



Name:

Enrolment No:

UPES

End Semester Examination, May 2024

Course: Aviation Regulatory Management

Program: MBA – Aviation Management

Course Code: TRAV8007

Semester: IV

Time: 03 hrs.

Max. Marks: 100

Instructions:

1. Carefully read all instructions before beginning the examination.
2. Answer all questions in the sections as instructed.
3. Write your answers clearly and concisely, adhering to the word limits specified for sections B, C, and D.
4. Ensure that your answers are well-organized and directly address the questions asked.
5. For sections offering a choice, answer only the required number of questions. Extra answers will not be graded.
6. Use of any unauthorized materials, electronic devices, or communication tools during the examination is strictly prohibited.

SECTION A
10Qx2M=20Marks

S. No.	Answer all 10 questions.	Marks	CO
Q1.	Which year marked the establishment of the Department of Civil Aviation to oversee civil aviation matters in India? A) 1927, April B) 1932 C) 1947 D) 1953, March	2	CO1
Q2.	When did Tata Airlines become Air India? A) 1932 B) 1946 C) 1945 D) 1953	2	CO1
Q3.	What significant event in the Indian aviation sector occurred in 1953, March? A) The inauguration of Air India's international services B) The passing of the Air Corporations Act, leading to the nationalization of the airline industry C) Establishment of the International Airports Authority of India D) Start of civil helicopter services	2	CO1
Q4.	When were low-cost carriers introduced in India? A) 1981 B) 2003 C) 1995 D) 2004	2	CO1
Q5.	Which policy allowed private operators to operate scheduled services, marking a significant change in 1994? A) Open-sky policy	2	CO1

	B) Greenfield Airport Policy C) Regional Airlines Policy D) Air Corporations (Transfer of Undertaking and Repeal) Act		
Q6.	When did the first airport built with public-private participation become operational in India? A) 1995 B) 1999, June 10 C) 2004 D) 2010	2	CO1
Q7.	What is the First Freedom of the Air? A) The right to land in a state for non-traffic purposes. B) The right to fly across a state's territory without landing. C) The right to carry traffic from the home state to another state. D) The right to carry traffic from another state to the home state.	2	CO1
Q8.	Which authority is responsible for the regulation of civil aviation and enforcement of civil aviation regulations in India? A) The Ministry of Civil Aviation (MoCA) B) The Directorate General of Civil Aviation (DGCA) C) The Airports Authority of India (AAI) D) The Airport Economic Regulatory Authority (AERA)	2	CO1
Q9.	Under the Aircraft Rules, which document must air carriers obtain before operating in India? A) Certificate of Airworthiness B) Air Operator's Permit C) No-Objection Certificate D) Both A and B	2	CO1
Q10.	Which Freedom of the Air allows an airline to operate between two foreign countries, usually via its home country? A) Fourth Freedom B) Fifth Freedom C) Sixth Freedom D) Seventh Freedom	2	CO1
SECTION B 4Qx5M= 20 Marks			
	Word Limit: 50-100 words per answer. Answer any 4 questions in this section.		
Q11.	Discuss the implications of the Sixth Freedom of the Air for global aviation networks, particularly for airlines based in geographically central countries.	5	CO2
Q12.	Describe the role and responsibilities of the Directorate General of Civil Aviation (DGCA) in regulating aviation in India.	5	CO2
Q13.	Explain the initial changes proposed by the DGCA to the flight duty time limitations (FDTL) for pilots in January, and how these changes were intended to improve pilot safety.	5	CO2

Q14.	Is there a regime of self-help available to a lessor or a financier of an aircraft if it needs to reacquire possession of the aircraft or enforce any of its rights under the lease/finance agreement?	5	CO2
Q15.		5	CO2
SECTION-C 3Qx10M=30 Marks			
	Word Limit: 200-300 words per answer. Answer All 3 questions in this section.		
Q16.	Discuss the implications of the Aircraft Act 1934 and the Aircraft Rules 1937 on the operations of aircraft within India, focusing on airworthiness, safety regulations, and the recent amendments that might affect these areas.	10	CO3
Q17.	Critically evaluate the impact of deferring the new FDTL rules on pilot welfare and airline safety, referencing industry expert opinions as noted in the document.	10	CO3
Q18.	What are the steps which air carriers need to take in order to obtain an operating licence?	10	CO3
SECTION-D 2Qx15M= 30 Marks			
	Word Limit: 300-500 words per answer. Answer all questions in this section.		
Q19.	As a matter of local law, is there any concept of title annexation, whereby ownership or security interests in a single engine are at risk of automatic transfer or other prejudice when installed 'on-wing' on an aircraft owned by another party? If so, what are the conditions to such title annexation and can owners and financiers of engines take pre-emptive steps to mitigate the risks?	15	CO4
Q20.	<p>Service Disruption and Customer Experience :</p> <p>I am writing to express my profound disappointment and frustration with the service I experienced during my recent flight, 6E537 from Hyderabad to Darbhanga on February 14th. As a loyal customer of IndiGo, I expected a level of service that aligns with the reputation you have built in the aviation industry. However, the series of events that unfolded during this journey left me deeply disheartened. From the sudden gate change without prior information to the subsequent cancellation of the flight, the entire experience was marred by chaos and miscommunication. Despite the efforts of frustrated passengers, including myself, to seek clarity and assistance from your team, the responses were inadequate and insensitive.</p> <p>The lack of coordination and empathy displayed by your staff, particularly at the boarding gate, added to the distress of the situation. Being denied entry to the bus despite having a valid boarding pass due to a "no show" status was not only baffling but also humiliating.</p> <p>As a result of these circumstances, I missed significant events related to my brother's marriage and was unable to enjoy the celebrations due to the toll it took on my health. Additionally, witnessing the ordeal faced by elderly passengers, including the loss of their luggage, further highlighted the shortcomings in your service.</p> <p>I am reaching out to you not only to seek an explanation for the unacceptable service but also to urge you to take proactive measures to prevent such incidents in the future. Your customers deserve better treatment, especially during challenging situations</p>	15	CO4

like flight cancellations. I sincerely hope that you will address these issues promptly and transparently to restore the trust and confidence of your customers.

- a) How can airlines better manage their fleet to meet the operational demands of their allotted routes?
- b) What can regulators do to ensure fair route allotment and adherence to operational requirements?
- c) As a passenger, what rights and protections do you have in the event of cancellations?