

## **Pawan Hans Ltd.**

(Ministry of Civil Aviation, Government of India)

**Corporate Office, C-14, Sector-1, Noida-201301, UP**

### **Suo Moto Disclosures/RTI Manuals**

Under Section (4) (1) (b) of the RTI Act

**(Updated as on 09.07.2025)**

The Right to Information Act, 2005 under its Section 4 provides a comprehensive framework for promoting openness in the functioning of the public authorities.

#### **Introduction:**

In order to promote transparency and accountability in the working of every public authority and to empower the citizens to secure access to information under the control of each public authority, the Government of India has brought out an Act, namely, "The Right to Information Act, 2005", (RTI Act) which came into force on 15.6.2005. In accordance with the provisions of section 4(I)(b) of this Act, the **Pawan Hans Ltd., Noida** has brought out this handbook for information and guidance of the stakeholders and the general public.

The purpose of this Handbook is to inform the general public about the **Pawan Hans Ltd., Noida's** organizational set-up, its functions and duties, records and documents available in the **Pawan Hans Ltd., Noida**, etc. This handbook is aimed at the public in general and users of the services provided and the schemes, projects and programs being implemented by the **Pawan Hans Ltd., Noida**.

**Pawan Hans Ltd., Noida** is an organization under the administrative control of Ministry of Civil Aviation and all the details are available at: <https://www.pawanhans.co.in/> .

This Handbook is a part of the PHL website and provides the information about the policies and programmes of the **Pawan Hans Ltd., Noida** to the general public. In addition, information about the activities of the organization is made available through its Annual Reports. This document for the year 2024-25 is available to the general public as part of this website. In accordance with the Department of Personnel & Training Notification No. 34012/8(S)/2005-Estt. (B) dated 16th September 2005, the procedure and fee structure for getting information is as under:

- (a) A request for obtaining information under sub-section (1) of section 6 of the RTI Act shall be made, either in person or by post, to the CPIO concerned accompanied by an application fee of Rs. 10/- by way of cash against proper receipt or by demand draft or bankers' cheque or Postal order payable to the **Pawan Hans Ltd., Noida**. Payments in person will have to be deposited with the Cashier in the **Pawan Hans Ltd., Noida**.
- (b) For providing information under sub-section (1) of section 7, the request shall be made as at (a) above and the fee shall be charged by way of cash against proper receipt or by demand draft or bankers cheque or postal order payable to the **Pawan Hans Ltd., Noida** at the following rates:
  - a. Rupees two for each page (in A-4 or A-3 size paper) created or copied;
  - b. Actual charge or cost price of a copy in larger size paper;
  - c. Actual cost or price for samples or models; and
  - d. For inspection of records, no fee for the first hour; and a fee of rupees five for each fifteen minutes (or fraction thereof) thereafter.
- (c) For providing information under sub-section (5) of section 7, of the RTI Act, the request shall be made as at (a) above and the fee shall be charged by way of cash against proper receipt or by demand draft or bankers cheque or Postal order payable to the **Pawan Hans Ltd., Noida** at the following rates:

- a. For information provided in diskette or floppy, at the rate Rs. 50/- (fifty) per diskette or floppy; and
- b. For information provided in printed form at the price fixed for such publication or Rs. 2 (two) per page of photocopy for extracts from the publication.

As such, the mandatory disclosures pertaining to **Pawan Hans Ltd., Noida** are presented here:

Sr.No.	Details of Disclosure	Organization information
1	<b>Organization and Function</b>	
1.1	<b>Particulars of its Organization, Functions and Duties [Section 4(1)(b)(i)]</b>	
1.1.1	Name and address of the Organization	<p><b>Pawan Hans Ltd.,</b> (A PSE under Ministry of Civil Aviation, Government of India); <b>Corporate Office, C-14, Sector-1, Noida-201301, UP</b></p> <p>Complete details about the organization are available at:  <a href="https://www.pawanhans.co.in/">https://www.pawanhans.co.in/;</a>  <a href="https://www.pawanhans.co.in/english/index.aspx;">https://www.pawanhans.co.in/english/index.aspx;</a></p> <p><b>Pawan Hans Ltd.</b> is the flagship helicopter service provider of the Government of India, Pawan Hans has now evolved into south Asia's largest Helicopter Company that maintains and operates a fleet of 46 Helicopters. It provides a variety of services, making it the most trusted brand in the area of helicopter services in India. Off -Shore operations, connecting inaccessible</p>

areas, charter services, search and rescue work, VIP transportation, corporate and special charters, hotline washing of insulators and Heli-pilgrims are some of the major services of Pawan Hans. As a first of its kind, PHL has been granted Air Operators Permit for Scheduled Operations. Scheduled Flights under RCS UDAN II has commenced in the state of Uttarakhand, Assam and Manipur. The services are planned to be extended in the states of Himanchal Pradesh, Nagaland and Arunachal Pradesh shortly.

Over a period, PHL has logged more than 8.22 Lakhs Flying hours, 29 Lakhs of Landings and served over 1.37 Crore passengers. (Data as on January 2025).

Further to strengthen its core business, Pawan Hans is diversifying into the fields of small Fixed Wing Aircrafts, Training & Skill Development, Safety Audit & Consultancy, Foreign Projects and creation of infrastructure such as Heliports and Helipads as well. PHL has been commissioned as consultants for developing 31 heliport in 05 states of Himachal, Uttarakhand, Arunachal Pradesh Assam and Manipur.

Since 1985, we have been dedicated to provide Helicopter Air Transport and have grown to become the

		<p>most experienced Air Transport service provider in the industry. Transcending our Four decades of experience in aviation, we continue to maintain our initiatives in the field of aviation. We are committed to connect every corner of the nation is complete and comprehensive.</p>
1.1.2	Head of the organization	<p>Shri Sanjeev Razdan Chairman and Managing Director</p>
1.1.3	Vision, Mission and Key objectives	<p>Vision and Mission of the organization are available at:  <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=76;">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=76;</a></p> <p><b>Vision:</b></p> <p>Enable the people to have access to safe, secure, sustainable, affordable world class niche aviation services.</p> <p><b>Mission:</b></p> <p>To become market leader in helicopters and sea plane services, to provide regional air connectivity through Small Fixed Wing Aircraft operations and provide repair and overhaul services at par with International standards.</p> <p><b>Key Objectives:</b></p> <p>Strategic Objectives are given here:  <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=77;">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=77;</a></p>

1.1.4	Function and Duties	<p>The Functions &amp; Duties of <b>Pawan Hans Ltd., Noida</b> (<a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=75">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=75</a>) are carried out in an integrated manner, each one helping and influencing the other.</p> <p><b>The Main functions areas in Pawan Hans Limited includes:</b></p> <ul style="list-style-type: none"> <li>• Operations</li> <li>• Safety</li> <li>• MRO &amp; Engineering</li> <li>• Administration</li> <li>• General Engineering Department</li> <li>• Finance &amp; Accounts</li> <li>• Marketing &amp; Business Development</li> <li>• Human Resource</li> <li>• Infocom Services</li> <li>• Corporate Planning and Management System / Corporate Affairs</li> </ul> <p>THE CONTACTS OF HEAD OF DEPARTMENT TO PERFORM THE ABOVE FUNCTIONS IS AVAILABLE ON <a href="https://www.pawanhans.co.in">https://www.pawanhans.co.in</a></p>
1.1.5	Organizational Chart/Structure	It is available as Annexure-II
1.1.6	Any other details-the	Complete detail about the genesis, inception, formation

	<p>genesis, inception, formation of the department and the HoDs from time to time as well as the committees/ Commissions constituted from time to time have been dealt.</p>	<p>of the department and committees/Commissions constituted including list of various Divisions is available at:  <a href="https://www.pawanhans.co.in/english/inner.aspx?status=3&amp;menu_id=38">https://www.pawanhans.co.in/english/inner.aspx?status=3&amp;menu_id=38</a>;  Public Grievance Cell:  <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=161">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=161</a>;  THE CONTACTS OF HEAD OF DEPARTMENT TO PERFORM THE ABOVE FUNCTIONS IS AVAILABLE ON  <a href="https://www.pawanhans.co.in">https://www.pawanhans.co.in</a></p>
1.2	<b>Power and Duties of its Officers and Employees [Section 4(1) (b)(ii)]</b>	
1.2.1	Powers and Duties of officers (administrative, financial)	The power & duties of officers (administrative, financial and judicial) and other employees of <b>Pawan Hans Ltd., Noida</b> are detailed below:
1.2.2	Power and duties of other employees	<ul style="list-style-type: none"> <li>• General powers to do all such acts and things, as the organization is authorised by its Memorandum &amp; Articles of Association are vested in the Board of Directors of the organization.</li> <li>• Accordingly, the Board of Directors subject to observance of the Companies Act, 1956; the Memorandum &amp; Articles of Association; relevant directives of the Central Government has authorized the Chairman &amp; Managing Director to exercise all powers except those specifically excluded.</li> <li>• In exercise of powers delegated by the Board of</li> </ul>

Directors, the Chairman & Managing Director has further sub- delegated powers to the sub-ordinate officers in the Organization.

### **Duties & Responsibilities**

#### **Regional Heads**

- Achieve turnover target within the specified cost/time for delivery of determined profit.
- Function strictly as per the delegation of powers/financial rules in the matter of award of work and purchase of articles/goods, machines/equipments relating to works and establishment.
- Maintain discipline and administrative efficiency in all the offices in the Region.
- Compliance of statutory provision in the area of tax/levy/cess and industrial law.
- Motivate and develop the subordinates at all levels of hierarchy.
- To procure works in the Region.
- To conduct technical inspection of the work of the Bases.
- Liaisoning with client/State Govt. and other bodies at appropriate levels.
- To ensure working in Regions as per Delegation of Powers issued by the Corporate Office.

		<p><b>(B) Base Incharges:</b></p> <ul style="list-style-type: none"> <li>•Responsible for efficient management of the Base.</li> <li>•To organise site work efficiently and ensure timely completion of the work.</li> <li>•Responsible for overall performance of the base which includes OTP of departure of helicopters in accordance with the acceptable standards.</li> <li>•To ensure working in Bases as per Delegation of Powers issued by the Corporate Office.</li> </ul>
1.2.3	Rules/ orders under which powers and duty are derived and exercised	<p>Memorandum of Articles &amp; Association</p> <p>Delegation of Powers</p> <p>DOP – Delegation of Power Manual is available with all the Departments.</p>
1.2.4	Work allocation	<p>As per point no.1.2.1 &amp; 1.2.2 above.</p> <p>THE CONTACTS OF HEAD OF DEPARTMENT TO PERFORM THE ABOVE FUNCTIONS IS AVAILABLE ON <a href="https://www.pawanhans.co.in">https://www.pawanhans.co.in</a></p>
1.3	<b>Procedure followed in Decision Making Process [Section 4(1)(b)(iii)]</b>	
1.3.1	Process of Decision Making: Identify key decision making points	<p>The matter concerning to each and every section is routed through the Sectional Heads to the concerned officials. Decisions are taken at appropriate levels on various issues as per the extant instructions/procedure in vogue. The detail is given here:</p> <ul style="list-style-type: none"> <li>•All policies, rules and regulations are framed by the Board of Directors of the Organization.</li> <li>• Implementation of such policies, rules &amp; regulations are</li> </ul>

		<p>made by various functionaries in accordance with the Delegation/Sub-delegation of powers.</p> <ul style="list-style-type: none"> <li>• To regulate the business and decision making in the organization some of the Important provisions are as follows: <ul style="list-style-type: none"> <li>• Award of work is placed on the lowest tenderer finalised generally through GeM Portal, open tender or out of the pre-qualified agencies. At times, the award of work is also done through limited tenders considering the urgency its significance.</li> <li>• Depending upon the value of works, various TCs have been formed for procurement of works, pre-tender tie-ups, award of works/supplies.</li> </ul> </li> </ul>
1.3.2	Final Decision-making Authority	As explained on points 1.2.1 & 1.2.2. Final Decision-making Authority of Pawan Hans Ltd., Noida is: Board of Directors.
1.3.3	Related Provisions, Acts, Rules, etc.	List is given under (1.5.1 below).
1.3.4	Time Limit for taking a decision, if any	<b>Pawan Hans Ltd., Noida</b> makes decision in regard to routine matters in a time bound manner as stated in the manual and the RTI Portal. PHL is prompt in their response.
1.3.5	Channel of Supervision and Accountability	<p>(1) Channel of supervision is as per the Organization Structure of <b>Pawan Hans Ltd., Noida</b>.</p> <p>(2) Every employee is accountable towards the duties</p>

		assigned by the authorities from time to time.
1.4	<b>Norms for discharge of Functions [Section 4(1)(b)(iv)]</b>	
1.4.1	Nature of functions/services offered	It is available at Home >> Business Verticals: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=1&amp;menu_id=36">https://www.pawanhans.co.in/english/inner.aspx?status=1&amp;menu_id=36</a>
1.4.2	Norms/ standards for functions/ service delivery	<ul style="list-style-type: none"> <li>• Every year, the organization executes a Memorandum of Understanding with its Administrative Ministry. It lay down targets against financial and non-financial parameters on the basis of which the performance of the Organization is adjudged. Every year, the organization executes a Memorandum of Understanding with its Regional Offices</li> <li>• The Corporation has formulated a standardized 'General Terms and Conditions of the Contract' for award of works.</li> <li>• Works Manual has been brought out to observe transparency in various aspects of execution of projects in time &amp; quality adherence.</li> <li>• Organisation has devised a proper MIS.</li> </ul>
1.4.3	Process by which these services can be accessed	The available services managed by PHL for the public can be accessed on the <a href="https://booking.pawanhans.co.in">https://booking.pawanhans.co.in</a> and is available at Home >> Business Verticals: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=1&amp;menu_id=36">https://www.pawanhans.co.in/english/inner.aspx?status=1&amp;menu_id=36</a>
1.4.4	Time-limit for achieving the Targets	Targets are achieved on yearly basis.

1.4.5	Process of redress of Grievances	<p>Grievances are redressed amicably. All aggrieved employees may approach to the Grievance Redressal Committee of the Company in the first instance, and if they are not satisfied with the decision of the committee, they may send their appeals to the concerned authority and shall exercise its powers to hear those grievances and ensure its disposal within one month of the receipt of the appeal.</p> <p>Grievance Redressal:</p> <p><a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=161;">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=161;</a></p>
1.5	<p><b>Rules, Regulations, Instructions Manual and Records for discharging functions</b>  <b>[Section 4(1)(b)(v)]</b></p>	
1.5.1	Title and nature of the record/ manual /instruction.	The manual followed by the institute is Manual of Office Procedure. All the work, preformed is governed by this manual as well as other Statutory and Standard
1.5.2	List of Rules, regulations, instructions manuals and records.	<p>orders/Circulars issued by the appropriate authority from time to time.</p> <p><b>Policies &amp; Guidelines:</b></p>
1.5.3	Acts/ Rules manuals etc.	<p><a href="https://www.pawanhans.co.in/english/inner.aspx?status=1&amp;menu_id=51">https://www.pawanhans.co.in/english/inner.aspx?status=1&amp;menu_id=51</a></p> <p><b>Memorandum &amp; Articles of Association of PHL:</b></p> <p><a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=165;">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=165;</a></p> <p>PHL (Recruitment) Rules; PHL (Service Conduct) Rules; PHL (Conduct, Discipline &amp; Appeal) Rules; PHL</p>

		<p>Contributory Provident Fund Rules; PHL Leave &amp; Leave Encashment Rules; PHL LTC Rules; PHL Promotion Policy; PHL Standing Orders; PHL Medical Benefit Scheme; PHL Transport Rules; PHL TA/DA Rules; PHL Housing Subsidy Rules; PHL Promotion Policy; Company Lease Accommodation - instructions; Festival Advance; Works Manual; Accounts Manual; RTI Manuals, etc.</p>
1.6	<p><b>Categories of documents held by the authority under its control [Section 4(1)(b) (vi)]</b></p>	
1.6.1	<p>Categories of Documents</p>	<p>of Organization has various divisions/departments such as: Finance, HR &amp; Admin, Flight Safety, Flight Operations, Aircraft Maintenance Engineering, Business Development &amp; Marketing, Legal, Vigilance, IS, Corporate Planning and Internal Audit Division. Statutory Registers, Books of Accounts, Returns and Reports are maintained by the respective departments/divisions under various acts like Companies Act, 1956, Income Tax and other Acts.</p> <p>In addition to documents detailed under 1.5.1 to 1.5.3 above, following additional documents are available for reference in respective offices and are also available on the institute website:</p> <p><a href="https://www.pawanhans.co.in/english/index.aspx">https://www.pawanhans.co.in/english/index.aspx</a>;</p> <p>The names of some important documents/reports are</p>

		<p>given as under which may be seen on the Institute's website.</p> <p>a) Notices:  <a href="https://www.pawanhans.co.in/english/Whatsnewall.aspx">https://www.pawanhans.co.in/english/Whatsnewall.aspx</a>;</p> <p>b) Annual Reports:  <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=83">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=83</a>;</p> <p>c) Corporate Brochure:  <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=110">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=110</a>'</p> <p>d) Citizen Charter:  <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=140">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=140</a>;</p> <p>e) Records related to Establishment matters, service matters, accounts matters, store purchase matters, welfare matters</p>
1.6.2	Custodian of Documents/ Categories	Custodians of these documents/categories are the Senior Administrative Officer and respective HoDs/Section Incharges
1.7	<b>Boards, Councils, Committees and other Bodies constituted as part of the Public Authority [Section 4(1)(b)(viii)]</b>	
1.7.1	Name of Boards, Council, Committee etc.	Board of Directors, Audit Committee, Corporate Social Responsibility (CSR) Committee, Nomination & Remuneration Committee
1.7.2	Composition	It is available at:

		Home>> About Us >>Management >> Board of Directors
1.7.3	Dates from which constituted	From the date of Applicability as per Law.
1.7.4	Term/Tenure	These are the Standing Committees.
1.7.5	Powers and functions	<ul style="list-style-type: none"> <li>• General powers to do all such acts and things, as the organization is authorised by its Memorandum &amp; Articles of Association are vested in the Board of Directors of the organization.</li> <li>• Committees of the Board exercise their powers and discharge their functions as per the Provisions of Companies Act, 2013, DPE Guidelines on Corporate Governance and as per authorization / delegation of powers given by Board of Directors.</li> </ul>
1.7.6	Whether their meetings are open to the public?	The meetings are open only for members.
1.7.7	Whether the minutes of the meetings are open to the public?	Minutes of Advisory Board and Academic Council are NOT open to public.
1.7.8	Place where the minutes if open to the public are available?	The minutes are available at Registered Office of the Company at Noida.
1.8	<b>Directory of officers and employees [Section 4(1) (b) (ix)]</b>	
1.8.1	Name and designation	Directory of Senior Officers of Pawan Hans Ltd., Noida is available at: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=3&amp;menu_id=35">https://www.pawanhans.co.in/english/inner.aspx?status=3&amp;menu_id=35</a>
1.8.2	Telephone, fax and email ID	

1.9	<b>Monthly Remuneration received by officers &amp; employees including system of compensation [Section 4(1) (b) (x)] (Annexure-III)</b>	
1.9.1	List of employees with Gross monthly remuneration	PHL follows the compensation pattern as mentioned in Annexure-III. It is available at: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=147">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=147</a>
1.9.2	System of Compensation provided in its regulations	Employees of Pawan Hans Ltd., Noida are entitled for LTC, Leave Encashment, Medical Benefit, Gratuity, Provident Fund, House Building Loan, Vehicle Loan and Pension Benefits, DA, HRA, etc. as per 3rd Pay Revision Committee (PRC) for PSUs.
1.10	<b>Name, designation and other particulars of Public Information Officers [Section 4(1) (b) (xvi)]</b>	
1.10.1	Name and Designation of the Public Information Officer (PIO), Assistant Public Information Officer (APIO) & Appellate Authority	Detail is given below ( <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=147">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=147</a> ): a) Sh. Jitendra Singh Negi, First Appellate Authority and General Manager (AME & MRO), Pawan Hans Limited, Pawan Hans Tower C-14, Sec-1, Noida, U.P.-201301; <a href="mailto:jitendra.negi@pawanhans.co.in">jitendra.negi@pawanhans.co.in</a> ; 0120-2476763
1.10.2	Address, telephone numbers & email ID of each designated official.	b) Sh. R.S. Chauhan, Company Secretary and CPIO Corporate Office, Pawan Hans Limited, Pawan Hans Tower C-14, Sec-1, Noida, U.P. 201301; <a href="mailto:rs.chauhan@pawanhans.co.in">rs.chauhan@pawanhans.co.in</a> ; 0120-2476775

		<p>c) Sh. Param Saraswat, CPIO Western Region and Joint General Manager (HR &amp; Admin), Pawan Hans Limited, Western Region, Juhu Aerodrome, S.V. Road, Vile Parle (West) Mumbai - 400056 <a href="mailto:param.saraswat@pawanhans.co.in">param.saraswat@pawanhans.co.in</a>; 022-26261758</p> <p>d) Sh. Munish Bahl, HOD (Materials) and CPIO Northern Region, Pawan Hans Limited, Rohini Heliport, Sector-36, Rohini, New Delhi – 110085; <a href="mailto:munish.bahl@pawanhans.co.in">munish.bahl@pawanhans.co.in</a>; 011-27902615</p> <p>Address: <b>Pawan Hans Ltd., Registered &amp; Corporate Office, C-14, Sector-1, Noida-201301, UP</b></p>
1.11	<b>Number of employees against whom disciplinary action has been proposed/ taken (F No. 1/6/2011- IR dt. 15.4.2013)</b>	
1.11.1	No. of employees against whom disciplinary action has been (i) Pending for Minor penalty or major penalty proceedings	Nil
1.11.2	(ii) Finalized for Minor penalty or major penalty proceedings	Nil
1.12	<b>Programmes to advance understanding of RTI (Section 26)</b>	
1.12.1	Educational programmes	There is a separate Room/Office for RTI Cell to handle these matters at <b>Pawan Hans Ltd., Noida</b> . The

		organization organizes RTI Awareness Programmes for employees from time to time.
1.12.2	Efforts to encourage public authority to participate in these programmes	<b>Pawan Hans Ltd., Noida</b> issues circulars/ emails to employees for participating in the RTI programmes. The Circulars and Notifications received from Central Information Commission from time to time are also shared and made available to the employees.
1.12.3	Training of CPIO/APIO	CPIO of Corporate Office attended the training National Meet on RTI Act organized by SCOPE from 14-16 September, 2022 at Leh.  A training program was conducted recently on date 15.05.2025. The Nodal Officer for RTI and Assistant Manager HR attended the full day training program.
1.12.4	Update & publish guidelines on RTI by the Public Authorities concerned	<b>Pawan Hans Ltd., Noida</b> updates & publishes Guidelines on RTI on regular intervals and it is last updated in the website on 17.05.2025.
1.13	<b>Transfer Policy and Transfer Orders [F No. 1/6/2011- IR dt. 15.4.2013]</b>	
1.13.1	Transfer Policy and Transfer Orders [F No. 1/6/2011- IR Dt. 15.4.2013]	<b>Pawan Hans Ltd., Noida</b> is a public sector enterprise under the Ministry of Civil Aviation, Govt. of India, internal transfers are made depending on need & requirement within the Corporate office and the two regional offices.
2	<b>Budget and Programme</b>	
2.1	<b>Budget allocated to each agency including all plans, proposed expenditure and reports on disbursements made etc. [Section4(1)(b)(xi)]</b>	

2.1.1	Total Budget for the public authority	The budget planning is mentioned in annual report which is regularly updated on the website.
2.1.2	Budget for each agency and plan & programmes	The budget planning is mentioned in annual report which is regularly updated on the website.
2.1.3	Proposed expenditures	As detailed under 2.1.1 above
2.1.4	Revised budget for each agency, if any	As detailed under 2.1.1 above
2.1.5	Report on disbursements made and place where the related reports are available	Report on disbursement are made available in Annual Report and Financial Performance at: Annual Report: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=83">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=83</a> ; Financial Performance: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=84">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=84</a> ;
2.1.6	Information related to procurements- (a) Notice/ tender enquires, and corrigenda if any thereon. (b) Details of the bids awarded comprising the names of the suppliers of goods/ services being procured, (c) The works	The purchases are made through GEM portal. In addition, Notice/tender are also issued and available at: <a href="https://www.pawanhans.co.in/english/Vendor_Registrations.aspx">https://www.pawanhans.co.in/english/Vendor_Registrations.aspx</a> ). Published through tender portals. <a href="https://www.pawanhans.co.in">https://www.pawanhans.co.in</a>

	contracts concluded – in any such combination of the above-and, (d) The rate/ rates and the total amount at which such procurement or works contract is to be executed.	
2.2	<b>Foreign and Domestic Tours (F.No. 1/8/2012- IR dt. 11.9.2012)</b>	
2.2.1	Budget	There is no separate Budget for Foreign and domestic tours. It is met out of General Budget as detailed under 2.1.1 above.
2.2.2	Foreign and domestic Tours by ministries and officials of the rank of Joint Secretary to the Govt. and above, as well as the heads of the Department. (a) Places visited. (b) The period of visit. (c) The number of members in the official delegation. (d) Expenditure on the visit.	<p>Pawan Hans Limited is an aviation organization with training facilities available abroad in US and in Europe Pilot Training as well as AME training. These training are essential to fulfill safety and statutory norms.</p> <p>Most of the Foreign tours are for the training purpose as mentioned as above.</p> <p>Domestic tours are basically to manage our operational bases all over India and to manage the commercial operations.</p>
2.3	<b>Manner of execution of Subsidy Programme [Section 4(i)(b)(xii)]</b>	
2.3.1	Name of the	

	programme of activity	Not Applicable as <b>Pawan Hans Ltd., Noida</b> does not offer Subsidy Programme.
2.3.2	Objective of the programme	
2.3.3	Procedure to avail benefits	
2.3.4	Duration of the programme/ scheme	
2.3.5	Physical and financial targets of the programme	
2.3.6	Nature/ scale of subsidy /amount allotted	
2.3.7	Eligibility criteria for grant of subsidy	
2.3.8	Details of beneficiaries of subsidy programme (number, profile etc.)	
2.4	<b>Discretionary and non-discretionary grants [F. No. 1/6/2011-IR dt. 15.04.2013]</b>	
2.4.1	Discretionary and non-discretionary grants/ allocations to State Govt./ NGOs/other institutions	Not Applicable as <b>Pawan Hans Ltd., Noida</b> does not allocate any Discretionary and non-discretionary grants to State Govt./ NGOs/other institutions
2.4.2	Annual accounts of all legal entities who are provided grants by	

	public authorities	
2.5	<b>Particulars of recipients of Concessions, Permits of authorizations granted by the Public Authority[ Section 4(1) (b) (xiii)]</b>	
2.5.1	Concessions, permits or authorizations granted by public authority	Not Applicable as <b>Pawan Hans Ltd., Noida</b> does not grant any Concessions, permits or authorizations:
2.5.2	For each concession, permit or authorization granted - (a) Eligibility criteria, (b) Procedure for getting the concession/ grant and/ or permits of authorizations, (c) Name and address of the recipients given concessions/permits or authorizations, (d) Date of award of concessions/ permits of authorizations	
2.6	<b>CAG &amp; PAC paras [F No. 1/6/2011- IR dt. 15.4.2013]</b>	
2.6.1	CAG and PAC paras and the action taken reports (ATRs) after these have been laid on the table of both houses of the	It is contained in Annual Report: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=83">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=83</a> ; In addition, Internal Audit Report is given at: <a href="https://www.pawanhans.co.in/english/inner.aspx?status">https://www.pawanhans.co.in/english/inner.aspx?status</a>

	parliament.	<a href="#">=2&amp;menu_id=85;</a>
3.	<b>Publicity Band Public Interface</b>	
3.1	Particulars for any arrangement for consultation with or representation by the members of the public in relation to the formulation of policy or implementation there of [Section 4(1)(b)(vii)] [F No 1/6/2011-IR dt. 15.04.2013]	
3.1.1	Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens	Various appropriate forms/ committees' meetings/discussions with stakeholders are used to evolve consensus on relevant issues whenever called for. The list of Relevant Acts, Rules, Forms and other documents which are normally accessed by citizens is available under 1.5.1 and 1.6.1 above
3.1.2	Arrangements for consultation with or representation by - (a) Members of the public in policy formulation/ policy implementation, (b) Day & time allotted for visitors, (c) Contact details of Information & Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants	<p>The organization needs support, cooperation and suggestions of citizens of the country. Thus, the organization encourages public participation and guidance through members representing them in Approval Committee. The Advisory Board &amp; Academic Council of the <b>Pawan Hans Ltd., Noida</b> comprising members (as detailed under 1.7.1 above), who contribute their inputs in the policy and provide guidance to the <b>Pawan Hans Ltd., Noida</b>.</p> <p>Day &amp; time allotted for visitors: From 09.30AM to 06.00PM</p> <p>Contact details of Information &amp; Facilitation Counter (IFC) to provide publications frequently sought by RTI applicants: Name and designation of the public information officer (PIO), Assistant Public Information (s),</p>

		<p>Nodal Officer &amp; Appellate Authority</p> <p>a) Sh. Jitendra Singh Negi, First Appellate Authority and General Manager (AME &amp; MRO), Pawan Hans Limited, Pawan Hans Tower C-14, Sec-1, Noida, U.P.-201301; <a href="mailto:jitendra.negi@pawanhans.co.in">jitendra.negi@pawanhans.co.in</a>; 0120-2476763</p> <p>b) Sh. R.S. Chauhan, Company Secretary and CPIO Corporate Office, Pawan Hans Limited, Pawan Hans Tower C-14, Sec-1, Noida, U.P. 201301; <a href="mailto:rs.chauhan@pawanhans.co.in">rs.chauhan@pawanhans.co.in</a>; 0120-2476775</p> <p>c) Sh. Param Saraswat, CPIO Western Region and Joint General Manager (HR &amp; Admin), Pawan Hans Limited, Western Region, Juhu Aerodrome, S.V. Road, Vile Parle (West) Mumbai - 400056 <a href="mailto:param.saraswat@pawanhans.co.in">param.saraswat@pawanhans.co.in</a>; 022-26261758</p> <p>d) Sh. Munish Bahl, HOD (Materials) and CPIO Northern Region, Pawan Hans Limited, Rohini Heliport, Sector-36, Rohini, New Delhi – 110085; <a href="mailto:munish.bahl@pawanhans.co.in">munish.bahl@pawanhans.co.in</a>; 011-27902615</p> <p><b>Pawan Hans Ltd., (Ministry of Civil Aviation, Government of India); Corporate Office, C-14, Sector-1, Noida-201301, UP</b></p>
3.1.3	Public- private partnerships (PPP)- Details of Special Purpose Vehicle (SPV), if any	

3.1.4	Public- private partnerships (PPP)- Detailed project reports (DPRs)	Not Applicable
3.1.5	Public- private partnerships (PPP)- Concession agreements	
3.1.6	Public- private partnerships (PPP)- Operation and maintenance manuals	
3.1.7	Public- private partnerships (PPP) - Other documents generated as part of the implementation of the PPP	
3.1.8	Public- private partnerships (PPP) - Information relating to fees, tolls, or the other kinds of revenues that may be collected under authorisation from the government	

3.1.9	Public- private partnerships (PPP) - Information relating to outputs and outcomes	
3.1.10	Public- private partnerships (PPP) - The process of the selection of the private sector party (concessionaire etc.)	
3.1.11	Public- private partnerships (PPP) - All payment made under the PPP project	
3.2	<b>Are the details of Policies / Decisions, which affect public, informed to them [Section 4(1) (c)]</b>	
3.2.1	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Policy decisions/ legislations taken in the previous one year	Detail is given under 1.5.1 and 1.6.1 above

3.2.2	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive - Outline the Public consultation process	
3.2.3	Publish all relevant facts while formulating important policies or announcing decisions which affect public to make the process more interactive- Outline the arrangement for consultation before formulation of policy	
<b>3.3</b>	<b>Dissemination of information widely and in such form and manner which is easily accessible to the public [Section 4(3)]</b>	
3.3.1	Use of the most effective means of communication - Internet (website)	Information manual/handbook available in Electronic format – Yes <a href="https://www.pawanhans.co.in/english/index.aspx">https://www.pawanhans.co.in/english/index.aspx</a>
<b>3.4</b>	<b>Form of accessibility of information manual/ handbook [Section 4(1)(b)]</b>	

3.4.1	Information manual/handbook available in Electronic format	Yes, it is available in the website of <b>Pawan Hans Ltd., Noida:</b> ( <a href="https://www.pawanhans.co.in/english/index.aspx">https://www.pawanhans.co.in/english/index.aspx</a> )
3.4.2	Information manual/handbook available in Printed format	Yes, the printed format of Information manual/handbook is available in the office of FAA/CPIO/APIO
<b>3.5</b>	<b>Whether information manual/ handbook available Free of Cost or Not [Section 4(1)(b)]</b>	
3.5.1	List of materials available Free of cost	Detail is given under 1.5.1 and 1.6.1 above. These documents are available free of cost from the website.
3.5.2	List of materials available at a reasonable cost of the medium	The certified copy of the above listed material can be obtained by citizen by paying reasonable fee as per RTI Act, 2005.
<b>4</b>	<b>E-Governance</b>	
<b>4.1</b>	<b>Language in which Information Manual/Handbook Available [F No. 1/6/2011-IR dt. 15.4.2013]</b>	
4.1.1	Hindi	Yes, it is uploaded in the website: <a href="https://www.pawanhans.co.in/index.aspx">https://www.pawanhans.co.in/index.aspx</a>
4.1.2	English	Yes, it is uploaded in the website ( <a href="https://www.pawanhans.co.in/english/index.aspx">https://www.pawanhans.co.in/english/index.aspx</a> )
4.1.3	Vernacular/Local Language	Since the Vernacular/Local Language is Hindi, the same is uploaded at 4.1.1 (as above).
<b>4.2</b>	<b>When was the information Manual/Handbook last updated? [F No. 1/6/2011-IR dt</b>	

	<b>15.4.2013]</b>	
4.2.1	Last date of Annual updation	09.07.2025
<b>4.3</b>	<b>Information available in electronic form [Section 4(1)(b)(xiv)]</b>	
4.3.1	Details of information available in electronic form	Detail of Information is made available under 1.5.1 and 1.6.1 above. The information can be accessed at the organization's website: <a href="https://www.pawanhans.co.in/english/index.aspx">https://www.pawanhans.co.in/english/index.aspx</a> ;
4.3.2	Name/ title of the document/record/ other information	
4.3.3	Location where available	
<b>4.4</b>	<b>Particulars of facilities available to citizen for obtaining information [Section 4(1)(b)(xv)]</b>	
4.4.1	Name & location of the facility	There is RTI Cell at the <b>Pawan Hans Ltd., Noida.</b> Information pertaining to activities dealt by the organization is provided to the users who demand the information. Office Address: <b>Pawan Hans Ltd., Noida.</b> The information is also uploaded on the website of the institute, i.e., <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=147">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=147</a> for general reference.
4.4.2	Details of information made available	As listed under 1.5.1 and 1.6.1 above; Interested people can visit the website for desired information. If the required information is not available on the website, they can send email to CPIO at email id:

		<p><a href="mailto:rs.chauhan@pawanhans.co.in">rs.chauhan@pawanhans.co.in</a> seeking the required information as per RTI Act, 2005. If the required information is available, same shall be provided within prescribed time as per act. Any citizen of India who desires to obtain any information under the Right to Information Act, 2005 (Act) may make a request preferably in the application format in writing or through electronic means to the Public Information Officer/Assistant Public Information Officer.</p>
4.4.2	Working hours of the facility	08:30 AM to 5:00 PM from Monday to Friday (except Public Holidays)
4.4.3	Contact person & contact details (Phone, fax email)	<p>a) Shri Vanrajsinh Hamirsinh Dodiya, Nodal Officer-RTI and GM (CPMS), Corporate Office, Pawan Hans Limited, Pawan Hans Tower C-14, Sec-1, Noida, U.P. 201301; <a href="mailto:vh.dodiya@pawanhans.co.in">vh.dodiya@pawanhans.co.in</a> ; 0120-2476735</p> <p>b) Sh. R.S. Chauhan, Company Secretary and CPIO Corporate Office, Pawan Hans Limited, Pawan Hans Tower C-14, Sec-1, Noida, U.P. 201301; <a href="mailto:rs.chauhan@pawanhans.co.in">rs.chauhan@pawanhans.co.in</a>; 0120-2476775</p> <p>c) Sh. Param Saraswat, CPIO Western Region and Joint General Manager (HR &amp; Admin), Pawan Hans Limited, Western Region, Juhu Aerodrome, S.V. Road, Vile Parle (West) Mumbai - 400056 <a href="mailto:param.saraswat@pawanhans.co.in">param.saraswat@pawanhans.co.in</a>; 022-26261758</p> <p>d) Sh. Munish Bahl, HOD (Materials) and CPIO Northern Region, Pawan Hans Limited, Rohini Heliport, Sector-</p>

		<p>36, Rohini, New Delhi – 110085;  <a href="mailto:munish.bahl@pawanhans.co.in">munish.bahl@pawanhans.co.in</a>; 011-27902615  <b>Pawan Hans Ltd., (Ministry of Civil Aviation, Government of India); Corporate Office, C-14, Sector-1, Noida-201301, UP</b></p>
<b>4.5</b>	<b>Such other information as may be prescribed under Section 4(i) (b)(xvii)</b>	
4.5.1	Grievance Redressal Mechanism	<p>Grievances are redressed amicably. All aggrieved employees may approach to the Grievance Redressal Committee of the Company in the first instance, and if they are not satisfied with the decision of the committee, they may send their appeals to the concerned authority and shall exercise its powers to hear those grievances and ensure its disposal within one month of the receipt of the appeal.</p> <p>Grievance Redressal:  <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=161">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=161</a>;</p>
4.5.2	Details of applications received under RTI and information provided	<p>Available at  <a href="https://www.pawanhans.co.in/english/index.aspx">https://www.pawanhans.co.in/english/index.aspx</a>;</p> <p>With effect from 21.12.2016, total RTI received-246, RTI disposed-178 and Pending RTI-68 till June, 2025.</p>
4.5.3	List of completed schemes/ projects/ Programmes	<p>Pawan Hans Limited is playing a pivotal role in the Government Scheme like UDAN. As and when routes are launched, the booking can be done from PHL booking page in the website.</p>

4.5.4	List of schemes/ projects/ programme underway	Pawan Hans Limited is playing a pivotal role in the Government Scheme UDAN
4.5.5	Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract	<b>Pawan Hans Ltd.,</b> (Ministry of Civil Aviation, Government of India); <b>Corporate Office, C-14, Sector-1, Noida</b> is procuring most of the services, goods from Government e Marketplace (GeM) and Central Public Procurement Portal (CPPP)
4.5.6	Annual Report	It is available at: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=83">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=83;</a> Financial Performance: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=84">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=84;</a>
4.5.7	Frequently Asked Question (FAQs)	Frequently Asked Questions about Helicopter Services and Vigilance are available at: <a href="https://www.pawanhans.co.in/english/faq.aspx">https://www.pawanhans.co.in/english/faq.aspx</a> . In addition, FAQs about RTI are available in Annexure – I.
4.5.8	Any other information such as - (a) Citizen’s Charter, (b) Result Framework Document (RFD), (c) Six monthly	A Citizens' Charter represents the commitment of the institute towards standard, quality and time frame of service delivery, grievance redressal mechanism, transparency and accountability. As such the key components of a meaningful Citizen’s Charter are clear

	reports on the, (d) Performance against the benchmarks set in the Citizen's Charter	statement of Vision and Mission Statements, Programmes and Activities, Client Groups/Stakeholders, Specification of Time Frame for each service being rendered by the institute. It is available at: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=140">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=140</a> ; Results of the Company are included in the Annual Report which is placed on the website of the Company at: <a href="https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=83">https://www.pawanhans.co.in/english/inner.aspx?status=2&amp;menu_id=83</a>
<b>4.6</b>	<b>Receipt &amp; Disposal of RTI applications &amp; appeals [F.No 1/6/2011-IR dt. 15.04.2013]</b>	
4.6.1	Details of applications received and disposed	With effect from 21.12.2016, total RTI received-246, RTI disposed-178 and Pending RTI-68 till June, 2025.
4.6.2	Details of appeals received and orders issued	
<b>4.7</b>	<b>Replies to questions asked in the Parliament [Section 4(1)(b)(xvii)]</b>	
4.7.1	Details of questions asked and replies given in the Parliament	Pawan Hans Limited is the Public Sector Enterprise under Ministry of Civil Aviation and provides regular replies to any queries received from the parliament related to Pawan Hans Limited.  Inputs on Parliament Questions are sent to Administrative Ministry as and when asked by them.
<b>5</b>	<b>Information as may be prescribed</b>	
<b>5.1</b>	<b>Such other information as may be prescribed [F.No. 1/2/2016-IR dt. 17.8.2016, F</b>	

**No. 1/6/2011-IR dt. 15.4.2013]**

5.1.1

Name & details of - (a)  
Current CPIOs & FAAs,  
(b) Earlier CPIO & FAAs  
from 1.1.2015

**Current CPIO & FAA:**

Detail is given below:

([https://www.pawanhans.co.in/english/inner.aspx?status=2&menu\\_id=147](https://www.pawanhans.co.in/english/inner.aspx?status=2&menu_id=147)):

- a) Sh. Jitendra Singh Negi, First Appellate Authority and General Manager (AME & MRO), Pawan Hans Limited, Pawan Hans Tower C-14, Sec-1, Noida, U.P.-201301;  
[jitendra.negi@pawanhans.co.in](mailto:jitendra.negi@pawanhans.co.in); 0120-2476763
- b) Sh. R.S. Chauhan, Company Secretary and CPIO Corporate Office, Pawan Hans Limited, Pawan Hans Tower C-14, Sec-1, Noida, U.P. 201301;  
[rs.chauhan@pawanhans.co.in](mailto:rs.chauhan@pawanhans.co.in); 0120-2476775
- c) Sh. Param Saraswat, CPIO Western Region and Joint General Manager (HR & Admin), Pawan Hans Limited, Western Region, Juhu Aerodrome, S.V. Road, Vile Parle (West) Mumbai - 400056  
[param.saraswat@pawanhans.co.in](mailto:param.saraswat@pawanhans.co.in); 022-26261758
- d) Sh. Munish Bahl, HOD (Materials) and CPIO Northern Region, Pawan Hans Limited, Rohini Heliport, Sector-36, Rohini, New Delhi – 110085;  
[munish.bahl@pawanhans.co.in](mailto:munish.bahl@pawanhans.co.in); 011-27902615

**Earlier CPIO & FAA:**

Earlier CPIOs and FAAs are given here:

Sl.	Name	Designation
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		No			
		01.	Shri Manish Rokade	CPIO/ JGM Marketing	
		02.	M. S. Boora	First Appellate Authority	
5.1.2	Details of Third Party audit of voluntary disclosure -(a) Dates of audit carried out, (b) Report of the audit carried out	Not applicable as Third Party Audit of <b>Pawan Hans Ltd., Noida</b> is being carried out for the first time by the Auditor, <b>Indian Rubber Manufacturers Research Association, (Affiliated to DPIIT, Ministry of Commerce &amp; Industry, Govt. of India)</b> for the year 2024-25.			
5.1.3	Appointment of Nodal Officers not below the rank of Joint Secretary/Additional HoD - (a) Date of appointment, (b) Name & Designation of the officers	Sh. Vanrajsinh Hamirsinh Dodiya, General Manager (CPMS&CA) Pawan Hans Limited, Pawan Hans Tower C-14, Sec-1, Noida (UP) - 201301 <a href="mailto:vh.dodiya@pawanhans.co.in">vh.dodiya@pawanhans.co.in</a> ; 0120-2476735;			
5.1.4	Consultancy Committee of key stake holders for advice on Suo-Motu Disclosure - (a) Dates from which constituted, (b) Name & Designation of the officers	We have a committee consisting of Sh. Varajsinh Hamirsinh Dodiya, Sh. Sanjay Gogia, Sh. Sanjay Kumar, Sh. Vineet Kumar and Ms. Rekha Sagar to manage the third-party audit and also works on the Suo-Motu Disclosure process.			

5.1.5	Committee of PIOs/FAAs with rich experience in RTI to identify frequently sought information under RTI - (a) Dates from which constituted, (b) Name& Designation of the Officers	With existing team of current COIO and FAA PHL effectively manages all the tasks Under Section (4) (1) (b) of the RTI Act
<b>6</b>	<b>Information Disclosed on own Initiative</b>	
<b>6.1</b>	<b>Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information</b>	
6.1.1	Item / information disclosed so that public have minimum resort to use of RTI Act to obtain information	Item / information, is disclosed in the website of <b>Pawan Hans Ltd., Noida</b> which is updated on regular intervals ( <a href="https://www.pawanhans.co.in/english/index.aspx">https://www.pawanhans.co.in/english/index.aspx</a> );
<b>6.2</b>	<b>Guidelines for Indian Government Websites (GIGW) is followed (released in February, 2009 and included in the Central Secretariat Manual of Office Procedures (CSMOP) by Department of Administrative Reforms and Public Grievances, Ministry of Personnel, Public Grievances&amp; Pensions</b>	
6.2.1	Whether STQC certification obtained and its validity	Obtained and the Certificate is attached as Annexure-IV.
6.2.2	Does the website show the certificate on the	Shown in Website <a href="https://www.pawanhans.co.in/Upload/Security-Audit-">https://www.pawanhans.co.in/Upload/Security-Audit-</a>

	Website?	<a href="#">Certificate.pdf</a>
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**Pawan Hans Ltd.**

(Ministry of Civil Aviation, Government of India)

**Corporate Office, C-14, Sector-1, Noida-201301, UP**

**Annexure – I**

**Frequently Asked Question (FAQs)**

**Q.1. What is Information?**

Information is any material in any form. It includes records, documents, memos, e-mails, opinions, advices, press releases, circulars, orders, logbooks, contracts, reports, papers, samples, models, data material held in any electronic form. It also includes information relating to any private body which can be accessed by the public authority under any law for the time being in force.

**Q.2. What is a Public Authority?**

A "public authority" is any authority or body or institution of self-government established or constituted by or under the Constitution; or by any other law made by the Parliament or a State Legislature; or by notification issued or order made by the Central Government or a State Government. The bodies owned, controlled or substantially financed by the Central Government or a State Government and non-Government organizations substantially financed by the Central Government or a State Government also fall within the definition of

public authority. The financing of the body or the NGO by the Government may be direct or indirect.

### **Q.3 What is a Public Information Officer?**

Public authorities have designated some of its officers as Public Information Officer. They are responsible to give information to a person who seeks information under the RTI Act.

### **Q.4. What is the Fee for Seeking Information from Central Government Public Authorities?**

A person who desires to seek some information from a Central Government Public Authority is required to send, along with the application, a demand draft or a banker's cheque or an Indian Postal Order of Rs.10/- (Rupees ten), payable to the Accounts Officer of the public authority as fee prescribed for seeking information. The payment of fee can also be made by way of cash to the Accounts Officer of the public authority or to the Assistant Public Information Officer against proper receipt. However, the RTI Fee and the mode of payment may vary as under Section 27 and Section 28, of the RTI Act, 2005 the appropriate Government and the competent authority, respectively, by notification in the Official Gazette, make rules to carry out the provisions of this Act.

### **Q.5. What is the Fee for the BPL applicant for Seeking Information?**

If the applicant belongs to below poverty line (BPL) category, he is not required to pay any fee. However, he should submit a proof in support of his claim to belong to the below poverty line.

### **Q.6. Is there any specific Format of Application?**

There is no prescribed format of application for seeking information. The application can be made on plain paper. The application should, however, have the name and complete postal address of the applicant.

**Q.7. Is it required to give any reason for seeking information?**

The information seeker is not required to give reasons for seeking information.

**Q.8. Is there any provision for exemption from Disclosure of Information?**

Sub-section (1) of section 8 and section 9 of the Act enumerate the types of information which is exempt from disclosure. Sub-section (2) of section 8, however, provides that information exempted under sub-section 3 (1) or exempted under the Official Secrets Act, 1923 can be disclosed if public interest in disclosure overweighs the harm to the protected interest.

**Q.9. Is there any assistance available to the Applicant for filing RTI application?**

If a person is unable to make a request in writing, he may seek the help of the Public Information Officer to write his application and the Public Information Officer should render him reasonable assistance. Where a decision is taken to give access to a sensorily disabled person to any document, the Public Information Officer, shall provide such assistance to the person as may be appropriate for inspection.

**Q.10. What is the Time Period for Supply of Information?**

In normal course, information to an applicant shall be supplied within 30 days from the receipt of application by the public authority. If information sought concerns the life or liberty of a person, it shall be supplied within 48 hours. In case the application is sent through the Assistant Public Information Officer or it is sent to a wrong public authority, five days shall be added to the period of thirty days or 48 hours, as the case may be.

**Q.11. Is there any provision of Appeal under the RTI Act?**

If an applicant is not supplied information within the prescribed time of thirty days or 48 hours, as the case may be, or is not satisfied with the information furnished to him, he may prefer an appeal to the first appellate authority who is an officer senior in rank to the Public Information Officer. Such an appeal, should be filed within a period of thirty days from the date on which the limit of 30 days of supply of information is expired or from the date on which the information or decision of the Public Information Officer is received. The appellate authority of the public authority shall dispose of the appeal within a period of thirty days or in exceptional cases within 45 days of the receipt of the appeal.

**Q.12. Is there any scope for second appeal under the RTI Act?**

If the first appellate authority fails to pass an order on the appeal within the prescribed period or if the appellant is not satisfied with the order of the first appellate authority, he may prefer a second appeal with the Central Information Commission within ninety days from the date on which the decision should have been made by the first appellate authority or was actually received by the appellant.

**Q.13. Whether Complaints can be made under this Act? If yes, under what conditions?**

If any person is unable to submit a request to a Public Information Officer either by reason that such an officer has not been appointed by the concerned public authority; or the Public Information Officer has refused to accept his or her application or appeal for forwarding the same to the appellate authority, as the case may be; or he has been refused access to any information requested by him under the RTI Act; or he has not been given a response to a request for information within the time limit specified in the Act; or he has been required to pay an amount of fee which he considers unreasonable; or he believes that he has been

given incomplete, misleading or false information, he can make a complaint to the Information Commission.

**Q.14. What is Third Party Information?**

Third party in relation to the Act means a person other than the citizen who has made request for information. The definition of third party includes a public authority other than the public authority to whom the request has been made.

**Q.15. What is the Method of Seeking Information?**

A citizen who desires to obtain any information under the Act, should make an application to the Public Information Officer of the concerned public authority in writing in English or Hindi or in the official language of the area in which the application is made. The application should be precise and specific. He should make payment of application fee at the time of submitting the application as prescribed in the Fee Rules.

**Q.16. Is there any organization(s) exempt from providing information under RTI Act?**

Yes, certain intelligence and security organizations specified in the Second Schedule, are exempted from providing information excepting the information pertaining to the allegations of corruption and human rights violations. Courtesy – Guide on Right to Information Act, 2005 issued by the department of personnel and training Ministry of Personnel, Public Grievances and Pension Government of India.

# Pawan Hans Ltd.

(Ministry of Civil Aviation, Government of India)

Corporate Office, C-14, Sector-1, Noida-201301, UP

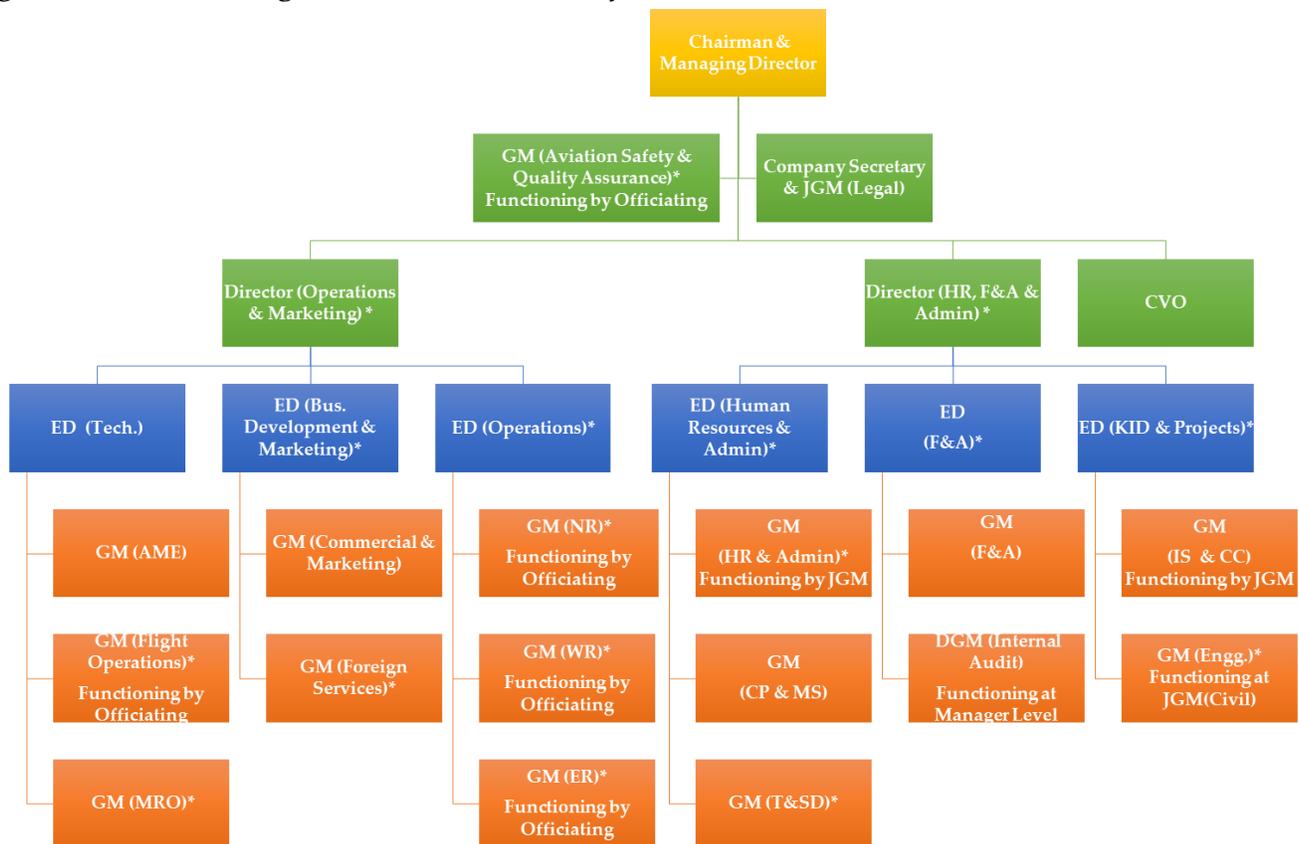
## Annexure-II

### Organizational Structure and Employees

#### Structure of the company

The organizational structure of the PHL is depicted below:

Figure 1: Present Organisation Structure of the PHL



\* Vacant positions

AME: Aircraft Maintenance Engineers; ED: Executive Director; GM: General Manager; NR: Northern Region; WR: Western Region; ER: Eastern Region; CP&MS: Corporate Planning and Management Services; Admin: Administration; MRO: Maintenance, Repair and Overhaul; T&SD: Training & Skill Development; KID: Key Infrastructure and Development; IS&CC: Infocom Services & Corporate Communication; F&A: Finance & Accounts; Engg: Engineering; HR: Human Resource; CVO: Chief Vigilance Officer

**Pawan Hans Ltd.**  
(Ministry of Civil Aviation, Government of India)  
**Corporate Office, C-14, Sector-1, Noida-201301, UP**  
**Annexure-III**

**Remuneration and entitlements for Permanent Employees**

Details of major remuneration items and employee entitlements for different employee categories are as follows:

**Present Pay & Allowances for Executive & Non-Executive**

• **Pay Scales**

All pay scales are revised w.e.f. 01.01.2017 and are in Rs./Month

*Table Error! No text of specified style in document.-1: The Pay scales for all Executives/Pilots and Engineers*

Grade	Basic Pay scale
E-0	30,000-1,20,000
E-1	40,000-1,40,000
E-2	50,000-1,60,000
E-3	60,000-1,80,000
E-4	70,000-2,00,000
E-5	80,000-2,20,000
E-6	90,000-2,40,000
E-7	1,00,000-2,60,000
E-8	1,20,000-2,80,000
Director	1,60,000-2,90,000
CMD	1,80,000-3,20,000

*Table Error! No text of specified style in document.-2: Scales of Basic pay for all Non-Executive*

Grade	Designation	Basic Pay scale
WC-B		10000-48000
WC-A		12000-58000
WC-1	G-3/H-1	14000-68000
WC-2	G-4/H-2/D-1/T-1	16000-78000
WC-2A	H-3/D-2/T-2	18000-88000
WC-3	H-4/D-3/T-3/J-1/C-1	21000-101000
WC-4	D-4/T-4/J-2/C-2	22000-104000
WC-5	T-5/J-3/C-3	24000-107000
WC-6	T-6/J-4/C-4	25000-110000
WC-7	T-7/J-5/C-5	27000-113000
WC-8	J-6/C-6	28000-116000
WC-9	J-7/C-7	29000-119900

'C': Clerical; 'G': Gardeners; 'H': Helpers; 'D': Drivers; 'T': Ancillary; 'J': Technician

Of the above categories, Technicians belong to technical category, others are non-technical.

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**Annexure-IV**

**STQC certification**



**Terasoft Technologies**

STQC and CERT-IN Empaneled Test Laboratory

www.terasoft.in

Certificate No: - TERA/CERT-IN/07/2025/CR/02

Date: - 08-07-2025

**Security Audit Certificate**

<b>Web Application Name: -</b>	Pawan Hans Limited Web Application
<b>Executed Through: -</b>	Pawan Hans Limited
<b>Portal Testing URL: -</b>	https://www.pawanhans.co.in/english/OnlineApplication/Login.aspx
<b>Production URL: -</b>	https://www.pawanhans.co.in/
<b>Audit Perform by: -</b>	Rashmi Jalindre
<b>Testing Date: -</b>	12/06/2025 To 17/06/2025
<b>Issue Date: -</b>	08/07/2025
<b>Validity: -</b>	This certificate is valid till, no any changes are done in software configuration or version or six months from the date of issue whichever is earlier.
<b>Recommendations: -</b>	<ul style="list-style-type: none"><li>• Web server &amp; OS level hardening to be in place on the production server.</li><li>• Website may be hosted with the permission of read only for general public.</li><li>• Entire application should be hosted over valid SSL.</li><li>• All the software components used in the Web application should be of latest version.</li></ul>
<b>The MD5 value of Published Code</b>	a3470dc2516cc6c323db9084a7b068be

**Conclusion: - Web Application is free from OWASP version - 2021 (any other known) vulnerabilities and is safe for hosting.**

Rashmi  
Rajendra  
Jalindre

Digitally signed by  
Rashmi Rajendra  
Jalindre  
Date: 2025.07.08  
18:23:13 +05'30'

**Authorized Signatory**  
**Terasoft Technologies Pvt. Ltd.**

Shivanand, Vedantnagar, Savedi Road, Ahmednagar, Maharashtra  
414003 Phone: -0241-2431111