



**CITIZEN'S / CLIENT'S CHARTER  
FOR  
PAWAN HANS LTD.**

**(2017-18)**

**Address:**

**Registered Office: Safdarjung Airport, New Delhi-110003**

**Corporate Office: C-14, Sector-1, Noida-201301 (U.P.)**

**Website: <http://pawanhans.co.in>**

**Date of Issue: 1.4.2017**

**Next Review: 1<sup>st</sup> April, 2018**



## **Section 1: Aim, Vision, Mission, Objectives and Functions**

### **PART- I. VISION, MISSION AND OBJECTIVES OF PAWAN HANS LIMITED**

a) VISION

"Enable the people to have access to safe, secure, sustainable, affordable world class niche aviation services."

b) MISSION

To become a market leader in Helicopters and Sea Plane services, to provide regional connectivity through Small Fixed Wing Aircrafts operations and provide repair/ overhaul services at par with international standards.

c) OBJECTIVES:

- To initiate fleet replacement / enhancement plan.
- To achieve optimum utilization of the fleet.
- To ensure continuous improvement in safety both in the air and on the ground comparable to the best in the aviation industry.
- To diversify into repair/overhaul facilities / services.
- To provide helicopter training, safety service and create infrastructure namely Heliports/Helipads.
- Capital restructuring to facilitate fleet enhancement plan.
- To improve Internal Management Practices and build capacity within the Organization.

## Main Services / Transactions

S. No	Service/Transaction	Weight %	Responsible Person (Designation)	Email	Mobile No. and Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Providing helicopter support services to the oil sector - Long term helicopter charter services to ONGC, Oil India, GAIL, etc.	25	Shri Manish Rokade, JGM (Mktg)	incharge.mktg@pawanhans.co.in	M-9833515791 Ph-0120-2476735 Fax 0120-24769797 0120-2542205	- timely services to the customers - regular monitoring of customer satisfaction - improved internal and external customer satisfaction	As per Agreements with the Charterer.			

## Main Services / Transactions

S. No	Service/Transaction	Weight %	Responsible Person (Designation)	Email	Mobile No. and Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
2.	Operate in hilly and inaccessible areas - Long term helicopter charter services to State Governments and other PSUs, ONGC and agencies namely Meghalaya, Tripura, Sikkim, Odisha, Himachal Pradesh, Lakshadweep, Andaman & Nicobar, Ministry of Home Affairs (MHA), NTPC, etc.	20	Sh. Manish Rokade, JGM (Mktg)	incharge.mktg@pawanhans.co.in	M-9833515791 Ph-0120-2476735 Fax 0120-24769797 0120-2542205	- timely services to the customers - regular monitoring of customer satisfaction - improved internal and external customer satisfaction	As per Agreements with the Charterer.			

## Main Services / Transactions

S. No	Service/Transaction	Weight %	Responsible Person (Designation)	Email	Mobile No. and Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
3.	Make available charter flights for promotion of travel and tourism - Helicopter Services for Sri, Kedarnathji.	10	Sh. M.S.Boora, GM (NR)	ms.boora@pawanhans.co.in	M. 9811581464 Ph-011-24615711 Fax 011-24611801	- timely services to the customers - regular monitoring of customer satisfaction - improved internal and external customer satisfaction	As per Agreements with the Charterer and guidelines of Shrine Boards.			

## Main Services / Transactions

S. No	Service/Transaction	Weight %	Responsible Person (Designation)	Email	Mobile No. and Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
4.	CRM, competency check, special VFR training for crew and third party audit of operators facilities- National Institute of Aviation Safety & Services (NIASS), Delhi	5	Shri M.S.Boora, Chief of Safety	ms.boora@pawanhans.co.in	M-9811581464 Ph-011-2476854, Fax-011-2476979	improvement in performance and safety both in air and on ground	As per Guidelines of the Institute.			

## Main Services / Transactions

S. No	Service/Transaction	Weight %	Responsible Person (Designation)	Email	Mobile No. and Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
5.	Heliport at Rohini, Delhi and Services at heliport.	5	Shri Rajvir Saharan, Heliport Manager	rs.saharan@pawanhans.co.in	M-8800998298 Ph. 0120-2476789 Fax.0120-2476978	Commercial services at Heliport.	As per Government Guidelines.			

## Main Services / Transactions

S. No	Service/Transaction	Weight %	Responsible Person (Designation)	Email	Mobile No. and Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
6.	Setting up of Helicopter Training Academy at Hadapsar, Pune.	5	Shri P.K.Markan, Head (General Engg.)	pk.markan@pawanhans.co.in	M-9573176920 Ph.0120-2476782 Fax.0120-2476985	Construction of Helicopter Training Academy.	As per Government Guidelines.			

## Main Services / Transactions

S. No	Service/Transaction	Weight %	Responsible Person (Designation)	Email	Mobile No. and Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
7.	Operation & Maintenance of helicopters of others - Operations & Maintenance (O&M) of Dhruv Helicopters of HAL, ONGC and other parties.	10	Shri M.P.Singh Head AME	<a href="mailto:mp.singh@pawanhans.co.in">mp.singh@pawanhans.co.in</a>	M-9818611993 Ph-0120-2476763 Fax 0120-2476977	O&M support to BSF, ONGC.	As per Agreements with the Owner.			

## Main Services / Transactions

S. No	Service/Transaction	Weight %	Responsible Person (Designation)	Email	Mobile No. and Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
8.	Grievance Redressal of citizens-Grievance redressal and monitoring system is in operation on the website of Government i.e. <a href="http://pgportal.gov.in">http://pgportal.gov.in</a>	15	Sh. Sanjiv Agrawal, (Company Secretary & GM(Legal)	<a href="mailto:co.secy@pawanhans.co.in">co.secy@pawanhans.co.in</a>	M-9810635058 Ph. (O) 0120-2476775 0120-2533021 Fax.0120-2476984	Speedy redressal of citizen's grievances.	As per Government Guidelines.			

## List of Stakeholders / Clients

<b>S. No</b>	<b>Stakeholder/Client</b>
1.	ONGC, GAIL, State Governments and other PSUs and agencies namely , Meghalaya, Himachal Pradesh, Govt. of Maharashtra, Govt. of Odisha, Govt. of West Bengal Tripura, Sikkim, Nagaland, Lakshadweep, Andaman & Nicobar, Ministry of Home Affairs (MHA), NTPC, etc. Passengers at Sri Kedarnathji, students at Training Institute at Mumbai and NIASS at New Delhi, Owners of helicopters for O&M, Ministry of Civil Aviation, DGCA, IAF, BCAS, AAI, MoF, Ministry of Petroleum and suppliers aircrafts, spares, engine, ATF and other items.

### Responsibility Centers

S.No.	Responsibility Center	Landline no.	email	Mobile no.	address
1.	Marketing Department at CO	0120-2476735, Fax-0120-2476981	<a href="mailto:manish.rokade@pawanhans.co.in">manish.rokade@pawanhans.co.in</a>	9833515791	Pawan Hans Ltd., C-14, Sector-1, Noida-201301.
2.	General Manager – Northern Region	011-24615748 011-24615711, Fax-011-24611801	<a href="mailto:m.s.boora@pawanhans.co.in">m.s.boora@pawanhans.co.in</a>	9811581464	Pawan Hans Ltd., Safdarjung Airport, New Delhi-110003.
3.	General Manager – Western Region	022-26146211, 26261700, Fax-022-66754419	<a href="mailto:sanjay.kumar@pawanhans.co.in">sanjay.kumar@pawanhans.co.in</a>	9811311382	Pawan Hans Ltd., Juhu Aerodrome, Vile Parle (West), Mumbai-400054.
4.	Head AME	0120-2476763, Fax-0120-2476977	<a href="mailto:mp.singh.engg@pawanhans.co.in">mp.singh.engg@pawanhans.co.in</a>	9818611993	Pawan Hans Ltd., C-14, Sector-1, Noida-201301.
5.	Off. General Manager (Eastern Region)	0361-2842175/2842176 Fax No.0361-2842177	<a href="mailto:m.sreekumar@pawanhans.co.in">m.sreekumar@pawanhans.co.in</a>	9920559496	Pawan Hans Ltd. 3rd Floor, Rajashree Inn Hotel, VIP Road, Guwahati – 781015 (Assam).

6.	Chief of Safety	011-2476854, Fax-011-2476979	<a href="mailto:ms.boora@pawanhans.co.in">ms.boora@pawanhans.co.in</a>	9811581464	Pawan Hans Ltd., Safdarjung Airport, New Delhi-110003.
7.	Heliport at Rohini, Delhi and Helicopter Training Academy at Hadapsar, Pune	0120-2476789 Fax.0120-2476978	<a href="mailto:rs.saharan@pawanhans.co.in">rs.saharan@pawanhans.co.in</a>	8800998298	Pawan Hans Ltd., C-14, Sector-1, Noida-201301.

### Indicative Expectations from Service Recipients

S. No	Indicative Expectations from Service Recipients
1.	- timely services to the customers
2.	- regular monitoring of customer satisfaction
3.	- improved internal and external customer satisfaction
4.	- Continuous training and development of employees as per market needs.
5.	- improvement in performance and safety both in air and on ground
6.	- Environment clearance, letter of intent to the contracting agency
7.	- O&M support to BSF, ONGC, Govt. Of Gujarat.