

# INTERNSHIP REPORT ON INDIGO AIRLINES GOA AIRPORT



On-time. Hassle-free. Affordable.

BY

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**IMBA-1639**

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## SUMMARY

My learning experience with IndiGo Airlines at Goa Airport which began on 30<sup>th</sup> March 2021

These Job taught me teamwork, working under pressure, working with patience and multitasking. More often it taught me how I need to work on my weaknesses. Every day was different and full of challenges. It was a new experience each day. With IndiGo Airlines, my first step in the practical life of Aviation Industry helped me get a clear look on how the department's works together to make a Customer stay satisfying. My experience of working with IndiGo Airlines was truly knowledgeable and it is surely going to help me improve my career. I am thankful to get such a rare opportunity.

## ACKNOWLEDGEMENT

For successful running of an Airline, all departments like Customer Service, Security and Ramp have to work in coordination.

It was a great opportunity for me that I was selected for Security Department.

It is always a pleasure to remind the fine people in the aviation industry for their sincere guidance that I received to uphold my practical.

Firstly, I would like to thank our training instructor Ma'am Mrida Das for teaching and giving knowledge about the Aviation Industry.

Prajakta Gawas (Senior Executive) guided me in all my allocations. I would like to Thank all the Managers, AM's and Senior Executives for spending your valuable time with me and helping me to learn All the Allocations.

## INTRODUCTION



INDIGO IS INDIA'S LARGEST PASSENGER AIRLINE WITH A MARKET SHARE OF 53.5% AS OF OCTOBER, 2021. WE PRIMARILY OPERATE IN INDIA'S DOMESTIC AIR TRAVEL MARKET AS A LOW-COST CARRIER WITH FOCUS ON OUR THREE PILLARS – OFFERING LOW FARES, BEING ON-TIME AND DELIVERING A COURTEOUS AND HASSLE-FREE EXPERIENCE. INDIGO HAS BECOME SYNONYMOUS WITH BEING ON-TIME.

SINCE OUR INCEPTION IN AUGUST 2006, WE HAVE GROWN FROM A CARRIER WITH ONE PLANE TO A FLEET OF 278 AIRCRAFT TODAY. A UNIFORM FLEET FOR EACH TYPE OF OPERATION, HIGH OPERATIONAL RELIABILITY AND AN AWARD-WINNING SERVICE MAKE US ONE OF THE MOST RELIABLE AIRLINES IN THE WORLD.

INDIGO HAS A TOTAL DESTINATION COUNT OF 95 WITH 71 DOMESTIC DESTINATIONS AND 24 INTERNATIONALS. THIS INCLUDES KANPUR (KNU) WHICH IS NOW OPEN FOR SALE.

## **FACTS AND FIGURES**

- Market share of 53.5% as of october, 2021.
- Named as **AON** hewitt best employers india for the year 2016 and 2017
- **Fleet** of 281 aircraft including 143 New Generation A320 neos, 49 A320 ceos, 35 ATR's and 54 A321 neo.
- Best low-cost airline, in india by **Skytrax World Airline** awards for 10 consecutive years (2010-2019)
- Recognized as '**Great Place to Work**' for in india' for 8 years in a row (2008- 2015) and for the 9<sup>th</sup> time in 2021.
- Indigo has been ranked as the 4th most punctual airline globally in 2018, 6<sup>th</sup> most punctual airline globally in 2019 and 3<sup>rd</sup> most punctual airline globally in 2021 by **Oag Punctuality League**.
- Indigo has been recognized among the most valuable and strongest airline brands worldwide, as per the **Brand finance airlines 50 report** for two consecutive years. We ranked #43 in year 2020 and moved up 7 positions to #36 in the year 2021.



## **DEPARTMENTS**

1. Airport Operations and Customer Services (Ground Staff)

AIRHEX.COM



AIRHEX.COM

“We stay grounded and

customer experience”

deliver exceptional

## 2. CarGo

AIRHEX.COM



AIRHEX.COM

“We take the Load off

## 3. Engineering



you”



“We run the show from behind the wings”

#### 4. Flight Operations



“We take no joy in flying”

walking, we enjoying

#### 5. Inflight Services





AIRHEX.COM

AIRHEX.COM

AIRHEX.COM

“We make the sky friendlier”

6. Administration



AIRHEX.COM

AIRHEX.COM

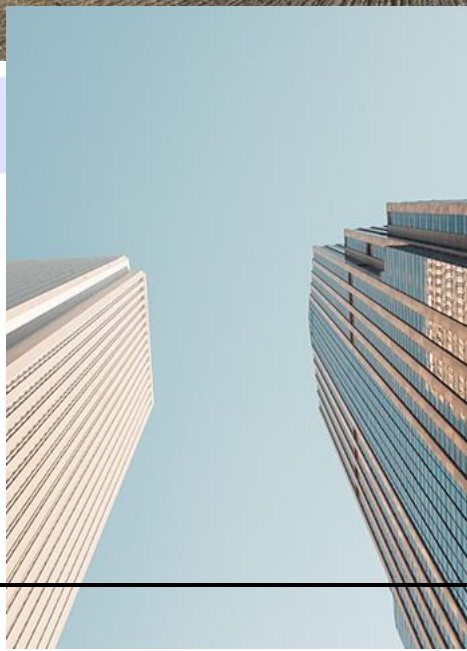
AIRHEX.COM

AIRHEX.COM

“We are the backbone

of all departments”

7. Commercial



“Identifying and developing business opportunities”

8. Corporate Affairs



“Creating and favorable public

communicating a image”

9. Finance and



Accounts

## 10. Flight Safety

“Reserve Bank of IndiGo”



“For us, your safety is

our Priority”

## 11. Human



Resources

“Nothing we do is more important than hiring people”

12. iFly (Training)



“For us, it’s all about

13. Information



improvising”

Technology

“We are ahead of times”

14. Legal



“Order! Order!”

15. OCC and



Dispatch

“We are the control center”



**AIRCRAFTS AT INDIGO**



## 1. Airbus A320 CEO



- Fleet Size: 49 Aircrafts (A, H & F Series)
- Seating Capacity: 180



## 2. Airbus A320 NEO



- Fleet Size: 143 Aircrafts (T, I, J, V, Z, S, Series)
- Seating Capacity: 180/186

### 3. Airbus A321 NEO



- Fleet Size: 54 Aircrafts (U, M & L Series)
- Seating Capacity: 222/232

### 3. ATR 72/600

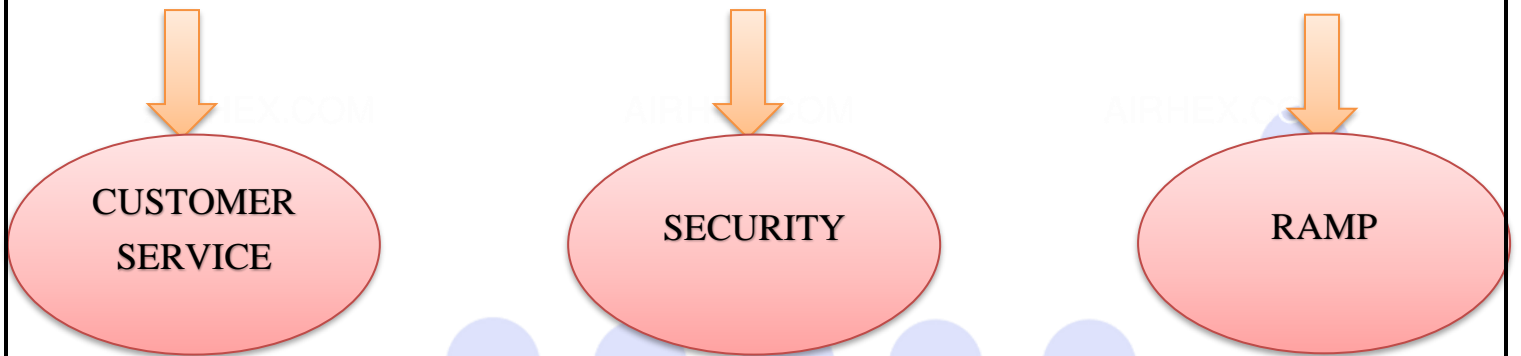
4.



- Fleet Size: 35 Aircrafts (Y, X & R Series)
- Seating Capacity: 84

## GROUND FORCE



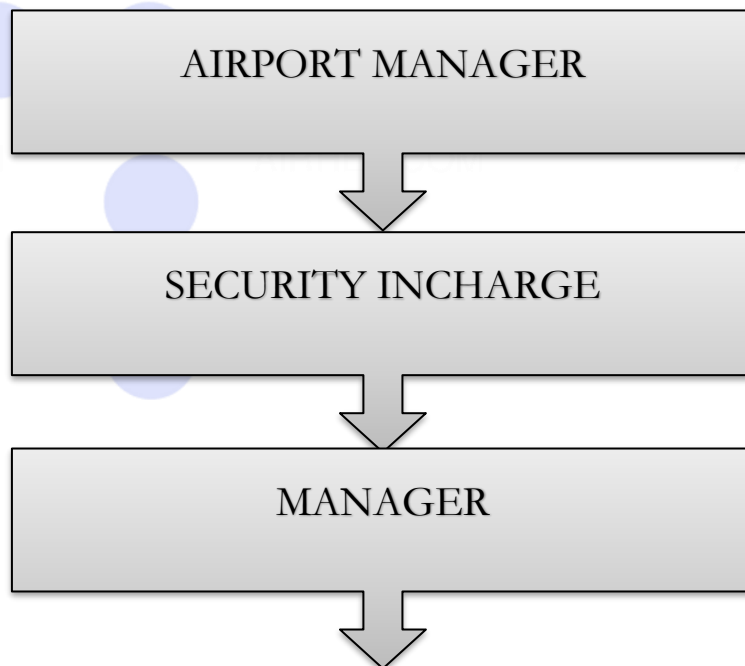


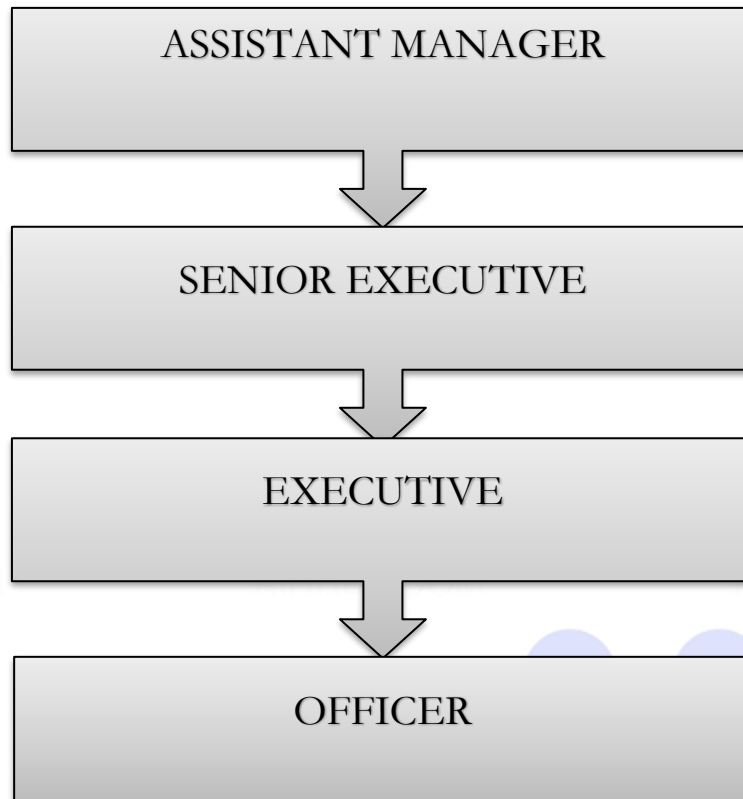
## MY JOB PROFILE



- IGA Code: 49552
- Employee Name: Umesh Rama Naik
- Designation: Officer - Security - AO&CS
- Department: Airport Operations & Customer Services
- Sub Department: Security
- Date of Joining: 30-Mar-2021
- Location: Goa
- IndiGo Email ID: Umesh.Naik@goindigo.in
- L1 Manager: Reena Dias
- L2 Manager: Vaibhav Tulshiram Poman
- HR Partner: Kanika Paul

## **HIERARCHY OF SECURITY DEPT.**





## **OBSERVATIONS**

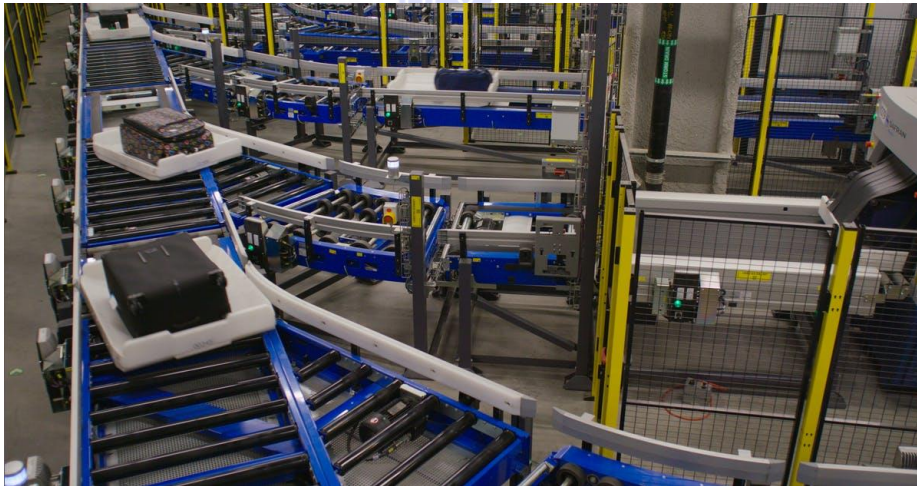
**Co-ordination:** - I learnt how the co-ordination takes place between the all departments. How efficiently and effectively all departments take care of every detail and ensure that task is done or the information is reached. Every single detail of the customer is shared around all the staff members and is properly taken care off. Systematic, regular and on time performance (OTP) is the key to run the Airline smoothly.

**Flexibility:** - My observation is that every person related to the aviation industry should be flexible enough to except sudden challenges and changes. We have to ever ready to do any task handed over to us.

**Communication:** - Communication within the department and with other departments is very important for receiving and giving information.

## **ALLOCATIONS OF SECURITY DEPT.**

### 1. BMA (Baggage Makeup Area)



Baggage

Make-Up Area is a nonpublic area where checked in baggage for departing flights is sorted and loaded into containers or onto baggage trollies.

We security dept. use Baggage Reconciliation System (BRS) to ensure that all bags loaded onto a flight are authorized to be loaded (i.e. the bag



is on the correct flight, the passenger has boarded, etc.), and serves as one of the key baggage tracking applications in an airline's toolkit.

a. BBA (Baggage Breakup Area)



Baggage Area is a

Break-Up nonpublic area

where checked in baggage of arriving flights are delivered them on a conveyer belt.

We Security dept. make sure that correct flight bags go on the correct belt given to us. We even note down the timing of First Bag and Last Bag (FB LB) on the belt for stations FB/LB targets.

3. Access Control (L1 & L2)

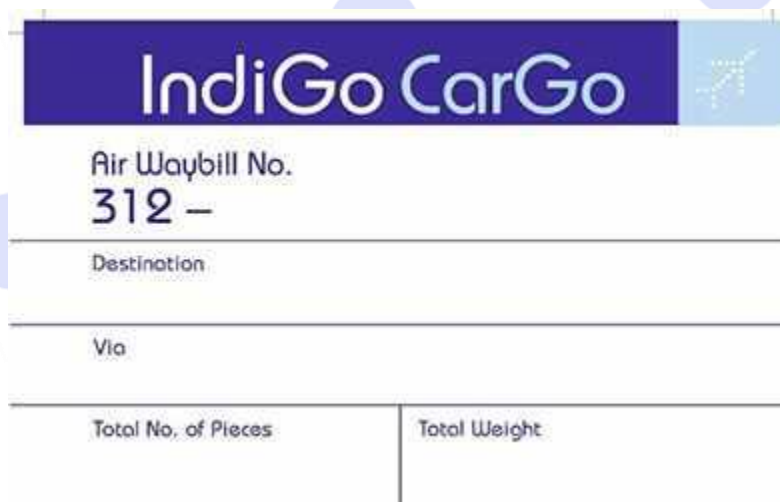


Access control means the security procedure applied to ensure that only authorized persons and authorized items carried by such persons are allowed access into the Aircraft.

We Security dept. make sure that the right passenger is boarding the right flight, by having look at their Boarding Pass.

We make an entry of the staff who's entering the Aircraft into our Aircraft Entry Register (AER BOOK) with valid AEP (Aerodrome Entry Permit) and frisk them.

#### 4. Cargo Screening



The image shows a sample IndiGo CarGo Air Waybill form. It has a blue header with the 'IndiGo CarGo' logo. Below the header, there are several fields: 'Air Waybill No.' with the value '312 -', 'Destination', 'Via', 'Total No. of Pieces', and 'Total Weight'. The form is partially obscured by a watermark.

IndiGo CarGo	
Air Waybill No. 312 -	
Destination	
Via	
Total No. of Pieces	Total Weight

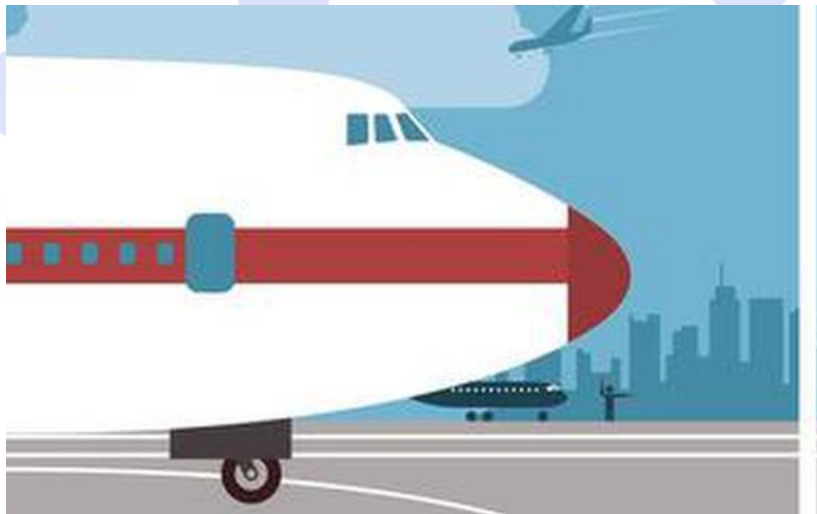
Cargo screening is done by certified screener to identify or detect weapons, explosives or other dangerous devices, articles or substances which can harm the Aircraft and Passengers.

#### 5. Cargo Escort



Escorting services to & fro to the aircraft for high value pharmaceutical and Valuable cargo

#### 6. Anti-Sabotage Check/ Aircraft Check



Thorough search and anti-sabotage check of the aircraft by the airline concerned and its guarding to ensure no unauthorized access to the

aircraft to ensure that no unauthorized person gains access to aero bridge.

## 7. Hold



Making sure  
bag goes on  
flight.

that correct  
the correct

We make an entry of the staff who's entering Cargo Hold into our Aircraft Entry Register (AER BOOK) with valid AEP (Aerodrome Entry Permit) and frisk them.

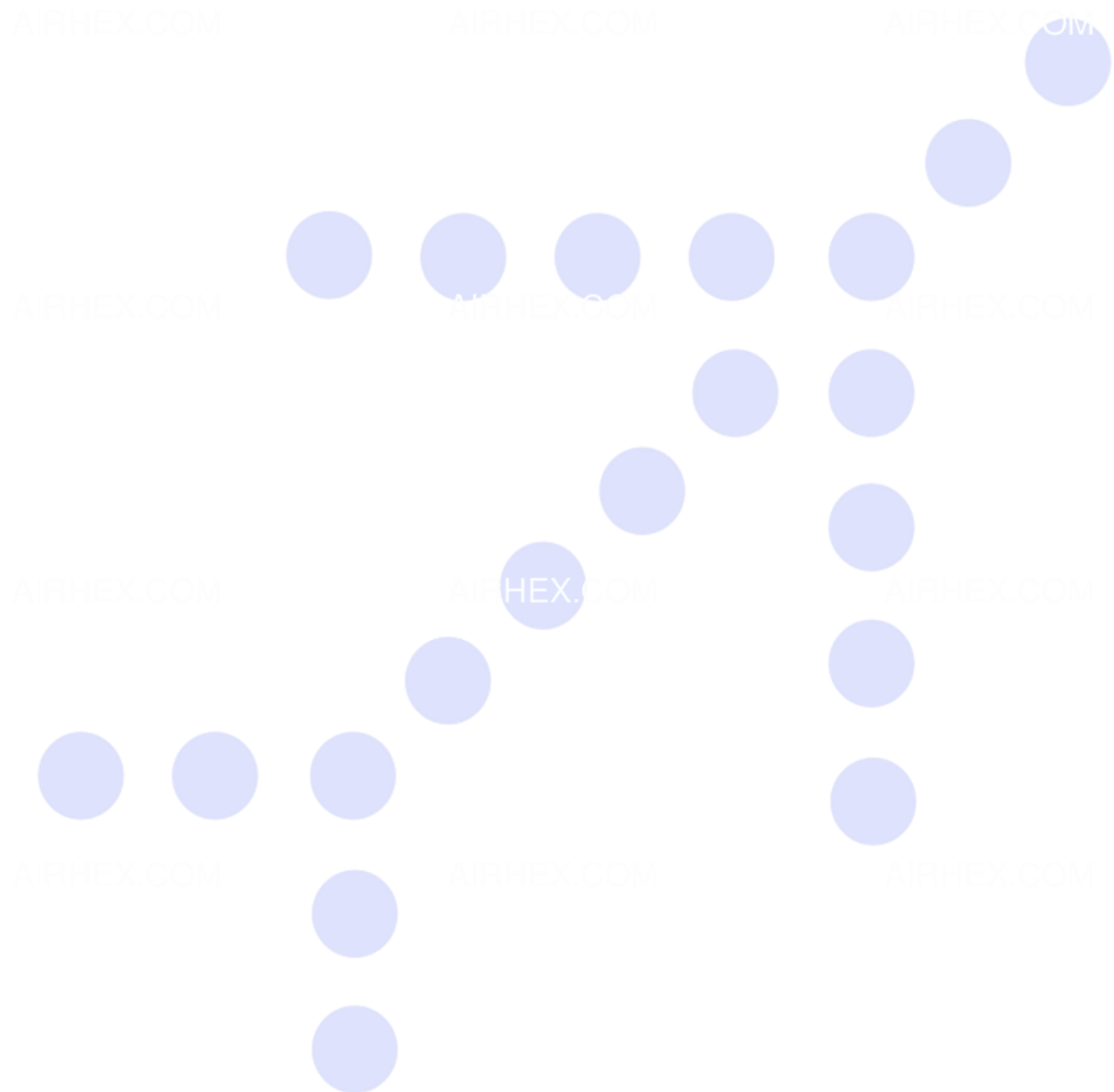
## **CONCLUSION**

It is a complete useful experience working at the IndiGo Airlines- Goa Airport. The friendly Welcoming staff and the space they have created for a for a new staff allowed me with full opportunities to learn and know myself as a worker. This experience brought out my strength and also the areas I needed to make up. It added more confidence to my Professional approach built a stronger positive attitude and taught me how to work in Team as a player.

The primary objective of is to gather a real-life working experience and put their theoretical knowledge in practice. This was my first real experience to work in a Airline Company. I was quite nervous about it. During my working I have developed a lot of confidence and courage in this industry.

My experience at the aviation was highly educative one. I also learned the values and importance of this industry and experienced that this is much superior field than most of the other field. I also learned the values and importance of this industry and experienced that this is much superior field

than most of the other field. But I must say that this experience will prove an objective in my career in the aviation industry.





## REFERENCES

➤ **Reena Dias**

Manager Security

InterGlobe Aviation Ltd (“IndiGo”)

Dabolim Airport

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THANK  
YOU

