



No. CC/ATCG/OPR-GEN/2018/06

Date : 10.04.2018

The Member (ANS)
Airports Authority of India
Rajiv Gandhi Bhawan
New Delhi-110003.

Poor working environment at Bengaluru ATS complex – reg.

Sir,

As you are aware, Bengaluru ATC handles nearly 800 movements every day which is next only to Delhi and Mumbai Airports. In addition, the non-availability of air space south of Bengaluru airport (due to HAL and Yehalanka) put tremendous pressure on the controllers. Ironically, management has failed to appreciate the concerns and problems of controllers leading to fast deteriorating working environment at that airport. The silence of senior officers in mitigating the issues is inexplicable and beyond comprehension.

Attached, please find a communication from the Branch Secretary, ATC Guild, Bengaluru Airport which is self-explanatory (copy attached). We are boosting of the third busiest airport of the country but the ground reality is that the controller who are struggling on channels during the midnight are deprived of a cup of tea or coffee during their duty timings. Not a single waterman or support staff or traffic attendant is available in ATC Units. When a decision has been taken to deploy contractual attendant, it is not understood why the local management is so cool on this subject.

It is also pertinent to mention that the restroom, infrastructure and other facilities are absolutely unhygienic. No senior officer from the office of the General Manager (ATM) have ever bothered to look into these issues. All these non-performances are emanating from lack of accountability. When over 100 ATCOs have complained several times that the mattress and pillows in the restroom are deformed in shape and infected by bugs and other insects, why no action has been taken by local management. To add salt to the injury, it has also been reported that senior officers performing general duty prefer to sit in the administrative office in HAL or their rooms without visiting the ATS units leave aside overseeing the conditions of restroom etc.

It is requested to depute senior officers to this airport immediately to assess the deteriorating working environment and ensure suitable welfare measures which has got the direct bearing on the performance of individual controllers and safety of aircraft operation.

With kind regards,

(D.K. Behera)
General Secretary

Encl. : As above

Copy to : The Chairman, Airports Authority of India, RG Bhawan, New Delhi.



वायु यातायात नियंत्रक गिल्ड (भारत)
AIR TRAFFIC CONTROLLER'S GUILD (INDIA)
(Registration No. S-2168 of 1964)



REF : ATCG / KIA / 2018 / 03 / 01

Date : 04-03-2018

To

The General Manager (ATM),

Airports Authority of India,

Kempegowda International Airport,

Bengaluru.

Subject: Pathetic working conditions at Bengaluru ATS complex-regarding.

Sir,

It is worth mentioning that Bengaluru ATC performance is nowhere less than any other station including our foreign counterparts. Despite of limited airspace available, day by day air traffic movements at Bengaluru is increasing and ATCOs at Bengaluru are achieving new heights at professional front and same has been acknowledged and appreciated by whole aviation fraternity. Though we are providing our best of services matching to International standards, the facility provided at work place are not appropriate and falling well below the employee expectations as well as industry level provisions and standards.

We would like to bring to your notice about the working conditions at ATS complex Alpha1, Bengaluru which need your earliest intervention so as to help ATCOs in discharging their duty without any hindrance.

Non Availability of Pantry services:

we are boasting of the third busiest airport of the country, but ground reality is the controller who are struggling on channels during the odd hours of midnight are deprived of a single cup of tea or coffee during their duty timings. No-where in the world, an ATCO is being treated like this. Not a single waterman or peon or traffic attendant is available in any of the ATC unit, be it Tower or ACC or Bfg. There is no arrangement for tea/ coffee by the office. This is a total ignorance towards the line controllers who are, relentlessly and tirelessly, working for the safe operations of Aircrafts.

Non Availability of recreational facilities and Gym:

Stress is a by product of an ATC job and there are guidelines issued by CHQ as well as recommendations by ICAO to mitigate such stress by way of providing recreational facilities, gym , yoga classes etc. at the work place. But we are very sorry to say that non-of the above facility is being provided at the station by the office. Either the management is closing their eyes on these aspects or the recommendations and guidelines by experts are not applicable to Bengaluru ATCOs.

Unhygienic rest room infrastructure:

ATC guild (I), Bengaluru has already brought to your notice about the unhygienic conditions of ATCOs rest room at Bengaluru. It is accepted across the globe that the job of an ATCO is much stressful and constant exposure to stressful conditions leads to mental fatigue that further may be one of the contributory factors in safety occurrences. To address such human factor issues and to maintain quality and efficiency, short relief during day time and relief of longer period during night time is essential.

Hence, it is very important to have proper rest place for ATCOs in the office. Unfortunately, this human factor issue in ATC has been neglected at Bengaluru despite of our repeated requests for provision of better rest room with proper facilities.

The following observations made over the months are submitted for your perusal:

1. The mattress and pillows in the rest room are deformed in shape and infected by bugs and other insects and are beyond economical repair. Even the cots are also not in good shape and require maintenance.
2. There is no arrangement for change of bed-sheets and pillow covers on a regular basis.
3. Due to increase in number of lady ATCOs the existing ladies rest room is not having sufficient number of cots and forcing them to use Tower Supervisor room which is again a safety critical issue as many a times TWR-SUP has to come down on first floor rest room to take rest during night duty and may not be able to reach tower in case of any emergency.
4. Non availability of control system for regulating the temperature in rest rooms causing serious health issues to ATCOs.
5. The wooden flooring in ACC as well as in Tower has been broken from many-a-places and because of this many ATCOs had fallen down in the unit causing minor injuries.

In view of the above mentioned issues, you are requested to look into the matter at the earliest so as to improve the working conditions for ATCOs at Alpha-1, ATS complex. This will not only give motivation but also enforce faith in the employees towards management.

ATC Guild (I), Bengaluru assure you all the cooperation at all the time for the betterment of cadre and station as a whole.

Sincerely yours'

Sanjay Verma
Sanjay Verma,
Secretary
Branch Secretary's Guild (India)
Air Traffic Controller's Guild (India)
Bengaluru Branch
ATC Guild (I), Bengaluru.
(Registered)

Copy to:

- 1.R.E.D., Southern Region, Chennai
- 2.General Secretary, ATC Guild (I), Delhi
- 3.Regional secretary, ATC Guild (I), Chennai.