



NP – 389

**III Semester B.B.A. Examination, February/March 2024
(NEP) (Freshers + Repeaters)
AVIATION MANAGEMENT
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 8 given questions. **Each** question carries **2** marks. **(6×2=12)**

1. a) Give the meaning of AHM. Who issues it ?
b) What is the purpose of safety training at airports ?
c) Why induction training is made mandatory ?
d) Who is a service manager ?
e) Write the role of an emergency response team at the airports.
f) Expand TAC.
g) Define GSE.
h) State any two roles of a station manager.

SECTION – B

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

2. Why do we need SLA ? Briefly explain.
3. Write in detail the training conducted by Airline Authorities on airport operations.
4. Briefly explain the role of Home Ministry in airport operations.
5. Write the duties and responsibilities of Airline OCC.
6. Explain the role of district administration in emergency situation.

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SECTION – C

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

7. Describe the duties and responsibilities of Ground Handling Agencies with examples.
 8. Discuss in detail the procedure of liason with MOCA and Ministry of Defence.
 9. Explain the various types of training for Airport Operation Staff.
 10. As per IATA, explain the process of emergency response, drills and various emergencies.
 11. Enumerate the duties of a Terminal Manager.
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