



# **Why you're safe in the skies with Indian Airlines**



**A behind-the-scenes look  
at the aircraft you fly in**





When you're flying several thousand feet above sea level, what matters most is the performance and safety of your aircraft.

In this booklet, we'll touch down at the different Indian Airlines maintenance bases across the country to give you a behind-the-scenes view of all that we do to look after the aircraft you fly in.

You'll get to know how closely we inspect aircraft components, what kind of precision technology we use to track the minutest flaws, and to repair or overhaul them. You can visit our specialised centres as well, and find out why some foreign airlines entrust us with their aircraft maintenance.

We'll also give you an idea about the training we impart to our engineers, pilots and cabin crew to ensure you enjoy a safe flight every time with Indian Airlines!

*This booklet is part of our Dialogue Passenger Information Series on our services at Indian Airlines.*





## About the aircraft you fly in

At Indian Airlines we have, by far, the largest fleet in the country with as many as 53 aircraft at your service. The different aircraft comprise eleven wide-bodied Airbus A 300s fitted with CF 6 series engines, thirty fly-by-wire Airbus A 320s with fuel-efficient, by-pass, turbo fan V 2500 engines, and twelve Boeing 737s.



*Indian Airlines fleet of aircraft is the largest in the country*

We undertake about 210 flights every day, flying 25,000 passengers to 55 cities within India and 17 international destinations!

### Places you can fly to with us

Our domestic network spans 3000 kilometres from Leh in the north to Trivandrum in the south and an equal distance from Bhuj in the west to Dibrugarh in the east.

Our overseas network stretches from Kuwait, Sharjah and Muscat in the west to Singapore, Kuala Lumpur and Bangkok in the east.





## Who looks after your aircraft in-between flights

A team of 900 licensed engineers and 3000 seasoned technicians, backed by state-of-the-art technical facilities, work round the clock to take care of our fleet.

The team carries out transit checks between each touchdown and take-off, for more than 200 flights every day on all operating aircraft – besides those requiring major maintenance – as well as thorough night checks for at least 42 aircraft.



*Dedicated engineers and technicians match global standards in the maintenance and upkeep of aircraft*





## How the planes you fly in are maintained

We have 6,00,000 square feet of maintenance area, with bases in Delhi, Calcutta, Mumbai and Hyderabad. Every base is fully equipped for line maintenance, major maintenance and overhaul, and can handle minor furnishing needs as well.

### Some other aircraft we care for

Besides our own fleet, we also carry out scheduled and special check-ups for HS-748 aircraft belonging to the Border Security Force, and many international airlines such as Air India, Air Lanka, Ariana Afghan and Pakistan International Airlines.

Our Delhi team takes care of airframes, engines, avionics (which involves electrical, instrument, radio jobs and testing of computers in the aircraft), as well as overhauling of components used in Boeing 737s and A320 aircraft.

The hangar at Mumbai, the largest in the country, can accommodate six A 300 aircraft at a time for A-checks and C-checks. Every Airbus A 300 goes through a mandatory C-check every 4000 hours of flight. Calcutta carries out A-checks and B-checks for Boeing 737s, while our base at Hyderabad is responsible for A-checks of A 320 aircraft.



*Each hangar complex works as a self-sufficient unit for the total upkeep of an aircraft*

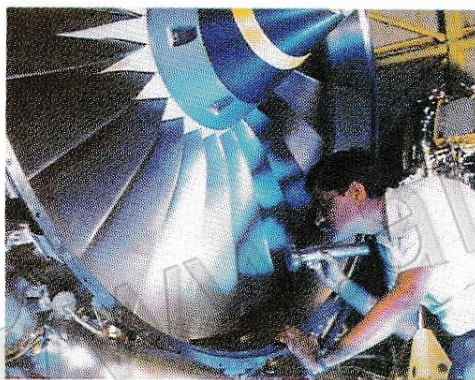




## Some specialised facilities to make your flying safer

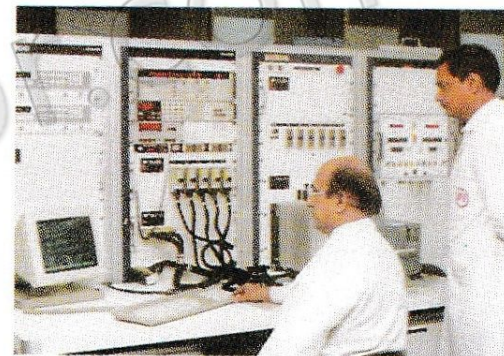
We have set up an ultra-modern Avionics complex at Indira Gandhi International Airport, which maintains 0.5 micron particle cleanliness.

Our Jet Engine Overhaul Complex, set up with international collaboration, is spread over 1,06,600 square feet in Delhi, and has computerised facilities for testing engines up to 1,00,000 lbs of thrust. Besides jet engines, this unit maintains V 2500 engine items as well.



Jet Engine Overhaul Complex,  
New Delhi

The Indian Airlines Auxiliary Power Unit (APU) test bed in Calcutta is recognised as one of the best in the world and meets not only our own requirements but those of several other private and foreign airlines as well. The APU is a small engine fitted on the tail of the aircraft, which supplies pneumatic power for starting the engine, electric power as well as airconditioning of the aircraft on ground.



Automatic Test  
Equipment Computers  
test avionics in aircraft  
and simulators





## How we inspect the aircraft you fly in

A routine or “calendar” servicing schedule is laid out for each aircraft, based on the number of flying hours completed. During each routine check-up, the aircraft

### Aircraft Utilisation

A good average utilisation of aircraft is 2600 hours per aircraft per annum. At Indian Airlines, with the increased productivity of our engineers and pilots, our performance figures now read better than the average at 2800 hours per aircraft per annum.

is inspected for structural defects, among other snags. Our avionics department takes care of any electrical, instrument or radio jobs that may be required. Regular boroscope inspections keep check on the internal health of the aircraft engines and, if needed, our own aircraft can carry back an engine to the maintenance base.



*Boroscope inspection of an aircraft engine*

Our sophisticated data retrieval facility in Mumbai can decode and analyse a flight’s data in three hours and helps monitor the health and safety standards of the aircraft. A quality control section at every base monitors the maintenance of each aircraft and even investigates delays and defects, if any. And finally, the aircraft interior is taken care of, and after a fresh coat of paint, it’s ready to fly!



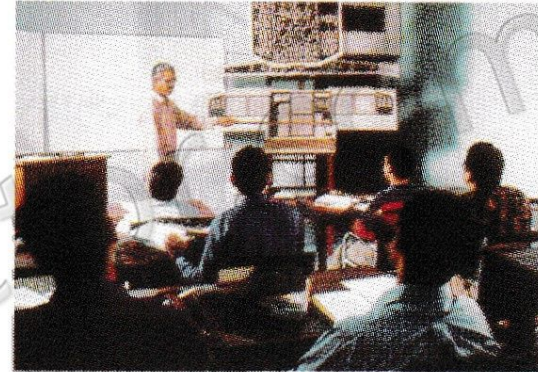


## Why the crew that fly you are truly world-class

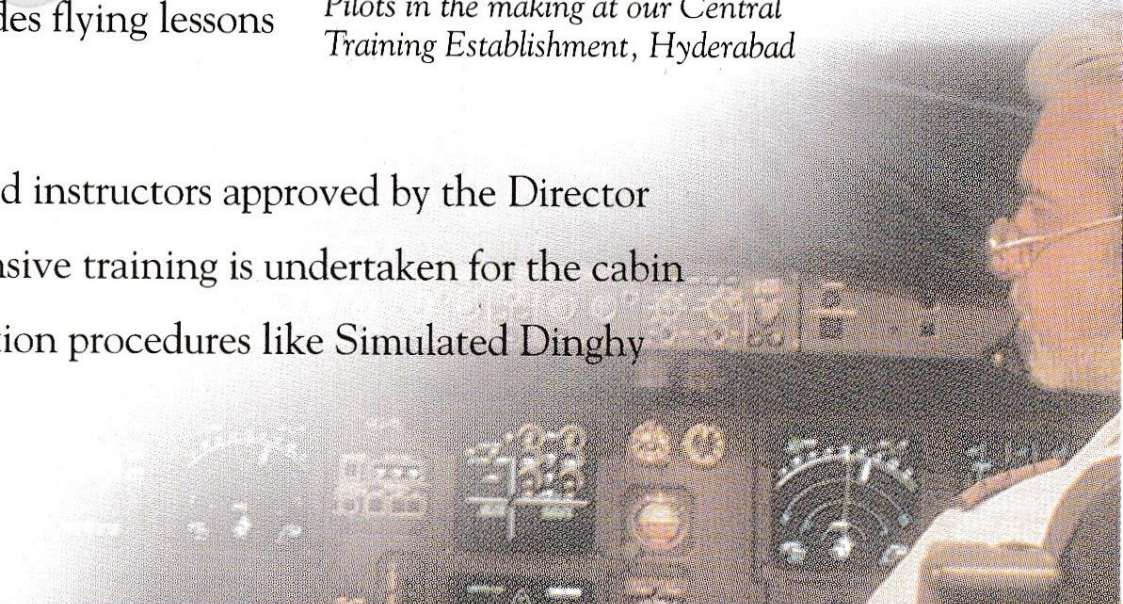
At Indian Airlines, we have been training pilots for the last forty years. Today we have an experienced team of 366 pilots for our various aircraft.

The training provided at our Central Training Establishment – often called the Air University – at Hyderabad, includes navigation, performance, air legislation and meteorology, besides flying lessons on state-of-the-art flight simulators for pilots.

Our engineers receive training from qualified instructors approved by the Director General of Civil Aviation, India. An equally intensive training is undertaken for the cabin crew, with special emphasis on emergency evacuation procedures like Simulated Dinghy Drill and Fire Fighting Drill.



*Pilots in the making at our Central Training Establishment, Hyderabad*





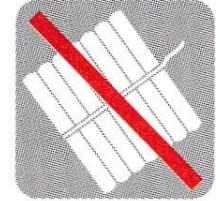


## How you can help maintain flight safety

While your safety does depend on the health of the aircraft, it is equally dependent on what you carry onto the aircraft. Security regulations, therefore, restrict you from

carrying certain items aboard. These include explosives, ammunition and fireworks, compressed gases, flammable solids or liquids and radioactive material, to name a few.

Items like knives, scissors, fire-arms or even their toy replicas are also prohibited by security authorities.



*Some of the items  
prohibited on board  
for your safety*





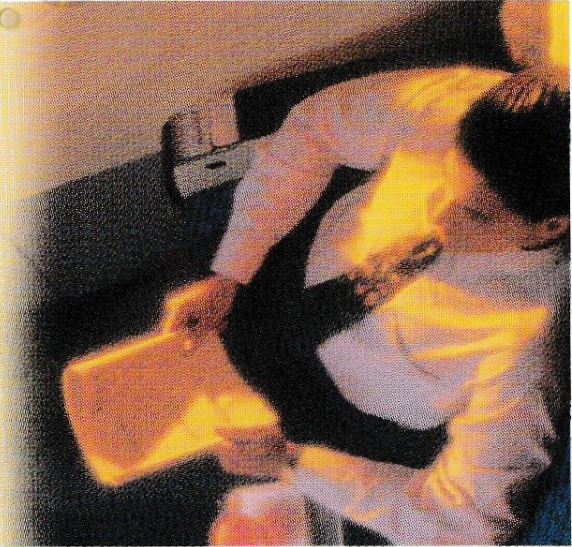


## Some other factors that could affect your aircraft performance

Although great care is taken to maintain the highest safety standards, sometimes aircraft may suffer damages from bird hits, lightning or hailstorms. Also, airport constraints such as short runways, or obstructions in the vicinity of the airport, could affect aircraft performance. If this happens, in the interest of your safety, we restrict our payload and accept fewer passengers than what the installed capacity of the aircraft may allow.

### Enjoy a safe and comfortable journey

When you fly with us, you're on board an airline with 45 years of experience, an airline where quality and safety have always come first.





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