Automating Tariff Card Management for third party service providers, vendors and operators with an aim to reduce AERA officials' workload without compromising on data security.

Airports Economic Regulatory Authority of India
Government of India

Airports Economic Regulatory Authority of India (AERA) wanted to develop a web application to help their various service providers working at different airports of India to submit their financial details in prescribed forms easily so that their proposals could be reviewed. These forms contains the past 10 years data to next 5 years estimation in terms of financial expenditures of Capital / Operational in nature.

The idea was to reduce the workload of AERA officials & Service providers in terms of manual data sheets sharing with authorities to freeze the Tariff rates (Charges which Service providers are going to charge from passengers for various services), while also helping service providers to reduce the burden of resubmissions and rejections due to erroneous manual filling of forms.

AERA had given contract to INT. via NICSI to develop a web app that would effectively automate the entire form submission,reviewing and approval process so that service providers can offer cargo, ground handling and fuel services to various airports in India.

About The Client

Industry
Aviation ??

Headquarters
New Delhi

Website
http://www.aera.gov.in/aera/content/index.htm

The Airports Economic Regulatory Authority (AERA) was established by theGovernment of India in order to determine the capital expenditure incurred at airports and to ensure timely investment in the improvement and development of airport facilities. The agency closely monitors the economic and viable operation of major airports and oversees the cost for improving efficiency. It also ensures that the service quality provided by third-party vendors is up to the mark. It is responsible for handing out permission to service providers if they want to offer their cargo, ground handling and fuel services. With Indian air traffic poised to increase dramatically, AERA continues to look for vendors who can help streamline airport functioning across Indian airports.

The Problem Statement

With improved infrastructure and development of both small and large airports across the country, airports have felt the need to streamline the ground handling, cargo and fuel requirements related to price fixation with service providers.

Most of these services are provided by private entities in India, who have to bid for proposals,   which is then scrutinized by the Airports Economic Regulatory Authority ofIndia (AERA), for consistencies and economic feasibility. Once approved, these private vendors can offer their services to individual airports. This process requires filling up of more than 77 forms as stipulated by the ministry of Aviation and the auditing process is even more convoluted.Much precious time is lost in the process, and man-hours are expended. Manual submission of forms also led to errors and omissions of fields as a result of which re-submissions and unnecessary delays occurred.

Furthermore, when auditing the submitted forms, AERA officials had to go through each form manually in order to compare capital expenditures, operational expenditures and calculate possible profits and losses which made te whole task cumbersome.

Lastly , when third party service providers were submitting forms manually, there were security loopholes such as courier packages filled with forms being delivered to unscrupulous entities.

Business Solution

Technology Stack

Layout Phase - HTML ,Java ,
MySQL
Database Phase - MySQL
Web Services Phase - Uses
XML but focuses on
interoperability to
communicate
between different languages

Team INT. analysed the problem at hand and proposed a web application that is robust, secure and efficient. The user level management of the web app is divided along the lines of :

➔ **Service providers and operators** , who can submit various MYTP, ATP and ACS forms as stipulated by the Government of India. All that a service provider needs to do is to login, fill the form, attach the required supporting documents and submit the filled in forms. Service providers can also download filled forms in excel or PDF format and receive notifications through mail. Thanks to a responsive dashboard, all this can be done on mobile phones and tablets as well.

➔ **AERA internal users:** who have access to Tariff Card Management. AERA officials can easily view the forms that have been submitted by service providers . The forms are then submitted to higher authorities for approvals and sent back to service providers, if approved.

➔ **Administrator panel for admins,** who have access to Master Section Management and Tariff Card Management. Admins can create accounts, profiles,e-block users, assign functions and user level access and manage everything centrally.

To address the problem of security loopholes , INT. created separate login IDs for senior officers and all forms that are submitted by service providers can only be accessed by these senior officers.These forms are stored in the NIC cloud 'Megharaj', which is Indian government's cloud server. Indus Net Technologies also ensured that the development complied with security standards so that cyber security audit certificates could be displayed.

In addition , The app also has a **notification system** in place and integrates digital signatures to authenticate interaction and communication.

Report generation helps AERA officials to easily award tenders to those service providers who provide the most cost-effective services to airports.

The Impact

➔ **Automation to reduce workload**

Automating this process helped AERA to reduce its workload, come up with expenditure estimates in a more scientific and automated manner, and draw financial analyses to compare and choose service providers in an efficient manner Indus Net Technologies helped AERA to connect service providers with a central repository, so that forms need not be submitted each time a service provider applies in different airports. All that AERA officials now need to do is, verify the forms submitted by service providers, and then send these forms to higher authorities for approval. Once they are approved, these forms are sent back to the service providers so that they can get busy with bringing services to their chosen airport.

➔ **No More Manual Auditing**

The web app also eliminates the need for reviewing same forms submitted each time a service provider wants to apply for different airports. Certainly, AERA officials now have a lot less to complain, and more time to grab their afternoon coffee.

➔ **Increased Security**

Loopholes in security that arised due to manual processes are now resolved. INT. continues to work closely with AERA to provide continued web app support, maintenance and enhancements while maintaining cyber-security compliance.

Product Glimpse

23+
Years

750+
Professionals

11k+
Projects

6m+
Hours

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