



Name:

Enrolment No:

UNIVERSITY OF PETROLEUM AND ENERGY STUDIES

End Semester Examination, December 2022

Course: BBA AVM

Program: AIRPORT FUNCTIONS OF AIRLINES

Course Code: TRAV 2001

Semester: III

Time: 03 hrs.

Max. Marks: 100

Instructions:

SECTION A
10Qx2M=20Marks

S. No.		Marks	CO
Q 1	Statement of question		CO1
1	Act of leaving a resident country or place of residence with the intent to settle elsewhere is termed: A. Emigration B. Immigration C. both A and B D. none of these	02	CO1
2	IXL is the three letter IATA code of: A. Chandigarh B. Leh, Ladakh C. Jammu D. Aurangabad	02	CO1
3	Small bags that passengers can take with them into the cabin of an aircraft are called _____ .	02	CO1
4	To take over control of an aircraft by one or several unauthorized person or persons with the intention of forcing the crew to fly it to a different destination for Political motives is known as A. Hijack B. Forced Seizure C. Controlled Seizure D. None of the above	02	CO1
5	An imaginary great circle on the Earth's surface passing through the north and south geographic poles is known as the Prime Meridien A. TRUE B. FALSE	02	CO1

6	<p>Some of the Key Government Agency Stakeholders are</p> <p>A. Directorate General of Civil Aviation (DGCA) B. Bureau of Civil Aviation Security (BCAS) C. Airports Economic Regulatory Authority of India (AERA) D. All the above</p>	02	CO1
7	<p>The International Civil Aviation Organization (ICAO) is the supreme legislative body overseeing technical-based aspects of international air transport operations</p> <p>A. TRUE B. FALSE</p>	02	CO1
8	<p>The following Govt dignitaries will be treated as VVIP's when they travel</p> <p>A. Prime Minister B. Foreign Heads of State C. Foreign Heads of Government D. All the above</p>	02	CO1
9	<p>A Customer who fails to respect the rules of conduct at an airport or on board an aircraft, or to follow the instruction of the airport staff or crewmembers, and thereby disturbs good order or discipline at an airport or on board an aircraft will be considered an unruly passenger.</p> <p>A. As per Rule 21 A of the Aircraft rules B. As per The Aircraft Act, 1923 C. As Per ICAO, 1944 D. As per AAI</p>	02	CO1
10	<p>Airline may refuse carriage of a Customer or the Customer's Baggage, under the following circumstances, in the exercise of its sole discretion:</p> <p>A. The Customer has committed misconduct on a previous flight and there being a reasonable likelihood that such conduct may be repeated B. The Customer has not observed, or is likely to not follow Airline's or its crew's instructions C. The Customer fails to observe Airline's instructions with respect to safety or security D. All the above apply</p>	02	CO1
<p>SECTION B 4Qx5M= 20 Marks</p>			

Q	Statement of question		CO4
11	List 05 reasons under conditions that an Airline may refuse carriage of a customer or the Customer's Baggage	05	CO4
12	What are the functions of the Baggage Handling System (BHS)	05	CO4
13	What are the factors under the complaint management system	05	CO4
14	Explain the Tokyo convention, 1963	05	CO4
SECTION-C 3Qx10M=30 Marks			
Q	Statement of question		CO5
15	What are the types and limitations of Passenger baggage	10	CO5
16	In accordance to CAR Section 3 Series M Part I, elaborate on introduction, applicability and requirements.	10	CO5
17	Explain in detail, the phases of flight and the customer touch points from Departure to arrival, and the various ways in airlines at Airport functions	10	CO5
SECTION-D 2Qx15M= 30 Marks			
Q	Statement of question		CO2
	The Indian Airlines' Flight 814 was hijacked after it took off from Nepal's capital Kathmandu on December 24, 1999. Over the next eight days, as the aircraft was taken to various destinations in the region, it was revealed that the hijackers belonged to a Pakistan-based Kashmiri terrorist group. The objective of the hijack was to secure the release of its leaders and ideologues under captivity in India. The crisis ended on December 31, 1999 with the release of hostages in exchange for three terrorists from Indian captivity		
18	List and explain the various changes that came up from Check-in to arrival to ensure maximum security on ground and in air	15	CO2
19	What was the aftermath and consequences post this incident within the Indian Airspace	15	CO2