

From: Stanley TRV IAS  
Sent: Saturday, November 29, 2014 2:44 PM  
To: TRVKZKU - TRVKZKU  
Cc: Stanley TRV IAS; [trvkzqr@in.qatarairways.com](mailto:trvkzqr@in.qatarairways.com);  
[vijay.bhushan@emirates.com](mailto:vijay.bhushan@emirates.com); [SMTRV@omanair.com](mailto:SMTRV@omanair.com); Anju John;  
[joseph.rodricks@srilankan.com](mailto:joseph.rodricks@srilankan.com); [nkarthik@jetairways.com](mailto:nkarthik@jetairways.com);  
[trv.traffic@airindia.in](mailto:trv.traffic@airindia.in); [sudhakaran.gopalan@bhadra.in](mailto:sudhakaran.gopalan@bhadra.in);  
[TRV.ASM@omanair.com](mailto:TRV.ASM@omanair.com); [apmtrv@airarabia.com](mailto:apmtrv@airarabia.com);  
[trv.apr@airindia.in](mailto:trv.apr@airindia.in); Kachery Pathayappura Sumit;  
[ranjeev.radhakrish@spicejet.com](mailto:ranjeev.radhakrish@spicejet.com); [Noel Teo@singaporeair.com.sg](mailto:Noel_Teo@singaporeair.com.sg);  
[Madhu.Kumar@Flydubai.com](mailto:Madhu.Kumar@Flydubai.com); [SSalam@in.qatarairways.com](mailto:SSalam@in.qatarairways.com); Anju  
John; Aishath Ishan (TRV); [tejas.arte@GOINDIGO.IN](mailto:tejas.arte@GOINDIGO.IN);  
[AirportmanagerTRV@etihad.ae](mailto:AirportmanagerTRV@etihad.ae)

Dear George,

This is to refer the last AFC meeting which was held on 27 th of this month where two matters has been raised by APD. One is regarding the joining of Maldivian with CUTE.

First of all I would like to inform that , we have joined the CUTE considering the request from you and the difficulties of passengers who were travelling with other airlines and also considering the request from Commercial Dept, AAI. So considering these requests I agreed to take this matter with my management even though we will loose with 61 USD per flight.

In this regards I would like to bring your kind attention to the fact which had happened in 2008 ie when APD Mr Nagaraj, Informed Airline in regards to implementation of SITA CUTE at Trivandrum Airport through a letter enclosed .Our management informed APD about our willingness to join with the same. For the same 2 of our IT staffs from Male' travelled to meet the officials of SITA and we were running pillar to post for the implementation of the same .But nothing was happened on this till 2011. Considering the delay from SITA, as per our request AAI have issued us with a letter for the allotment of check in counters @750 per flight.

I am enclosing a letter received from Mr Nagarag, APD, Stating that CUTE shall go -live at Trivandrum Airport w.e.f 10/12/2008. For this please confirm whether how many of the AOC member Airlines were part of SITA during that time?

Why CUTE is unable to provide a solution to enable us to join with them as per our request send to them at that time?We thought about our own check in counters only when we lost the trust with SITA and we installed our own equipments at the counters and the software to do our check in ie DCS system from IBS ,Technopark by spending half a million USD for the same IN 2008.

Why airport authority not taken action when SITA has not kept their promise of system implementation as per the letter from Director?

Why AAI has waited till 2011 for the convenience of SITA? AOC may well aware of this fact and failure of AAI and also of SITA resulted in convince of Passengers and also Airlines. Now i would like to inform you a shocking news which was heard during last AFC meeting.

As you know now we have signed that agreement with SITA including BRS which was promised by AAI Commercial department , but we got shocked with it was informed that 3 of the domestic airlines were not willing to take the BRS facility of SITA considering the lose that may happen to them becuase of this . i accept their statement since some of them are going on lose and they are grabbing our security service for making profit.

As you know 3 foreign airlines who were handling their own secuiry handling were now forced to pay extra with 4500 USD in regards to security handling to these Indian Carriers per month. Everybody is equal before law there is there is no difference for foreign or national carriers. The people who are working for foreign airlines are indian nationals only including Trivandrum.

You being AOC Chairman has to take up this matter in next meeting. We have to avoid personal meeting with APD and all the points which we are discussing in AOC to be taken up directly in AFC meeting .This will help us to get all the points minuted in the minutes and the same will be passed to the headquarters of AAI.

We the airlines of AOC have all the right to see that our Airlines are run profitably and passenger fly economically. I hope this points in regards to SITA will be taken up in next meeting to see that our agreement with SITA is got implemented along with BRS facility without further delay as per the agreement signed.

Thanking you in advance.

Requesting you to acknowledge the mail on receipt.

Regards  
Stanley Paulus.V  
Representative- India

Island Aviation Services Ltd || TC 26/863 || Panavila Jn ||  
Trivandrum-14 || India.  
Dial: +91 471 232 95 61 || +91 471 233 43 36 || +91 471 409 70  
00 || Fax: +91 471 232 42 78  
Email: [stanley@iasl.aero](mailto:stanley@iasl.aero) || [www.maldivian.aero](http://www.maldivian.aero).



भारत. एग. ओ. प्रामाणित एयरपोर्ट  
ISO CERTIFIED AIRPORT

भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA

No.AAT/COM/9(91)/ 867

December 3, 2008

**All Airlines as per the List enclosed**

Sub: **Implementation of CUTE at the 13 non-metro airports.**

Sir,

**It has been decided that the CUTE shall go-live at Trivandrum Airport w.e.f. 10.12.2008.** To have a seamless transition from the current dedicated check-in counters to the state-of-art Airport Connect Open (CUTE) at our Airport, the following steps need to be taken at the earliest:

- (a) You may ensure the completion of contractual formalities between M/s SITA and your Airline(s);
- (b) In view of the long lead time for implementing connectivity between CUTE and your airline host, you need to ensure that the same is ordered by your airline immediately through your network service provider;
- (c) **With effect from 10.12.2008 no dedicated/ manual check-in/boarding counters shall be available to airlines in the departure area (International). Furthermore, after 10.12.2008 all check-in/boarding counters in the departure area (International) shall be equipped by CUTE equipment provided by SITA;**
- (d) Please coordinate with M/s SITA for testing your reservation system with CUTE to ensure compatibility. **Please note that if the same is not done by 09.12.2008 and your airline does not use CUTE, M/s SITA will initiate the billing for CUTE as per our agreement with SITA.**

Kindly take immediate action to ensure that the above to enable seamless transition to CUTE.

Thanking you,

Yours sincerely,

  
(N. NAGRAJ)  
AIRPORT DIRECTOR