain	Station Manager
49	Yemen Air	Mr. Esam Sadaka	Regional Manager - India & Sri Lanka



896/68

Punit Lodha

From: Saurabh Dalvi
Sent: Monday, December 03, 2018 12:19 PM
To: Stephen Murzello
Cc: Tauseef Khan; Pooja Shinde
Subject: Invitation for Stakeholder Consultation Meeting-BME
Attachments: Swiss Airlines.pdf

Dear Stephen,

In reference to the regulation of Airport Economic Regulatory Authority, we CelebiNAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting as scheduled below:-

Date : Monday, 10th December, 2018

Location : Hyatt Regency, Sahar Airport Road, Mumbai 400 099, India.

Meeting Time : 12:15 p.m. – 01:15 p.m. (Followed by Lunch)

Being a Stakeholder, you are invited to attend the Subject Meeting.

Please find attached formal invitation for this meeting and looking forward to your presence.

Please do contact me should you need any clarification.

Thank you
 R/



Saurabh Dalvi

Station Manager

**CELEBI NAS AIRPORT SERVICES
 INDIA PVT. LTD.**

Tel : +912268859393
 Fax : +912268859388
 Gsm: +919773131777

www.celebiaviation.com



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 We support environmental protection & educational activities,
 and we take active roles in related projects.



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247-69



Date: December 3, 2018

Ref. CNAS/SCM/BOM/BME/2018

To
Mr. Stephen Murzello
Swiss Airlines
CSMIA, Mumbai

Dear Sir,

Subject: Invitation for Stakeholder Consultation Meeting

In reference to the regulation of Airport Economic Regulatory Authority, we Celebi NAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting related to **Bridge Mounted Equipment (BME)** services at Chhatrapati Shivaji Maharaj International Airport, Mumbai as scheduled below:-

Date : Monday, 10th December, 2018

Location : Hyatt Regency
Sahar Airport Road, Andheri East, Mumbai - 400 099

Meeting Time : 12:15 p.m. – 01:15 p.m. (Followed with Lunch)

Being a Stakeholder, you are invited to attend the Subject Meeting.

For any assistance, you may contact our Coordinator Mr. Saurabh Dalvi at saurabh.dalvi@celebinas.in or Mobile: **+91 97731 31777**.

Thanking you.

For Celebi NAS Airport Services India Private Limited

Cem Sensoz
Chief Executive Officer

898/70

Punit Lodha

From: Saurabh Dalvi
Sent: Monday, December 03, 2018 12:36 PM
To: Tarun Gupta
Cc: Tauseef Khan; Pooja Shinde
Subject: Invitation for Stakeholder Consultation Meeting-BME
Attachments: Air India Limited.pdf

Dear Mr Gupta,

In reference to the regulation of Airport Economic Regulatory Authority, we CelebiNAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting as scheduled below:-

Date : Monday, 10th December, 2018
Location : Hyatt Regency, Sahar Airport Road, Mumbai 400 099, India.
Meeting Time : 12:15 p.m. – 01:15 p.m. (Followed by Lunch)

Being a Stakeholder, you are invited to attend the Subject Meeting.

Please find attached formal invitation for this meeting and looking forward to your presence.

Please do contact me should you need any clarification.

Thank you
 R/



Saurabh Dalvi

Station Manager

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 INDIA PVT. LTD.

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 Fax : +912266859398
 Gsm: +919773131777

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Date: December 3, 2018

Ref. CNAS/SCM/BOM/BME/2018

To
Mr. Tarun Gupta
Air India Limited
CSMIA, Mumbai

Dear Sir,

Subject: Invitation for Stakeholder Consultation Meeting

In reference to the regulation of Airport Economic Regulatory Authority, we Celebi NAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting related to **Bridge Mounted Equipment (BME)** services at Chhatrapati Shivaji Maharaj International Airport, Mumbai as scheduled below:-

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For any assistance, you may contact our Coordinator Mr. Saurabh Dalvi at saurabh.dalvi@celebinas.in or Mobile: **+91 97731 31777**.

Thanking you.

For Celebi NAS Airport Services India Private Limited


Cem Sensoz
Chief Executive Officer

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MINUTES OF THE MEETING OF STAKEHOLDER CONSULTATION FOR GROUND HANDLING SERVICES AT CORPORATE AVIATION TERMINAL CSMIA MUMBAI HELD ON 11TH DECEMBER, 2018 AT 11:00 A.M. AT HYATT REGENCY, SAHAR AIRPORT ROAD, ANDHERI EAST, MUMBAI - 400 099.

Attendees List:-

Customer's Representative

S. N.	Name & Designation	Organization
1	Dhayanithi – Sr. Manager Operations	Madurai Trans Carrier Limited
2	Amit Rane –Head – Operations & Marketing	Raymond Ltd
3	Manoj Kumar Pandey – Asst Manager	Bajaj Auto Ltd
4	Vivek Sutar – AGM – Liasioning	Airmid Aviation Services Ltd
5	Babu Shetty – Head of Operations	Essar group
6	Bryce Rodricks – Quality Manager	Fly-By-Wire International Pvt. Ltd

Celebi NAS 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. Tansu Cigeroglu	Head Commercial & Planning
5	Mr. Saurabh Dalvi	Station Manager
6	Mr. Punit Lodha	Head of Finance & Accounts
7	Ms. Sapna Bhandari	Sr. Manager - Key Accounts Sales and Marketing
8	Mr. Neeraj Manocha	Head Accounts and Audit
9	Mr. Nikhil Prasramka	Sr. Executive Finance
10	Ms. Jyostna Dongarsane	Executive Finance
11	Ms. Rashmi Salve	Duty Manager

Meeting was originally scheduled to be commenced at 11.00 a.m. however looking at the unavailability of major stakeholders; the meeting was adjourned for another 30 minutes.

Considering the availability of the Stakeholders, the meeting commenced at 11.30 a.m.

Mr. Saurabh Dalvi, Station Manager of Celebi NAS Airport Services India Private Limited ("CELEBI") welcomed all the stakeholders, present in the meeting and thanked them for joining the event. He made keynote address & thanked all the stakeholder of the CELEBI for their excellent support and co-operation extended by them.

Mr. Laxman Prasad, Chief Financial Officer of CELEBI welcomed all Stakeholders for marking their presence in the meeting. He apprised the attendees about the scope & objective of the Stakeholders Meeting. He also gave detailed



924-728



- Ramp Services
- Baggage Handling
- Exterior and Interior Aircraft Cleaning
- Water and Toilet Services
- ULD management, Control
- Load Control and Flight Operation Services

Mr. Saurabh Dalvi, apprised stakeholders that CELEBI is currently having following certifications for its services:

- ISO 9001:2015 – Certification done in June 2017 valid till June 2020
- ISO 14001:2004 – Certification renewed in May 2018 valid till May 2021.
- BS OHSAS 18001:2007 – Certification renewed in May 2018 valid till March 2021
- ISAGO – Certification valid till May 2019.
- RA3 – certification done in May 2014 be valid till May 2019.

COO highlighted that CELEBI hires all its manpower on its own payroll for providing ground handling services in India. CELEBI has not deployed any subcontractor or contractual manpower to provide its services. He mentioned CELEBI strongly believes that one of the formulas for success is competent & satisfied employees. He shared some practices followed in CELEBI for effective employee engagement. CELEBI has well structured operational training system (AVSEC/classroom trainings). He shared that in CELEBI to keep the motivation levels high we regularly conduct social gatherings, meetings with the Senior Management to engage with employees. How in CELEBI award & reward process is being followed for recognition of talent and how the talent is being recognised by awarding bonus at events like Kudos, Fun at Work etc. He informed that in CELEBI, we conduct Annual Employee Satisfaction Surveys to analyse employee satisfaction and to take necessary actions as per employees' needs. He further stated that taking into consideration the well-time salary payment and good amount of bonus declared this year, the employee attrition rate at CELEBI is reduced by 40%. Mr. Cem Sensoz also shared details of CELEBI Quality Management System which is maintained through regular internal audits as per defined frequency based on ISAGO, ISO 9001, ISO 14001, BS OHSAS 18001 standards requirements and followed by root cause analysis, planning and implementation of corrective actions etc.. CELEBI is also conducting daily flight audit as per the Ramp Safety Checklist. CELEBI also adhere to all legal and applicable requirements through regular tracking and implementation of controls. Celebi also keeps on monitoring safety procedures. CEO/COO of CELEBI conduct weekly review of overall organizational operational performance with all HODs.



926 - 80

In the last Mr. Laxman Prasad proposed Annual Tariff Plan Proposal and it was mentioned that current AERA approved prices is remain unchanged from 1st April 2015, however during this period cost of operation has increased beyond inflation due to significant increase in minimum wage in the year 2017. Considering the above facts we will propose to AERA for increase of price @ 6% for FY1920 & FY2021 after a gap of four years.

After the detailed presentation, stakeholders were invited for their queries and question and answer session began:-

Mr. Dhayanithi – Madurai Trans Carrier Limited stated that at present many times they feel that no point of contact in between operator and GH other than MIAL's terminal team. He further asked if any technical support required at the time of operations how can they contact us? Also to inquire, if they want to avail credit facility, how to proceed on the same?

- CELEBI responded to the above questions with Mr. Tauseef Khan informing that there will soon be 24/7 person (Supervisor / DO) available on shift and their contact numbers will be shared shortly with all the customers for better communication . Mr. Laxman Prasad further stated Credit Facility is available and same could be discussed with Celebi's Sales and Marketing team.

- Mr. Amit Rane from Raymond's queried about - Pushbacks not available at peak flight movements with trained and certified staff for flight operations. He asked for copy of Celebi's Audit Certificates to be provided to them for their audits. Also to check the possibility of Operator Passenger Manifest be stamped for filing with GVK one with operator baggage tags to be used on bags. Mr. Saurabh Dalvi stated that, CELEBI has 03 pushbacks and out of it 02 are used for pushbacks and 01 for towing of aircraft if required. He assured same will be taken up at Airport Collaborative Decision Meeting this Friday for communicating the expected time of take off to be communicated to the Pilot for charters as it is carried out for international and domestic flights.

- Further adding to the conversation he informed that excel sheets with staff validation/ISAGO/ISO certificates to be shared 6 monthly basis.
- For manifest copy issue to be taken up with MIAL and communicated.

- Mr. Babu Shetty from Essar asked as they have 03 Non -Mumbai based aircrafts pushbacks cannot be used for their towing in the hanger. Is this regulation from any authority and can this clause be added in agreement. CELEBI management responded to the same that we need to train staff for towing in the hanger due to other aircrafts being parked for safety concerns. To this CEO further added that it is not possible to provide this service as our insurance coverage is only for the services provided on the ramp side. Also we do not have line maintenance facility which stops us from officially doing so for any customer.



Annexure - 1

S. N.	COMPANY	NAME	DESIGNATION
1	RELIANCE COMMERCIAL DEALERS LIMITED	Mr. Sudhir Nayak	
2	VSR VENTURES PVT LTD	Mr. Nazakat Ali	
3	RELIANCE TRANSPORT & TRAVELS PVT LTD	Mr. Rajesh Gupta	
4	INDIA FLYSAFE AVIATION LIMITED	Mr. Vikram Bhardwaj	
5	PRIVILEGE AIRWAYS	Mr. Vignesh	
6	TAJ AIR LTD	Mr. Jitendra Darji	
7	A. R. AIRWAYS (P) LTD	Mr. Sanjay Agrawal	
8	B. G. SHIRKE CONST. & TECH.PVT LTD	Mr. Darius Boocha	
9	FLY-BY-WIRE INTERNATIONAL PVT LTD	Mr. Navin Peter	
10	HINDALCO INDUSTRIES PVT LTD	Mr. Rajesh Fernandes	
11	RAYMONDS LTD	Mr. Amit	
12	ZEST AVIATION PRIVATE LIMITED	Mr. Yashpal Rathod	
13	VIKING AVIATION PVT LTD.	Mr. Ujwal Bambel	
14	BAJAJ AUTO LTD	Mr. DATTATRAYA B. SHINDE	
15	INTL.AIR CHARTES OPERATION (I) PVT LTD	Mr. G R Tapariya	
16	TANEJA AEROSPACE PVT LTD	Mr. Ajay Joseph	
17	L&T AVIATION SERVICES PVT LTD	Mr. Macdonald	
18	BAJAJ AVIATION PVT LTD.	Mr. Vijay Lambiwal	
19	FORCE MOTORS LIMITED	C/O Mr. Praveen Dixit	
20	KARNAVATI AVIATION PVT LTD	C/O Mr. Praveen Dixit	
21	GRASIM INDUSTRIES LIMITED	Mr. Rajesh Fernandes	
22	JINDAL STEEL AND POWER LTD	Mr. Kirti Sodha	
23	MSPL LIMITED	Mr. Kotresh	
24	GMR AVIATION (P) LTD.	Mr. Tushar Gupta	
25	AIR CHARTER SERVICES (P) LTD	Mr. Ashish Wastrad	
26	JSW STEEL LTD	Mr. Rupesh Shiwadikar	
27	POONAWALA AVIATION PVT.LIMITED	Mr. Anil Rajmane	
28	GOVT. OF MAHARASHTRA	Mr. Christopher	
29	MAHINDRA AND MAHINDRA LTD	Mr. Nishant	



47 84

Punit Lodha

From: Saurabh Dalvi
Sent: Monday, December 03, 2018 6:22 PM
To: rajesh.fernandes@adityabirla.com
Cc: Tauseef Khan; Pooja Shinde
Subject: Invitation for Stakeholder Consultation Meeting-GA
Attachments: Hindalco.pdf

Dear Mr Rajesh,

In reference to the regulation of Airport Economic Regulatory Authority, we CelebiNAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting as scheduled below:-

Date : Tuesday, 11th December, 2018

Location : Hyatt Regency, Sahar Airport Road, Mumbai 400 099, India.

Meeting Time : 11:00 a.m. – 12:30 p.m. (Followed by Lunch)

Being a Stakeholder, you are invited to attend the Subject Meeting.

Please find attached formal invitation for this meeting and looking forward to your presence.

Please do contact me should you need any clarification.

Thank you
 R/



Saurabh Dalvi

Station Manager

CELEBI NAS AIRPORT SERVICES
 INDIA PVT. LTD.

Tel : +912266859393

Fax : +912266859388

Gsm: +919773131777

www.celebiaviation.com



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 ilgili projelerde aktif olarak yer alıyoruz.
 We support environmental protection & educational activities,
 and we take active roles in related projects.



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85



Date: December 3, 2018

Ref. CNAS/SCM/BOM/GA/2018

To
Mr. Rajesh Fernandes
Hindalco Industries Pvt Ltd

Dear Sir,

Subject: Invitation for Stakeholder Consultation Meeting

In reference to the regulation of Airport Economic Regulatory Authority, we Celebi NAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting related to **Ground Handling Services at Corporate Aviation Terminal**, Chhatrapati Shivaji Maharaj International Airport, Mumbai as scheduled below:-

Date : Tuesday, 11th December, 2018

Location : Hyatt Regency
Sahar Airport Road, Andheri East, Mumbai - 400 099

Meeting Time : 11:00 a.m. – 12:30 p.m. (Followed with Lunch)

Being a Stakeholder, you are invited to attend the Subject Meeting.

For any assistance, you may contact our Coordinator Mr. Saurabh Dalvi at saurabh.dalvi@celebinas.in or Mobile: **+91 97731 31777**.

Thanking you.

For **Celebi NAS Airport Services India Private Limited**


Cem Sensoz
Chief Executive Officer

86

Punit Lodha

From: Saurabh Dalvi
Sent: Monday, December 03, 2018 5:16 PM
To: prai@bajajaviation.com
Cc: Tauseef Khan; Pooja Shinde
Subject: Invitation for Stakeholder Consultation Meeting-GA
Attachments: Bajaj Aviation.pdf

Dear Mr Pankaj,

In reference to the regulation of Airport Economic Regulatory Authority, we CelebiNAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting as scheduled below:-

Date : Tuesday, 11th December, 2018

Location : Hyatt Regency, Sahar Airport Road, Mumbai 400 099, India.

Meeting Time : 11:00 a.m. – 12:30 p.m. (Followed by Lunch)

Being a Stakeholder, you are invited to attend the Subject Meeting.

Please find attached formal invitation for this meeting and looking forward to your presence.

Please do contact me should you need any clarification.

Thank you
 R/



Saurabh Dalvi

Station Manager

**CELEBI NAS AIRPORT SERVICES
 INDIA PVT. LTD.**

Tel : +912266859393
 Fax : +912266859388
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903 870



Date: December 3, 2018

Ref. CNAS/SCM/BOM/GA/2018

To
Mr. Vijay Lambiwal
Bajaj Aviation Pvt Ltd.

Dear Sir,

Subject: Invitation for Stakeholder Consultation Meeting

In reference to the regulation of Airport Economic Regulatory Authority, we Celebi NAS Airport Services India Private Limited ('CELEBI') are convening a Stakeholder Consultation Meeting related to **Ground Handling Services at Corporate Aviation Terminal**, Chhatrapati Shivaji Maharaj International Airport, Mumbai as scheduled below:-

Date : Tuesday, 11th December, 2018

Location : Hyatt Regency
Sahar Airport Road, Andheri East, Mumbai - 400 099

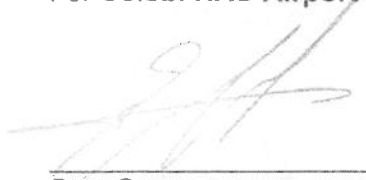
Meeting Time : 11:00 a.m. – 12:30 p.m. (Followed with Lunch)

Being a Stakeholder, you are invited to attend the Subject Meeting.

For any assistance, you may contact our Coordinator Mr. Saurabh Dalvi at saurabh.dalvi@celebinas.in or Mobile: **+91 97731 31777**.

Thanking you.

For Celebi NAS Airport Services India Private Limited


Cem Sensoz
Chief Executive Officer



**STAKEHOLDER/ USERS CONSULTATION FOR GROUND
HANDLING SERVICES FOR GENERAL AVIATION (GA)
FLIGHTS AT CSMIA, MUMBAI**

Celebi NAS Airport Services India Pvt. Ltd.

11th December 2018

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Group Profile

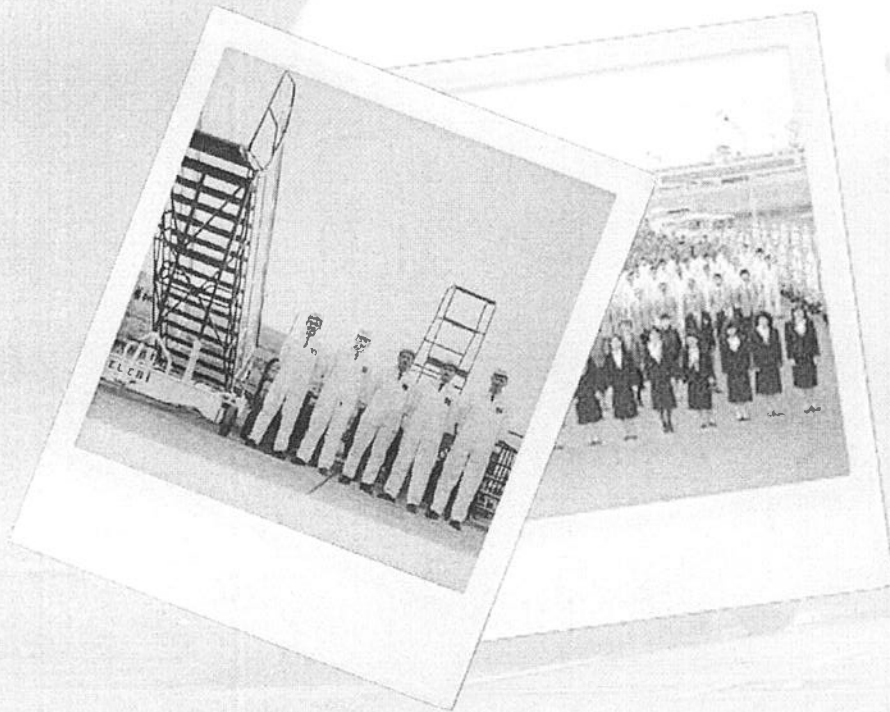


- First privately founded Independent Ground Handling Company – established in Turkey in 1958
- Global provider of Airport Services, Present in 5 Countries and 38 stations
- Cargo Hub Developer in the Istanbul Grand Airport, Budapest and Delhi International Airport
- Market leader in Turkey, Hungary and India
- One face to Customer

Mission To be a global solution partner who creates value for stakeholders by thoroughly understanding the needs of airport users and ensuring consistent service quality

Vision Becoming the Most Admired/Recognized Global Service Provider for Customers and Employees.

Values Service-Excellence; Entrepreneurial; Customer- Centric; Innovative; Safety-Focused



25
24

Global Presence



GERMANY
FRANKFURT

AUSTRIA
VIENNA

HUNGARY
BUDAPEST

TURKEY
30 AIRPORTS

INDIA

NEW DELHI

AHMEDABAD

KANNUR

BANGALORE

COCHIN

SERVING MORE THAN
230K
FLIGHTS



HANDLES
1M
TONS OF CARGO

PROVIDES AIRPORT
GROUND SERVICES FOR
100M
PASSENGERS ANNUALLY



EMPLOYS
13K
PEOPLE

AT
4
WAREHOUSES
WORLDWIDE



ACTIVELY
OPERATING AT
38
AIRPORTS

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Çelebi Group



Çelebi Aviation
Holding, Inc.

Celebi Ground
Services Austria
GmbH

Çelebi Hava
Services, Inc.

Celebi Ground
Handling Hungary
Kft.

Celebi Nas Airport
Services India Pvt.
Ltd.

Celebi Airport
Services India Pvt.
Ltd.

Celebi Delhi Cargo
Ter. Mng. India
Pvt. Ltd.

Çelebi Cargo
Turkey

Celebi Cargo
Germany GmbH

Mumbai

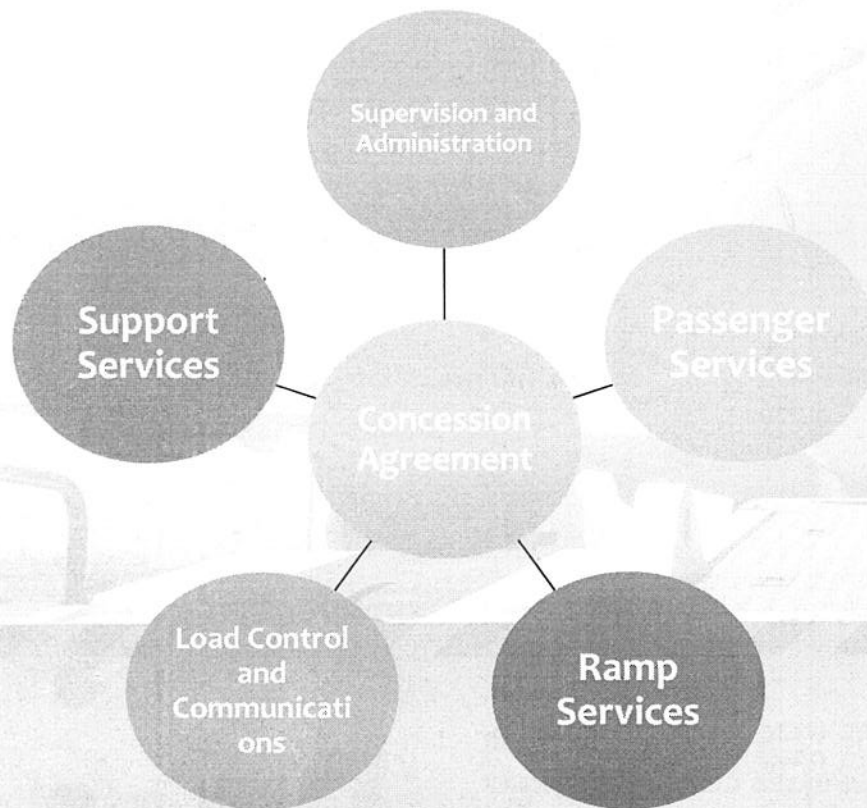


Çelebi NAS Airport Services India Pvt. Ltd.

- The Ground Handling contract with airport's operator, Mumbai International Airport Private Ltd (MIAL), signed on 14th November 2008.
- The first ground handling service provided by Çelebi NAS was to British Airways on 30th June 2009.
- Presence since 2009.
- Employee strength of more than 2500 personnel, all on our payroll
- Modern equipment and Technology in line with best Industry Standards
- Certified for all Industrial standards



Services Portfolio



- Supervision and Administration
- Passenger Services
- Ramp Services
- Baggage Handling
- Exterior and Interior Aircraft Cleaning
- ULD management, Control
- Load Control and Flight Operation Services

48993

India Current & Future Stations



- Celebi is currently available in 6 stations in India.
- Hyderabad and AAI Airports including Chennai & Kolkata, tenders are in progress.



Certifications



Company's certified on following standards



- ISO 9001:2015
- ISO 14001:2004
- BS OHSAS 18001:2007
- ISAGO
- RA3



9b 44

Quality Management System



- Quality Management System is maintained through :
- Regular Internal audit as per defined frequency based on ISAGO, ISO 9001, ISO 14001, BS OHSAS 18001 standards requirements followed by Root Cause analysis, planning and implementation of corrective actions.
- Daily flight audit as per the Ramp Safety Checklist.
- Adherence to all legal and applicable requirement through regular tracking and implementation of controls.
- Monitoring of Safety procedures.
- Weekly review of overall organizational operational performance with all HODs by CEO/COO.



96 2770

Payroll Staff HR Policies



- CelebiNAS strongly believes, success only comes when employees are satisfied. To keep the motivation levels high regular social gatherings, meetings with the Senior Management are being organized. Employee awards, rewards and recognition and bonuses are given to the most successful employees of each department. Annual Employee Satisfaction Surveys held to analyze employee satisfaction, and to take necessary actions as per employees' needs.
- CelebiNAS only employs payroll staff, and never delayed the salary payment.

26 97

Trainings



Training Type	Training Topics
	AVSEC awareness
	DGR CAT 9
Celebi Training	Orientation/Induction
	Basic Passenger Services
	Basic load control
	Red Cap / Turnaround Coordinator
	Fire Safety
	ULD
	Basic handling
	Basic cabin cleaning
	Emergency Response
	Wing tip marshalling
	Marshalling
	Aircraft marshalling
	Classroom
	GSE & Refresher - Practical
	Occupation Health & Safety
	A/c Handling & Loading (Ramp Procedures)
	Environment awareness

- CelebiNAS has its own approved training syllabus.
- Besides the regular trainings Celebi provides soft skills trainings to its employees to enhance customer satisfaction.
- Well structured operational training system

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Strengths



Quality Management

- Company has achieved ISAGO, ISO 9001:2008, ISO 14001:2004 and BS OHSAS 18001:2007 certification, RA3.
- Regular Audits from HQ to maintain global standards
- Strong monitoring fulfilling requirements of AHM 804 / Concession Agreement and achieving.

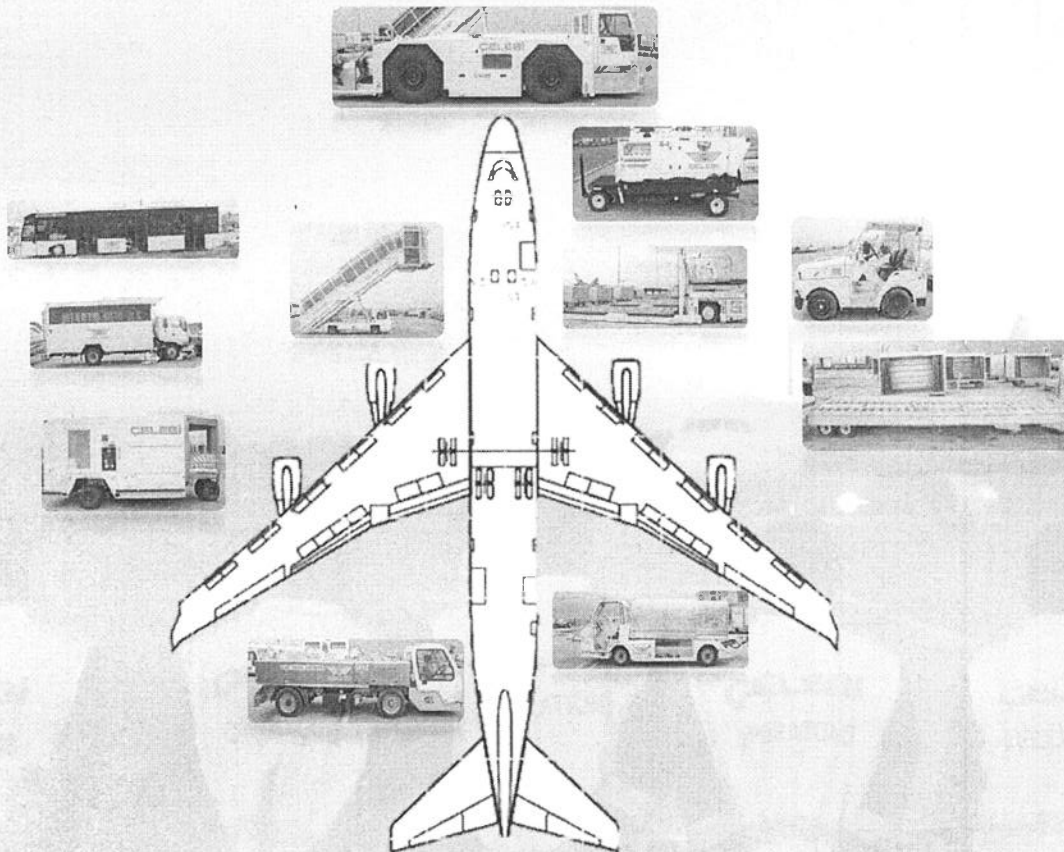
Equipment

- New equipment being added to station.
- All equipment is conventional aviation purposed equipment.
- GSE manufacturers includes Schopf, Mulag, Charlotte etc.



b12 3A

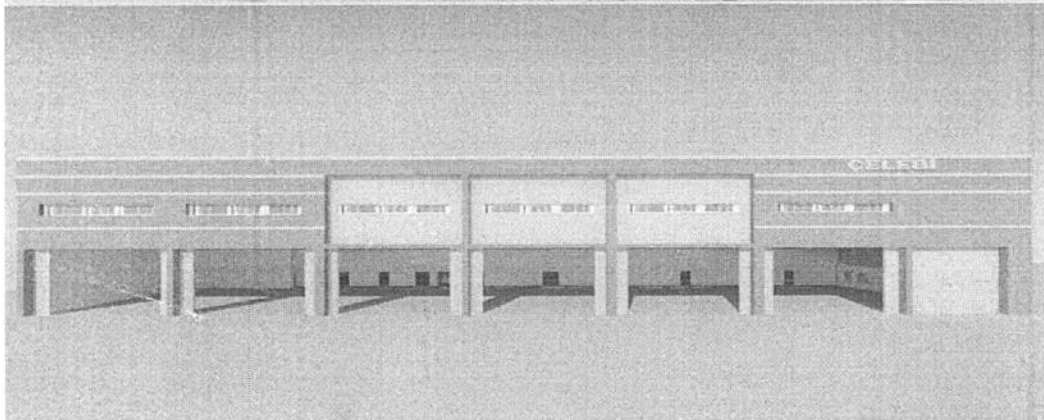
THE UNIVERSITY OF CHICAGO



- Plans, coordinates and executes proactive maintenance & repair activities
- Has implemented the SAP system in order to control, follow, plan, perform and organize GSE's needs and maintenance & repair activities
- Constant focus is on improving the state of the art technology vision in order to meet the needs of customer efficiently
- Currently evaluating to introduced electrical equipment to make Airport more environment friendly

1991

Maintenance Facility



- State of Art Maintenance Facility is being built at CSMIA for Maintenance of GSE & BME
- Facility will have all necessary tooling and equipment's like overhead cranes, Maintenance pits, closed ventilated paint booth etc.
- Structure work is completed and facility will be fully operational by May/June 2019.
- Facility will have access from both Landside and Airside.

Telematics System being tested



- Unit speed. If driver is over speeding same can be tracked or mail notification can be sent.
- Unit availability. Units which are U/S in workshop can also be seen
- Unit moving/Idle time. If unit is idle and not in use we can get the information from the system
- We can set alert for various parameters
- We can demarcate area of operation and if units is going out of the area we will get alerts.
- Distance covered

20/02

IT Systems & Technology

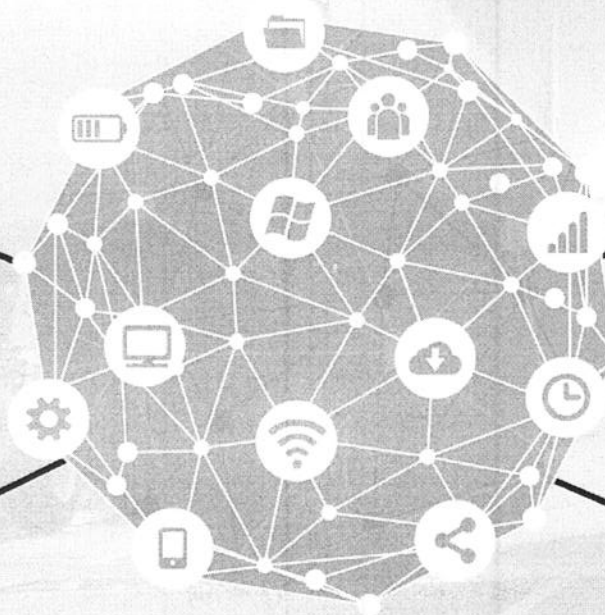


Global ERP System

- Çelebi is expanding its SAP based ERP system integrating all subsidiaries and the HQ Implementation planned for HRM, FA, CC MM, EAM modules
- Hyperion for Financial Managements

Integrated Airport Resources Management

Inform Groundstar system to optimize all planning and control process in Ground Handling Requirements Planning Shift Planning & Daily Planning Real-time Coordination, Supervision and Inspection of every operation



Global CRM System

- Çelebi uses a Global CRM system to manage its customers Locally as well as Globally
- Complaints & Issue Tracking
- Relationship Management
- Feedbacks & Follow up
- Reporting & KPI monitoring

Flight Info & Ops Management System

- Çelebi's In-house system for specialized Ground Services requirements of customers
- Flight Information Service & Operations Management
- Invoice Management
- Quality Management

20/11/2023

Recently introduced initiatives in GA Operations



- Six TRM Sets introduced for communication.
- Implementation of Safe and Standard Aircraft Parking Practise.
- Introduction of facilitation for Payment of Custom Fuel Duty.

h2104

Proposed Initiatives in GA Operations



- One dedicated Supervisor / Duty Officer in each shift to interact with customers and crew for smooth functioning and co-ordination.
- Coming soon with SAP implementation for prompt and correct billing at CA Terminal.
- Upgradation of Old Innova with New Innova Crysta.
- Replacement of Luxury Volvo Cars with new Luxury Cars.

92/196

Annual Tariff Plan Proposal for the FY 2019-20



- Currently Ground Handling Prices for GA approved by AERA is remain unchanged since 1st April 2015.
- Due to increase in Electricity rate, Minimum wage and maintenance cost we propose to increase the tariff for FY2019-20 by 6%, this increase will be effective after a gap of four years.

20/206

Questions?

20/02

Thank You

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25/09

C 14

