



**NP – 395**

**III Semester B.B.A. Examination, January/February 2025**

**(NEP) (F+R)**

**AVIATION MANAGEMENT**

**DSC 3.3 : Ground Handling Operations**

Time : 2½ Hours

Max. Marks : 60

***Instruction : Answers to be written in English only.***

**SECTION – A**

Answer **any 6** out of the 8 given questions. **Each** question carries **2** marks : **(6×2=12)**

1. a) What is the primary responsibility of a RAMP Manager in airport operations ?  
b) Define the role of third-party service providers in aircraft refuelling.  
c) Explain the significance of load and trim in aircraft operations.  
d) What are the duties of a baggage handler at the airport ?  
e) List two key responsibilities of GSE handling agencies.  
f) Describe the importance of ERM in airport ground handling.  
g) What is the main difference between airport operation control centre and airline operation control centre ?  
h) Mention any 2 types of training included in ground handling training and certification.

**SECTION – B**

Answer **any 3** out of the 5 questions. **Each** question carries **4** marks : **(3×4=12)**

2. Discuss the importance of emergency response and disaster management at airports.
3. Explain the process of DGR handling and its significance in airport operations.
4. Describe the role of third party service providers in baggage handling and the challenges they face.
5. Write a note on Airport Handling Manual (AHM) for ground handling services.
6. How does aircraft Marshalling contribute to safety and efficiency during airport operations ?

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## SECTION – C

Answer **any 3** out of the 5 questions. **Each** question carries **12** marks : **(3×12=36)**

7. Explain the importance of induction training, fire fighting and safety training and RAMP operations training for ground handling staff. How do these training programmes ensure safety and operational efficiency ?
  8. Discuss the various services provided by third party service providers in the airport ground handling process. How do they ensure compliance with safety, security and quality standards in their operations ?
  9. Describe the procedure for liaising with external entities such as MoCA, MoD, Police during an emergency at the airport. What are the steps involved in emergency response drills and exercises ?
  10. Explain the process of Aircraft refuelling. From pre-fuelling to re-fuelling and post re-fuelling, what are the safety protocols ?
  11. Discuss in detail the duties and responsibilities of a RAMP Manager. How does a RAMP Manager coordinate aircraft movements, securing, ground handling tasks to ensure a on time and safe departure ?
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