



ATCG(I)/NR/2019/06

Dated: 16 Aug, 2019

To  
Regional Executive Director,  
Northern Region,  
Operational office, AAI Rangpuri,  
New Delhi

**Sub: Requirement of stress mitigation facilities at DATS Complex**

Sir,

ATC Guild (I)-NR would like to express our gratitude for resolving most of the pertinent issues related with operational staff in various progressive meeting held at DATS complex. Under your leadership, the first crèche facility in Northern region is in the process of being established at IGI Airport. However, there are still some other issues which need your immediate attention to mitigate stress and fatigue level of Air Traffic Controller at the workplace.

An ATCOs must remain alert and vigilant throughout the operational duty, ready to cope with unexpected/unforeseen situations i.e. consequences of aircraft emergency or in extreme weather conditions. This causes extreme anxiety leading to stress. The stress festers and manifests both immediately and slowly on the physical and mental health of ATCOs which also affect their day to day life. An important stressful factor is shift work itself, when by human biological cycle, the body should be at rest (eg:night), ATCOs are working at maximum concentration and stress. As the channels have to manned at all times, even time of taking meals changes each day drastically. These result in development of extreme acidity, other gastric, BP and sleep related problems. Delhi ATC is also one of the busiest and security sensitive ATC centres in the world. With the available resources and infrastructure, we are already working on the maximum capacity.

Manual of air traffic services-1 (MATS-1) and CHRM no. 30/2017 dated 11-Oct-2017 have also highlighted the need for facilities for ATCOs to mitigate stress. Keeping in view of the above, following stress mitigation facilities should be available in operational premises for Air Traffic Controllers as follows:

- 1) Organizing courses like Yoga, meditation etc.
- 2) Medical counselor for counseling.
- 3) Sports and other technique of mental activities.
- 4) Well-equipped Gym in both TBB and ACC building.
- 5) Recreation room equipped with LED TV, Table tennis, Pool table in both TBB and ACC building.
- 6) Microwave ovens, Electric hot-case, fridge and water dispenser (with provision of hot and cold water) in all operational units.

ATS operations have been started from DATS complex without any provision of stress mitigation facilities for Air Traffic Controllers. ATC Guild (I)-NR request your good office to please resolve this matter for the safe operation at IGI Airport.

ATC Guild (I) is a professional body and committed for safe ATS operations as well as welfare of officers and we always appreciate progressive decision taken by management. Thanking you and assuring you best of co-operation all the times.

With Regards,

K.P.Singh  
Regional Secretary-NR,  
ATC Guild (I)-NR

Copy to; 1) General Manager (ATM) IGI Airport, New Delhi.  
2) General Secretary, ATC Guild (I)