



CIN : U74120DL2008PTC175905



Accredited Agent

Registered Private Security Agency



+91-11-26784320

Neha Aviation Management Pvt. Ltd.

An ISO 9001:2008, 14001:2015, 18001:2007 Certified Company

Company Profile

We are among the Prominent Service Providers engaged in offering our quality services viz Comprehensive Ground Handling Services, Cargo /Charter Flight Handling, Flight Cleaning Services, Facility Management Services, Mechanized/Non-Mechanized cleaning, Security Services, Manpower Services for Hospitals, IT/Tech/Engg Manpower.

GROUND HANDLING



CARGO/WAREHOUSE



HOUSEKEEPING

PASSENGER FACILITATION



FLIGHT HANDLING



SECURITY



MANPOWER



HEALTHCARE



www.nehaaviation.com



Neha Aviation Management Pvt. Ltd.

AN ISO 2001:2008, 14001:2015, 18001:2007 CERTIFIED COMPANY

DETAILS OF COMPANY REGISTRATION

Name of Firm	M/s Neha Aviation Management Pvt. Ltd.
Experience	27 Years
Corporate Identity No.	U74120DL2008PTC175905
NSIC Registration No.	NSIC/GP/FAR/2016/0027193
ESIC No.	20000425900001001
PF No.	DL/CPM/19581
Labour License	Registered with Government of India
PAN No.	AACCN7234L
Service Tax	AACCN 7234L ST001
GST No	07AACCN7234L1Z8
Registered under PSARA Act	F.No.14/62/1274/2016/HP-II/PSC / 927
Corporate Office Address	1. RZA-83, Road No-4, Street No -6, Mahipalpur Extn, New Delhi-110037 2. ST 720, DLF Star Tower, NH-8, Gurgaon-122001
Contact Details	Tele-Fax No : 011 - 26784320 E- Mail : nehaaviation@gmail.com Website : www.nehaaviation.com
Contact Person	Mr. Narendra Prasad Poddar, DIRECTOR Mob : +91-9990090779, E- mail: nehaaviation@gmail.com Mr. Harish Choubey Mob : +91- 9891285947

1. Introduction

Neha Aviation Management Pvt Ltd initially started as Neha International in the year 1994, was acquired by M/s. Neha Aviation Management Pvt Ltd in 2008.

We are engaged in the business of providing **Comprehensive Ground Handling Services, Cargo Handling Services, Loading/Unloading, Cargo Carting, Strapping, Wrapping, Comprehensive Flight Cleaning Services (Exterior/Interior/Deep Cleaning) and other allied services to Airlines across the Indian Airports.** We also offering superior quality comprehensive services like **Mechanized/Non-Mechanized House Keeping Services, Catering and Food Packaging Services in Airports, Provision for Passenger Handling/Assistance/Wheelchair Services at Airports, Charter Flight & Cargo Handling at Airports, Facility Management Services, Support Staff Services, Security Services, Cleaning Agents, Auxiliary facilitation, Ramp Activity, Aircraft Transit Cleaning, Deep Cleaning, Aircraft Dressing, Aircraft Exterior Cleaning, IFE Services and Break-Up/ Make-Up Activities at Airports, Specialized Manpower services for Hospitals, Security Services.**

The credit of our success goes to our Director **Mr. Narendra Prasad Poddar.** His tremendous knowledge, managerial skills, strong industrial experience and excellent Team leading spirit led us to carve a distinguished position in the industry as compared to our competitors.

The services rendered by us are synonymous to quality and cleanliness. Our services are highly appreciated by our clients for the features like effective planning, timely completion, and cost efficiency and our experienced dedicated manpower. Machines, tools and other requisite facilities utilized by us are procured from the reliable market vendors after thorough inspection.

Company is backed by state-of-the-art infrastructure, which is well equipped with requisite tools and facilities. We have strategically divided our infrastructure into various departments to facilitate smooth and easy work process. Our team plays an important role in determining success of the company. Highly skilled and experienced professionals form the backbone of our company.

The Company is having an excellent track record for the strict compliance with the Security Regulations as per the strict directives of the concerned law enforcement agencies. The company is having 100% verified employees from the concerned law enforcement agencies for their characters and antecedents. The company is also is in possession of BCAS Security Clearance to work across the various national and International airports across the India.



Currently company is having staff strength of trained personnel to offer a host of specialized Services which includes Passenger Handling/Assistance, Cargo Loading/Offloading from Aircrafts, Aircraft cleaning, Housekeeping and Allied services at the Airport, NCT of Delhi and various stations cross the India. The company has excellent infrastructure headed by a well-qualified and experienced Team Leader, Managers, QAs and Security & Vigilance Team.

The following are brief highlights of services being catered to our esteemed clients:

- Corporate Staffing/Manpower Outsourcing (All Sectors)
- Facility Management Services of Corporate Buildings & Residential Societies. Corporate Security Services specialized in Residential and Corporate Profiles. Horticulture, Gardening and Landscaping Services.
- Comprehensive Ground Handling Services at Airport. Customer Services / Call Center Management.
- Warehouse Management/ Stores Management/Material Management Cargo Handling/Loading & Unloading/Carting/Strapping Services.
- Wheel Chair Assistance Services at Airports.
- Aircraft Interior/Exterior Deep Cleaning/Transit Hanger Cleaning. Maintenance Cleaning at Airports.
- Providing Transportation and Security services for Crew.
- Cleaning of Tarmac Coaches, Step ladder and other GS equipments. Providing Drivers/Operator for the operation of GS Equipments, Tarmac Coaches, Automatic/Manual Step ladders, High Lifts, Buggy Cart etc Meet and Greet Services especially at Airport.

We provide following Type of Specialized Manpower:

- Management Staff(Managers, Supervisors, QA, TL)
- Official Staff (Stenographers, Clerical Staff, CSA, CSE, PA/PS, Accountant) Engineering Staff.
- Para Medical/Healthcare Services Staff (Pharmacists, Radio/ ECG/ Darkroom Technician, Ward Boys, Operation Theatre Attendant, Lab Technicians, Lab Attendants etc)
- I.T. Support Staff
- Drivers(LMV, HTV, Equipment Operators)
- Utility Hands(Wheelchair Pushers, Cleaners, Loaders, Office Boys, House Keepers)



The range of services offered by us for GHA Activities includes:

1. Passenger, Baggage & Cargo Handling Services
2. Passenger Facilitation, Auxiliary Facilitation
3. Baggage Makeup & Breakup activity, Ramp Activity
4. Cargo Carting/Strapping Services



We have been providing a varied range of services from Housekeeping Staff to Specialized Manpower for the past 27 years



2. Our Clients

During the last 21 years of its existence, Neha Aviation Management Private Limited has been consistently servicing its clients with excellent quality of services irrespective of harsh weather conditions or terrains.

Some of the clients being catered to are:

- Air India SATS, New Delhi
- Air India Limited at New Delhi, Mumbai, Jaipur, Lucknow, Chandigarh, Udaipur, Amritsar, Kullu, Jabalpur & Ludhiana
- Air India Air Transport Services Limited at New Delhi, Ahmedabad & Jaipur
- IndiGo Airlines, New Delhi
- Airline Allied Services Limited, New Delhi **NEW!**
- Taj Catering Sats Limited, New Delhi **NEW!**
- Larsen & Toubro Limited, New Delhi **NEW!**
- Manav Rachna University, Faridabad **NEW!**
- Sky Gourmet Catering, New Delhi **NEW!**
- India Today, New Delhi **NEW!**
- Navodaya Vidyalaya Samiti **NEW!**
- Central Board of Secondary Education, New Delhi **NEW!**
- Indira Gandhi National Open University, New Delhi **NEW!**
- Mathura Das Mathur Hospital, Jodhpur **NEW!**
- Army Public School, Shankar Vihar, Delhi Cantt **NEW!**
- Spice Jet, New Delhi, Jaipur
- Sky Gourmet Catering, New Delhi
- Oberoi Flight Services, New Delhi
- Indian Airlines, Udaipur, Jodhpur
- National Aviation Company of India Limited, Jabalpur
- Alliance Air, New Delhi
- Japan Airlines, New Delhi



Our Prestigious Clients



- Air Sahara, New Delhi
- Jet Lite, New Delhi
- MDLR, New Delhi, Kullu, Dharamshala
- Blue Dart, New Delhi
- DPS, Jaipur, Udaipur
- REC Ltd, Jaipur
- Kingfisher Airlines, New Delhi
- Airports Authority of India at Shimla, Kullu, Amritsar, Jaipur
- Go Air, New Delhi




Our Prestigious Clients

3. Our Services

3.1 Specialized Manpower Services for All Sectors

Aviation Sector:

- Ground Handling Managers, Team Leaders, Mentors/Supervisors
- Ticketing Agents, Customer Care Executives, Checkin Executives.
- Equipment Operators like BuggyCart Operator, HTV/LMV Drivers, Pushback Operators, Catering Highlift Operators etc
- Airside Equipment Marshalls.
- Aircraft Technicians, Engineering Staffs
- Baggage/Cargo Loading/Unloading staff.
- Manpower for Aircraft Dresser, placing IFE/Headphones/Publications.
- Housekeeping, Cleaning, FOD Collection Staff.





Ground Handling Services

Management/Clerical/Office Manpower:

- Section Officer.
- Site Manager, Facility Manager
- Accountants, Voucher Preparers, Record Keeping Assistants.
- Stenographers, Computer Asst., Data Entry Operator, Asst. Multi Task.
- Multi-Tasking Assistants, Personal Assistants

Health Care:

- Nursing Supervisors, Site Incharge
- Pharmacists, Ophthalmologist.
- Radio, ECG, Darkroom, CT Technician
- Operation Theatre Attendant, Paramedical Staff.
- Lab Technicians, Lab Attendants, Plaster Attendants.
- Oxygen Plant, Boiler, Generator, Pump Operators, Engineering Staffs
- Ward Boys, TrolleyMan, Nurse, Midwife, Helpers
- Dietician, Cook, Meal Distributor
- All other types of support Manpower



Nursing Supervisors



IT Services:

- Project Managers, Team leaders, Mentors
- System Analyst, Data Analyst, Quality Analyst
- Programmers, Database Administrators
- Network Administrators, Hardware Technicians
- Software Testers, Process Trainers
- Support Services

Facility Management Services:

- Care Taker, Site Manager, Supervisors
- Electrical Engineer , Fire Engineer, Fire Man
- Electricians, AC Technician, Plumber, Painter
- Multi Skill Technician, Lift/Elevator Technician
- Security Guards, QRT
- MTS, Helpers, Waiters, Pantry Boys, Façade Cleaning Manpower
- Housekeepers, Gardeners



Airport Housekeeping Staff

Other Support Staff:

- Lift Operators, Daak/Dispatch Record keeper
- Electricians, Telephone Technicians
- Horticulture - Gardeners
- Office Boys, Housekeeping

Security Services:

- Security Guards.
- Quick Reaction Team
- Patrolling Guards.



Security Guards Training



3.2 Mechanized Housekeeping Services/Cleaning Services

We have been privileged to render Aircraft Exterior/Interior Cleaning/Transit Cleaning, Mechanized Housekeeping Services, General Pest Control, Dry Cleaning and other related support services since more than a decade to a large number of reputed companies and government institutions where personal hygiene, perfect cleanliness and a healthy environment are priority matters.

Our standard approach to the executive housekeeping assignment is to ensure both visual and hygienic cleaning of premises at all times. The cleaning work is carried out on a composite daily and deep cleaning basis.

Materials

For excellent Cleaning and Disinfection we use best in class materials that provides a non-corrosive, effective cleaning and disinfection as well. We use best in class cleaning chemicals each one specifically formulated for the specific job. Specially for Aircraft Cleaning we use chemicals having passed by DGCA and AMS standards like Turco Airtec, AMS 1550, 1630, 1535 etc. Therefore, not only effective cleaning is ensured, but in addition the long-lasting cleaning effect, non-corrosion, upkeep and maintenance is also assured.

Equipments

We use latest equipments in the industry which are beneficial for cleaning jobs like manual/auto sweepers, floor scrubber-dryer machines, Floor Polishing machine, wet and dry vacuum cleaners(Backpac and Non-Backpac, 115 V and 220 V Respectively), Carpet Shampooing Machine, telescopic rods, hand dryers and automatic air fresheners on demand as well



Neha Aviation uses Best in Class Equipments – No Compromise on Quality



Cleaning Services in Aviation Sector, Transport Sector and PSUs

For the Transport Sector Neha Aviation Management Pvt. Ltd., provides specialized Aircraft Cleaning and dry cleaning jobs for Aircraft using the most modern equipment, processes and materials for almost 11 continuous years till date. Neha Aviation Management Pvt. Ltd., has been providing Aircraft Cleaning Services to Indian Airlines and its subsidiary Alliance Air, Air India for their different series of Aircraft. We are also providing mechanized cleaning of Tarmac In light of its excellent performance Neha Aviation management Pvt. Ltd., has been given the job of specialized up keeping and cleaning of VIP and VVIP Aircrafts.

3.3 Comprehensive Cargo Handling Services

CARTING SERVICES

1. To ensure the Carting of Customs cleared shipments from Cargo Complex, through the Screening process, and upto ETV (Elevated Transport Vehicle) warehouse, as per Regulations.
2. Providing Manpower for loading/offloading and other related equipments like Fork-lifts, Extensions, Ramp, Bars, Tractors, Trolleys etc. for Carting Services.
3. Loading of Light/Heavy Cargo from floor and/or warehouse floor onto trolleys/pallets or taking to X-ray machine, offloading the Cargo on the X-ray machine, reloading on trolleys/Pallets post X-ray and transporting same to ETV (Elevated Transport Vehicle) warehouse or designated location.
4. Receipt of custom cleared document from Export, Preparation of Carting challans.
5. Transportation of Screened Cargo to ETV Warehouse and off-loaded and stacked uniformly, shipment and Airlines-wise at designated locations of Airlines.

STRAPPING SERVICES

1. To provide Raw Materials and labour Services, to Govt and/or Regulatory Authorities, Security Agencies, Enforcement Agencies, Exporters, Importers, CHAs, Agents and/or Trade, for Opening, Re-packing, Strapping, Stitching and Closing of Packages at Exports Shed, Import Warehouse for client Airlines.
2. Opening of the package on instructions from Airline Security/ Customs/ Investigative Agencies/ Regulatory Authorities/Trade partners, in presence of concerned Agent.



3. Repacking of the package as per the instructions, from aforesaid Agencies/Trade Partners etc.
4. Closing and strapping of packages in a secured manner as per industry



Carting And Strapping Services

3.4 Facility Management Services

The corporate looks for a service provider who can provide value for their money. We specialize in creating an effective workplace that adds value to our client's business. We help reduce occupancy costs and improve service by implementing and managing processes that yield wonderful results.

Through a full range of services from operations to maintenance, we provide our clients with facilities management solutions. This type covers the provision of management and liaison (as applicable) of all or any of the following services:

- Executive Housekeeping Services
- Pantry Services
- Store services
- Electro mechanical Services
- Photocopy and fax services
- Processing of utility bill services
- Courier services and Postal services
- Pest control services
- Horticulture services



In short, it is a total property management where there is only a single window interaction for all the facilities provided under one roof.



Our Dedicated Executive Housekeeping Staff

3.5 Support Staff Services

Outsourcing is a compelling strategic business tool that can solve pressing problems of competitive strategies, core competencies, supplier alliances, business process reengineering. Like it or not, outsourcing is here to stay. It is already the foundation of the global, connected economy. It was once a strategic tool. Today the Internet has made outsourcing the pervasive paradigm. It ensures the continuous use of external expertise by a company to perform one, or more, specific tasks in people-management process. We at Neha Aviation Management Pvt Ltd are facilitating HR Outsourcing. Our focus is on improving business results through people management interventions. This type covers the provision of a range of experienced and trained support staff such as:

- Administrative Assistants / Office Assistants / Accountants
- Executive Assistants / Secretaries / Steno
- Front Office Executive / Receptionist
- Computer Operator/Data Entry Operator/IT Executive
- I.T. Services
- Caretaker/Cook/Pantry boys/Peons/Mail boys
- Electrician/Plumber/Carpenter, etc.
- Guarding Services



Guarding Services – The NAMPL security services network spans across the length and breadth of the country with branch offices in major cities and a centralized monitoring system that ensures a 24x7 hours operational control of all guard posts thereby ensuring complete satisfaction to all clients at all times.



NAMPL Security Services

3.6 Security Services

The company is registered under with the Government of NCT of Delhi under PSARA Act. We provide handpicked trained, impressive, impeccably, uniformed, suitable equipped and seasoned guards for round the clock vigil. Services are provided for Industrial units, offices, bank, public sector undertakings, high rise buildings, residential areas, hospitals and educational institutions.

3.7 Passenger Facilitation

DEPARTURE FACILITATION

1. Direct Passengers through control frontier formalities to the aircraft including paging in the terminal/departure holding area and Gate Control in the Aero-bridge.
2. Provide specially trained personnel for assistance to VIP/CIP.
3. Assistance to wheel chair passengers/stretchers passengers, invalid/disabled passengers as well as passengers in delicate health



- and unaccompanied minors.
4. Operation and Monitoring at Excess Baggage counter.
 5. Counters :
 - i. Perform check-in formalities.
 - ii. Issuance of Boarding passes and seat allocation as per the weight and balance requirement.
 - iii. Recording of the baggage details in the passenger coupon of the ticket and in the Bingo chart of the Baggage Reconciliation Sheet.
 6. Preparation of passenger manifest and tallying with the flight coupons.
 7. Assisting baggage reconciliation / baggage segregation as per the airline's laid down procedure and also ensure loading reconciled/identified baggage onto ULDs and trolleys for each flight as per load planners advice.
 8. Assistance in directing passengers through Boarding Gate, collection of Boarding Stubs, Carryout Head Count in the aircraft and tally the total numbers of Passengers on Board.
 9. Handle the lost & found and mishandled/damaged baggage matters as per laid down procedure of Airlines with due guidance of the Manager.
 10. Assistance to transit passengers about transfer facilities from and to Domestic Terminal, Manning of transfer desk.
 11. During disruptions to flights, facilitation to be extended to the passengers as specified by the Duty Manager.
 12. Maintain a record of summary / stock of ULD's dispatched, received on a daily basis with a view to assess the stock of ULDs on any given day.
 13. Intimate Airport Manager of any complaints made by the clients without loss of time.
 14. Any other activity allied to handling of the International Flight (Deciding authority: Duty Manager/Duty Officer).

ARRIVAL FACILITATION

1. Direct passengers from the aircraft and inside the terminal building.
2. Assistance to wheel chair passengers/ stretcher passengers. Invalid/disabled passengers as well as passengers in delicate health and unaccompanied minors.
3. Delivery of baggage after matching the counter foil with the tag in the baggage.
4. Check the destination of incoming baggage for transfer connection and process for onward connection after completion of controls/frontier formalities. Mishandled baggage (MHB).
 - (i) Recording the non-receipt of Registered Baggage including



- assisting in issuance of Property Irregularity Report or Damage Baggage report as the case may be.
- (ii) Assisting in handling of baggage that are unclaimed and/or over carried.
5. Any other activity allied to handling of the flight.

GENERAL FACILITATION

1. Dissemination of arrival / departure information to passengers and to other agencies.
2. Assistance to Mishandled Baggage services cell.
3. Any other activity allied related to handling of the flight.



Passenger Facilitation at Airport



3.8 Auxiliary Facilitation

DEPARTURE FACILITATION

- i. Kerb side passenger and baggage assistance (includes handling baggage of invalid passengers/sick passengers/un accompanied minors.)
- ii. Assistance to passengers with baggage at X-Ray Counter
- iii. CIP/VIP Passenger facilitation including serving refreshments / carrying baggage etc.
- iv. Assisting invalid / disabled / wheelchair passengers and passengers in delicate health.
- v. Counters : assistance for acceptance of baggage, proper tagging of baggage and transfer to conveyor belt at the counter.
- vi. Assistance in positioning of non-mechanized step ladder and other ramp equipment near the aircraft without any damage to the aircraft.
- vii. Assistance in loading of Baggage onto trolleys, containers and pallets, etc. Assistance in removing security items.
- viii. Ramp Handling: Assistance in Loading and Monitoring Loading of Pallets into the aircraft. Manual Loading onto the aircraft, if any by bringing security items from the terminal building / designated place.
- ix. Any other activity allied to handling of the flight.

ARRIVAL FACILITATION

- i. Assistance in positioning of non-mechanized step ladder, other ramp equipment near the aircraft.
- ii. Ramp Handling: Monitoring and offloading of Containers / pallets including manual offloading from the aircraft, if any and positioning them at the terminal/designated place.
 - a. Baggage Delivery Transfer of baggage from trolleys/containers/pallets to baggage Delivery Conveyor belt.
 - b. Assistance to passengers in clearing their baggage from the conveyor belt in the arrival hall.
 - c. Mishandled baggage (MHB):
 - 1) Assistance in handling damaged baggage / unclaimed baggage and mishandled baggage.
 - 2) On receipt of MHB, arranging delivery of the mishandled baggage to the passengers after following the laid down procedures including customs formalities. Liaison with other stations on mishandled baggage cases and assist in lodging of MHB with customs and in retrieval of customs cleared MHB for delivery of the same to Pax residence.



- iii. Concertina Activity: - Collection and Forwarding of Airline Documents with due diligence to offload and load as per destination / origin of the documents.
- iv. CIP/VIP Passenger Facilitation including serving refreshments / carrying baggage, etc.
- v. Any other activity allied to handling of the flight.

3.9 Breakup & Buildup Activity

- i. Assistance for handling of Export consignment, obtaining carting order, checking shipment weight and number of pieces with Airway Bill and handling over to the airline.
- ii. Scanning of the shipment, palletizing, containersation, manifest typing, filing of EGM. Assistance of meeting flights, clearing GD, offloading & loading, handling over of cargo to the custodian and filing IGM, issuance of delivery order and discrepancies.
- iii. Overall Supervision of manpower including maintenance of Muster Roll/Attendance records.
- iv. Any other activity allied to handling of international flight.
- v. All Break-up and Build-up of shipment etc., should be with due care to avoid damage in handling.

3.10 Ramp Activity

- i. Loading of containers/Pallets including Manual Loading, on to the aircraft by bringing them from the warehouse/ Designated place to the tarmac.
- ii. Offloading of Containers/Pallets including Manual offloading, if any and positioning them at the Warehouse/Designated place.
- iii. Any other activity allied to handling of international flight (deciding authority: Duty Manager / Duty Officer).



Ramp Worker on Site



Registered Office

Neha Aviation Management Private Limited

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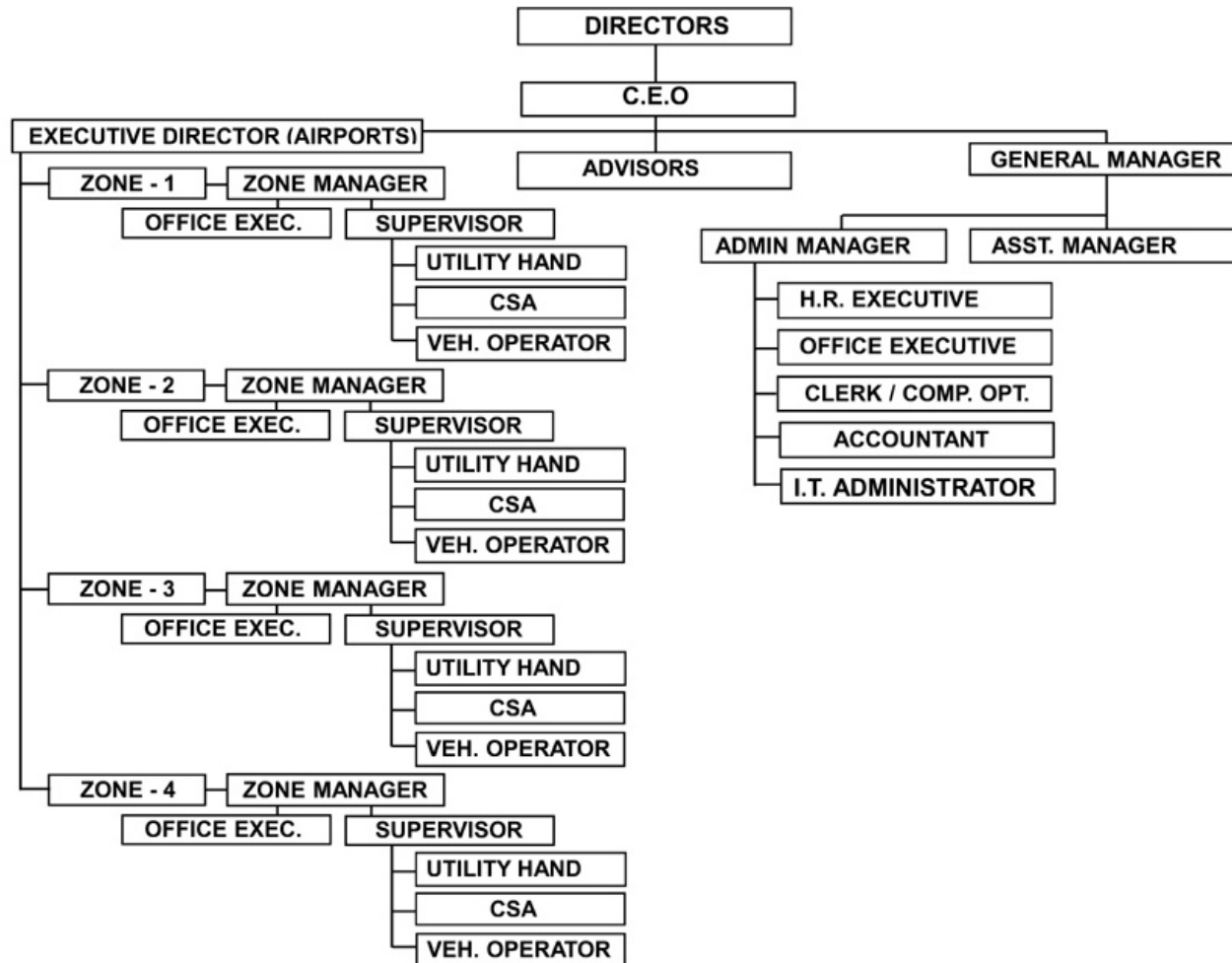
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ORGANIZATION STRUCTURE



Neha Aviation Management Pvt Ltd

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