

"ഭരണഭാഷ- മാതൃഭാഷ"



കേരള സർക്കാർ

സംഗ്രഹം

വിനോദസഞ്ചാര വകുപ്പ്- ഹെലി ടൂറിസം പദ്ധതിയുമായി ബന്ധപ്പെട്ടുള്ള Expression of Interest (EOI), മെമ്മോറാണ്ടം ഓഫ് അണ്ടർസ്റ്റാന്റിംഗ് (MOU) എന്നിവ അംഗീകരിച്ചുകൊണ്ടും, ബഹു. ഗവർണ്ണറുടെ പ്രതിനിധിയായി കരാറിൽ ഒപ്പു വയ്ക്കാൻ വിനോദ സഞ്ചാര ഡയറക്ടറെ ചുമതലപ്പെടുത്തി കൊണ്ടും ഉത്തരവ് പുറപ്പെടുവിക്കുന്നു.

**വിനോദസഞ്ചാര (സി) വകുപ്പ്**

സ.ഉ.(സാധാ) നം.146/2025/TSM തീയതി,തിരുവനന്തപുരം, 07-03-2025

- പരാമർശം:-
1. സ.ഉ (കൈ) നം.23/2024/ടൂറിസം തീയതി 07-12-2024.
  2. വിനോദസഞ്ചാര വകുപ്പ് ഡയറക്ടറുടെ 25-02-2025 തീയതിയലെ DOT/7131/2023-P9 നമ്പർ കത്ത്.

**ഉത്തരവ്**

സംസ്ഥാനത്തിനായുള്ള ഹെലി ടൂറിസം നയത്തിന് തത്വത്തിൽ അംഗീകാരം നൽകി പരാമർശം (1) പ്രകാരം ഉത്തരവ് പുറപ്പെടുവിച്ചിരുന്നു. കേരളത്തിൽ ഹെലി ടൂറിസം സേവനങ്ങൾ നൽകുന്നതിനായി താൽപ്പര്യമുള്ള ഓപ്പറേറ്റർമാരെ കണ്ടെത്തുന്നതിനായുള്ള കരട് Expression of Interest ( EOI) യും, ടി മേഖലയിലെ താൽപ്പര്യമുള്ള ഓപ്പറേറ്റർമാരുമായി ഒപ്പു വയ്ക്കുന്നതിനുള്ള കരട് മെമ്മോറാണ്ടം ഓഫ് അണ്ടർസ്റ്റാന്റിംഗ് (MOU) യും, അംഗീകരിക്കുന്നതിനായി പരാമർശം (2) പ്രകാരം വിനോദസഞ്ചാര വകുപ്പ് ഡയറക്ടർ സർക്കാരിലേക്ക് സമർപ്പിക്കുകയുണ്ടായി.

2. സർക്കാർ ഇക്കാര്യം വിശദമായി പരിശോധിച്ചതിന്റെ അടിസ്ഥാനത്തിൽ, ഹെലി ടൂറിസം പദ്ധതിയുമായി ബന്ധപ്പെട്ട് ഇതോടൊപ്പം ഉള്ളടക്കം ചെയ്തിരിക്കുന്ന Expression of Interest ( EOI), മെമ്മോറാണ്ടം ഓഫ് അണ്ടർസ്റ്റാന്റിംഗ് (MOU) എന്നിവ അംഗീകരിച്ചുകൊണ്ടും, ബഹു. ഗവർണ്ണറുടെ പ്രതിനിധിയായി കരാറിൽ ഒപ്പു വയ്ക്കാൻ വിനോദസഞ്ചാര വകുപ്പ് ഡയറക്ടറെ ചുമതലപ്പെടുത്തി കൊണ്ടും ഉത്തരവാകുന്നു.

(ഗവർണ്ണറുടെ ഉത്തരവിൻ പ്രകാരം)  
ഡി.ജഗദീഷ്

അഡീഷണൽ സെക്രട്ടറി

ഡയറക്ടർ, വിനോദസഞ്ചാര വകുപ്പ്, പാർക്ക് വ്യൂ തിരുവനന്തപുരം.  
 മാനേജിംഗ് ഡയറക്ടർ, കേരള ടൂറിസം ഇൻഫ്രാസ്ട്രക്ചർ ലിമിറ്റഡ് (കെ.ടി.ഐ.എൽ),  
 വിപണനിക ടവേഴ്സ്, തൈക്കാട്, തിരുവനന്തപുരം  
 പ്രിൻസിപ്പൽ അക്കൗണ്ടന്റ് ജനറൽ (എ&ഇ), കേരള, തിരുവനന്തപുരം.  
 അക്കൗണ്ടന്റ് ജനറൽ (ഓഡിറ്റ് I & II ), കേരള, തിരുവനന്തപുരം.  
 സബ് ട്രഷറി ഓഫീസർ, സബ് ട്രഷറി, വെള്ളയമ്പലം, തിരുവനന്തപുരം  
 നിയമ വകുപ്പ് ( ഫയൽ നമ്പർ CONV-2/120/2023-LAW)  
 വിവര പൊതുജന സമ്പർക്ക (വെബ് ആന്റ് ന്യൂ മീഡിയ) വകുപ്പ് (വെബ്സൈറ്റിൽ  
 പ്രസിദ്ധീകരിക്കുന്നതിനായി)  
 കരുതൽ ഫയൽ / ഓഫീസ് കോപ്പി ( ടൂർ-സി2/206/2022-ടൂർ)

ഉത്തരവിൻ പ്രകാരം

Signed by  
**Moly Vijaya C S**  
സെക്ഷൻ ഓഫീസർ  
 Date: 10-03-2025 10:48:33

പകർപ്പ് :  
 വിനോദസഞ്ചാര വകുപ്പ് മന്ത്രിയുടെ പ്രൈവറ്റ് സെക്രട്ടറി  
 വിനോദസഞ്ചാര വകുപ്പ് സെക്രട്ടറിയുടെ പി.എ.  
 വിനോദസഞ്ചാര വകുപ്പ് അഡീഷണൽ സെക്രട്ടറിയുടെ സി.എ.

**MEMORANDUM OF UNDERSTANDING FOR DEVELOPMENT OF  
HELITOURISM SERVICES IN KERALA THROUGH OPERATION  
OF HELICOPTER SERVICES CONNECTING VARIOUS TOURIST  
DESTINATIONS**

This Memorandum of Understanding (hereinafter referred to as "MoU") is executed at .....on this [Day]dt \_\_\_\_\_ day of [November], 2023 [.]dt [BY AND]dt BETWEEN M/s. \_\_\_\_\_, a Company incorporated under the Companies Act, 2013 (Act 18 of 2013) and having its registered office at \_\_\_\_\_ represented by Shri./Smt. ....(Name & Designation) (hereinafter referred to as .... which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors) as the FIRST PARTY AND the Governor of Kerala, for and on behalf of the Government of Kerala, represented by Shri./Smt. ....(Name & Designation), Department of Tourism, Government of Kerala (hereinafter referred to as "GoK" which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors) [Department of Tourism, Government of Kerala, represented by Sri. \_\_\_\_\_ Director, Department of Tourism, Park View, Thiruvananthapuram, hereinafter referred]dt as the SECOND PARTY.

Each party shall be individually referred to as "Party" and collectively as "Parties".

[AND]dt WHEREAS, the FIRST PARTY is having vast experience in providing Non-Scheduled/Scheduled Air Transport services by Helicopters and constructing and operating helipads and heliports across India and is a holder of a valid Air Operator Permit;

AND WHEREAS, the SECOND PARTY intends to develop a Helitourism network connecting various tourism destinations through helicopters utilizing the existing helipads maintained at different locations and also by developing and operating new facilities at potential locations in the state of Kerala. The SECOND PARTY also intends to develop and provide an online platform for showcasing of services provided by various operators including the

SECOND PARTY;

AND WHEREAS, both the parties are desirous of entering into Memorandum of Understanding towards development of air connectivity/development of helipads in selected destinations for operation of helicopters for supporting Helitourism activities within the State of Kerala.

AND WHEREAS, the Government of Kerala have accorded sanction vide G.O. ....dated .....to enter into an agreement between ....and GoK.

NOW THEREFORE THIS AGREEMENT WITNESSES and the parties agreed as follows:-

#### ROLES AND RESPONSIBILITIES OF THE PARTIES

The FIRST PARTY will be solely responsible for all approvals from the Regulators, design, safety, security, all operational and related issues and fulfill all the requirements stipulated in the [in the] Expression of Interest No. \_\_\_\_\_ dated \_\_\_\_\_ invited by the SECOND PARTY (Annexure) and will operate the helicopter services for the development of Helitourism in the State of Kerala. The [First Party]caps shall provide helicopter services connecting various helipads developed by private entities as well as those developed by the other party for developing Helitourism in Kerala.

The SECOND PARTY shall establish facilities for Helitourism activities at selected destinations as decided by it and allow the [first party]caps to utilize the same subject to terms and conditions fixed by the [second party]caps from time to time. The Second party also intends to develop an online platform for promoting Helitourism services offered by various approved service providers.

IN WITNESS WHEREOF, the parties hereto have caused this MoU to be

signed in their respective names as of the day and year first above mentioned.

For and on behalf of FIRST PARTY  
Signed by.....  
duly authorised for and on behalf of  
..... (First Party)

For and on behalf of SECOND  
PARTY Signed by -----  
---- Director, Department of Tourism  
duly authorized for and on behalf of  
the Department of Tourism,  
Government of Kerala( Second  
Party)

K BIJU I A S  
SECRETARY  
O/O SECRETARY TOURISM

**DEPARTMENT OF TOURISM,  
GOVERNMENT OF KERALA,  
INVITES  
EXPRESSION OF INTEREST (EOI)  
(EOI No: .....  
Dated .....)  
FOR SELECTION OF HELICOPTER SERVICE  
PROVIDERS  
FOR PROVIDING HELI-TOURISM SERVICES IN  
KERALA**

**Department of Tourism,  
Government of Kerala,  
Park View, Thiruvananthapuram,  
Kerala, India - 695 033  
Phone: +91 471 2321132, Fax: +91 471 2322279,  
Toll free No: 1-800-425-4747 (within India only)**

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The information contained in this Expression of Interest document (the “EOI”) or subsequently provided to Applicant(s), whether verbally or in documentary or any other form, by or on behalf of the Department of Tourism, Government of Kerala (Hereinafter referred to as the Department) or any of its employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this EOI and such other terms and conditions subject to which such information is provided.

This EOI is not an agreement and is neither an offer nor an invitation by the Department to the prospective Applicants or any other person. The purpose of this EOI is to provide interested parties with information that may be useful to them in the formulation of their application for qualification pursuant to this EOI (the “Application”). This EOI includes statements, which reflect various assumptions and assessments arrived at by the



Department in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This EOI may not be appropriate for all persons, and it is not possible for the Department, its employees or advisors to consider the particular needs of each party who reads or uses this EOI. The assumptions, assessments, statements and information contained in this EOI may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this EOI and obtain independent advice from appropriate sources.

Information provided in this EOI to the Applicant(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Department accepts no responsibility for the accuracy or otherwise of any interpretation or opinion on law expressed herein.

The Department, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Applicants, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this EOI or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the EOI and any assessment, assumption, statement or information contained therein or deemed to form part of this EOI or arising in any way with pre-qualification of Applicants for participation in subsequent stages.

The Department also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this EOI. The Department may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this EOI.

The issue of this EOI does not imply that the Department is bound to short-list and select pre-qualified Applications for subsequent stages or to appoint

the selected Applicant for the Project and the Department reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever.

The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, and expenses associated with any demonstrations or presentations which may be required by the Department or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and the Department shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation or submission of the Application, regardless of the conduct or outcome of the Bidding Process.

### **Section 1. Letter of Invitation**

1. The Department of Tourism, Government of Kerala, invites Expression of Interest (EOI) for the Selection of Helicopter Service Providers to provide Helitourism services and transport related services in the state of Kerala.

2. For the purpose of this EOI, an Applicant is defined as a Helicopter Service Provider (HSO) who has submitted their proposal for this Expression of Interest. A Helicopter Service Provider may be either an Operator or an Aggregator. An Operator is defined as a person, organisation or enterprise engaged in or offering to engage in helicopter operations. The Operator must be registered with DGCA and must hold the relevant Non-Scheduled Operator Permit (NSOP) and other relevant permits from the relevant regulatory authority. An Aggregator is defined as a service provider who engages one or more Operators, as defined above, to offer helicopter services through a common platform. If the applicant is an Aggregator, the terms and conditions of the EOI shall apply to the Operators through whom the Aggregator shall provide helicopter services, and where applicable, to the Aggregator as well.

3. The objectives and details of the Assignment are provided in the attached Terms of Reference.

4. The Applicant will be selected in line with the procedures and technical criteria described in this EOI.

5. The EOI includes the following documents: –

Section 1 – Letter of Invitation

Section 2 – Information to Applicants

Section 3 – Technical Proposals – Standard Forms

Section 4 – Terms of Reference

The details of the Expression of Interest (EOI) for the Selection of Helicopter Service Providers for Helitourism Services in Kerala are provided in the attached Terms of Reference (TOR).

## **SELECTION OF HELICOPTER SERVICE PROVIDERS FOR HELITOURISM SERVICES IN KERALA**

### 1. Important Timelines

1.1 The Department of Tourism Government of Kerala intends to Select Helicopter Service Providers to provide Helitourism Services in Kerala, in line with the scope of services as envisaged in the Terms of Reference of this EOI document. Interested Applicants may submit their proposals to the Director, Department of Tourism, Government of Kerala, office at the address mentioned

below.

1.2 The following shall be the important timelines for the selection process: -

Serial No.	Event Description	Date and Time
1.	Last date for receiving queries /clarifications	xx.XX.XX, 15.00 hrs  (the Pre-Proposal Query Due date i.e 1 week from the date of notification. Specify the date once the Notification date is fixed)
2.	Last date for submitting proposals	XX.XX.XX 15.00 hrs  (the EOI Due date i.e 4 weeks from the date of notification Specify the date once the Notification date is fixed)
3.	Presentation on Technical Proposal	XX.XX.XX, 11:30 hrs
4.	Authorised Representative and Address for submission of applications	The Director, Department of Tourism, Government of Kerala, Park View, Thiruvananthapuram, Kerala, India - 695 033 Phone: +91 471 2321132, Fax: +91 471 2322279, Toll free No: 1-800-425-4747 (within India only) E-mail: info@keralatourism.org

1.3 Changes in the above timelines or calendar of events (if any), issue of subsequent notifications, changes, amendments and selection/ rejection of proposal shall be intimated on the Department of Tourism, Government of

Kerala, website (<https://www...../>) and may be published in newspapers. the Department of Tourism, Government of Kerala reserves the right to accept or reject any or all the proposals received without assigning any reasons thereof.

1.4 Additional details on the services are provided in the attached Terms of Reference (TOR).

## **Section 2. Information to Applicants**

### **1. Introduction**

Kerala, popularly known as God's Own Country is a state in the southern tip of the Indian subcontinent. Kerala is branded as the "God's Own Country" for the rest of the world with the plethora of experiences and attractions offered to the visitors through its diverse landscapes, scenic beauty, good climate, long shoreline with serene beaches, tranquil backwaters, lush hill stations, forests, exotic wildlife, rich culture and heritage etc. These qualities have played a major role in attracting international as well as domestic tourists to Kerala for all these years. The unique landscape of Kerala enables visitors to immerse in the experiences offered by serene beaches, the tranquillity of the backwaters and the calmness of a hill station on a single day.

At the same time, Kerala has also been unique in the identification and establishment of new tourism products and experiences for tourists. The House Boats, introduced as a tourism product has been one of the most attractive ones all over the world. In the year 2022, Kerala Tourism has introduced an important innovative tourism product, 'Caravan', which is attracting positive responses from various parts of the country. Since 1990s, Kerala has been at the forefront in the identification and development of innovative tourism opportunities/ products. In line with the same, the developments in sectors like aviation, transportation etc, are areas which can be effectively utilized for the augmentation of tourism in Kerala.

Development of efficient modes of transportation plays a vital role in tourism. It can save a major share of the productive time of tourists often lost

during transit. This is important to the tourists since savings on the time of travel will enable them to cherish the experiences, ambience and beauty of the destinations.

**Helitourism Policy:** Kerala Tourism intends to tap the potential of Helitourism in Kerala and develop a framework for guiding the initiatives in this sector. As part of the same, Helitourism Policy of Kerala has been formulated by the Government and the same is approved by Government of Kerala vide GO (Ms) No. 23/2024/TSM dated 07.12.2024. The policy is intended to provide an overall idea about the various initiatives that can be taken up by operators to utilize the opportunities in Kerala. Helitourism Policy is a part of this document and is appended under Section 7 of this EoI .

The operators shall fulfil all the requirements, conditions, circulars and directions issued by the regulatory mechanisms like the Ministry of Civil Aviation (MoCA) Government of India, Ministry of Home Government of India (GoI), Directorate General of Civil Aviation (DGCA), Bureau of Civil Aviation Security (BCAS) and the Government of Kerala (GoK). Etc.

2. Key Objectives of the Helicopter Service The Government of Kerala (GoK) intends to promote Helitourism operations in Kerala by providing regular and reliable Helicopter Services to the tourists and the people of Kerala connecting various tourism destinations as mentioned in the Scope of Work below.

In addition to the same, the Department of Tourism, Government of Kerala also intends to develop additional facilities for Helitourism at various potential locations where the facilities will subsequently be upgraded based on the utilisation patterns and success of the services in the initial phase. An online platform for enabling tourists to familiarize and utilize the services offered by various service providers registered with the Department of Tourism is also proposed by the Department of Tourism, Government of Kerala. The willingness of the existing operators to be a part of the new initiatives is essential for the development of the helitourism sector in the state.

To meet the above objectives, the Department of Tourism, Government of Kerala

(GoK), invites Expressions of Interest (EOI) from interested, authorized and competent Helicopter Service Operators (HSOs).

### **3. Salient Aspects of the EOI**

3.1. The Client named in the “Data Sheet” will select firms, in accordance with the method of selection indicated in the Data Sheet.

3.2. The Applicants are invited to submit a Technical Proposal as specified in the Data Sheet (the Proposal) for providing services required for the Assignment named in the Data Sheet. Assessment of the Proposal by the evaluation committee constituted by the Client shall be the basis for the Selection of Applicants by the Client.

3.3. The Applicants must familiarize themselves with local conditions and take them into account in preparing their Proposals. To obtain first-hand information on the Assignment and on the local conditions, Applicants are encouraged to pay a visit to the Client before submitting a Proposal and attend the pre-proposal conference if one is specified in the Data Sheet. Attending the pre-proposal conference is optional. The Applicant’s representative should contact the officials named in the Data Sheet to arrange for their visit or to obtain additional information on the pre-proposal conference. Applicants should ensure that these officials are advised of the visit in adequate time to allow them to make appropriate arrangements.

3.4 The Client will provide the inputs specified in the Data Sheet and make available relevant project data and reports.

3.5. Please note that (i) the costs of preparing the proposal and any visit to the Client, are not reimbursable as a direct cost of the Assignment; and (ii) the Client is not bound to accept any of the Proposals submitted

3.6. The Department of Tourism, Government of Kerala expects Applicants to provide professional, objective, and impartial advice and at all times and hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Applicants shall not be hired for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of the Client.

3.7. It is the Government of Kerala's (GoK) policy to require that Applicants observe the highest standard of ethics during the execution of such EOI. In pursuance of this policy, the GoK:

a. defines, for the purposes of this provision, the terms set forth below as follows:

- i. "corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
- ii. "fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of GoK and includes collusive practices among Applicants (prior to or after submission of proposals) designed to establish prices at artificial, non-competitive levels and to deprive GoK of the benefits of free and open competition.

b. will reject a proposal for selection if it determines that the firm recommended for selection has engaged in corrupt or fraudulent activities in competing for the EOI in question.

c. will declare a firm ineligible, either indefinitely or for a stated period of time, to be selected for a GoK- financed project, if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, a GoK-financed contract; and

d. will have the right to require that, GoK to inspect the Applicant's accounts and records relating to the performance of the contract and to have them audited by auditors appointed by GoK.



3.8. Applicants shall not be under a declaration of ineligibility for corrupt and fraudulent practices issued by GOK in accordance with the above sub para 3.7 (d).

3.9 Applicants shall be aware of the provisions on fraud and corruption stated

in the EOI under the clauses indicated in the Data Sheet

#### **4. Clarification and Amendment of EOI Documents**

4.1. The Applicants may request a clarification of any item of the EOI document up to the date and time indicated in the Data Sheet, before the Proposal submission date. Any request for clarification must be sent in writing by electronic mail (e-mail) to the Client's e-mail address as indicated in the Data Sheet. The Client will respond to such requests and will upload the response (including an explanation of the query but without identifying the source of inquiry) in the Department of Tourism, Government of Kerala website (<https://www.xxxxxxx.gov.in/>).

4.2. At any time before the submission of Proposals, the Client may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, modify the EOI documents by amendment. Any amendment shall be issued in writing through corrigenda/ addenda. Such Corrigenda/ Addenda shall be uploaded on the Department of Tourism, Government of Kerala website (<https://www.xxxxxxx.gov.in/>).and published in the newspaper and will be binding on them. The Client may at its discretion extend the deadline for the submission of Proposals.

#### **5. Submission of the Proposals**

5.1. The Applicants are requested to submit their Proposal (para 1.2) written

in the language(s) specified in the Data Sheet with all details as required in this EOI.

## **5.2. Preparation of Technical Proposal**

5.2.1. In preparing the Technical Proposal as a response to this EOI, Applicants are expected to examine the documents comprising this EOI document in detail. Material deficiencies in providing the information requested may result in the rejection of the Proposal.

5.2.2. The Technical Proposal should provide the following information using the attached Standard Forms (Section 3):

a. A Covering Letter from the applicant for submission of Technical Proposal (Section 3A).

b. Auditor Certificate for Applicant's Experience Details - an outline of recent experience on assignments (Section 3B) of similar nature.

c. Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the Client

(Section 3C).

d. A description of the methodology and work plan for performing the assignment (Section 3D).

e. Power of Attorney for Authorized Signatory (Section 3E).

f. Any additional information requested in the Data Sheet.

## **6. Submission and Opening of Proposals**

6.1. The EOI document may be downloaded from the Department of Tourism, Government of Kerala website (<https://www.xxxxxxx.gov.in/>). Applicants are requested to go through the EOI carefully and submit the required information without exception otherwise proposals will be rejected.

6.2. The completed proposal comprising documents indicated in Clause 5, along with self-attested copies of requisite forms/certificates / documents as mentioned in different sections of the EOI document shall only be accepted

6.3. The original Proposal (Technical Proposal) shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialled by the person or persons who sign(s) the Proposals.

6.4. An authorized representative of the Consultant initials all pages of the Proposal. The representative's authorization is confirmed by a written Power of Attorney accompanying the Proposal. (Form at Section 3E)

6.5. The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal". This envelope shall bear the submission address and other information indicated in the Data Sheet and clearly marked, **"DO NOT OPEN, EXCEPT IN PRESENCE OF THE EVALUATION COMMITTEE."**

6.6. The completed Technical Proposal must be delivered at the submission address on or before the time and date stated in the Data Sheet. Any Proposal received after the closing time for submission of proposals shall be returned unopened.

6.7. After the deadline for submission of proposals the Technical Proposal shall be opened immediately by the evaluation committee.

6.8. The last date and time for submission of the Technical Proposal will be mentioned on the website of the Department of Tourism, Government of Kerala (<https://www.xxxxxxx.gov.in/>) and in the Data Sheet.

6.9. After the deadline for submission of proposals, the Technical Proposal shall be opened by the evaluation committee and evaluation will be done. The Applicants who are qualified will be intimated for the technical

presentation.

## 7. Evaluation of Proposals

### 7.1. Evaluation of Proposals – General Aspects

7.1.1. From the time the proposals are opened to the time the selection is made, if any Applicant wishes to contact the Client on any matter related to its proposal, it should do so in writing at the address indicated in the Data Sheet. Any effort by the firm to influence the Client in the Client's proposal evaluation, proposal comparison or selection decisions may result in the rejection of the Applicant's proposal.

7.1.2. The Client has adopted a two-stage selection process (collectively referred to as the “**Selection Process**”) for selection of the Applicant for the Project. The first stage of the Selection Process is the “**Pre-Qualification Stage**” and the second stage of the Selection Process is the “**Technical Presentation Stage**”.

7.1.3. The Department of Tourism, Government of Kerala may at its sole discretion and at any time during the evaluation of EOI, disqualify any applicant, if the applicant has made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.

7.1.4. The Department of Tourism, Government of Kerala shall have all the rights to disqualify the Application during the evaluation of EOI for any of the following reasons:

- a. Submission of proposal without required documentation.
- b. Non-Submission of formats as per the standards/format prescribed in this EOI.

- c. The Applicant has been blacklisted by State/UT/Central Government or any Public Sector Undertaking under them.
- a. The Applicant has been in litigation with any Government agencies/Institutes in India.

## **7.2. Evaluation of Proposals – Pre-Qualification Stage**

7.2.1. The Pre-Qualification Stage shall involve assessment of the proposal submitted by the Applicants on the basis of the pre-qualification criteria defined in the Data Sheet. Applicants must meet all the prequalification criteria defined in the Data Sheet to be eligible for the next stage of Proposal Evaluation.

7.2.2. At the end of Pre-Qualification stage, the Client shall invite all the suitable pre-qualified Applicants who shall be eligible for the second stage of the Selection Process, the “**Technical Presentation Stage**”.

## **7.3. Evaluation of Proposals – Technical Presentation Stage**

7.3.1. The evaluation committee appointed by the Client as a whole, shall evaluate the proposals on the basis of their responsiveness to the Terms of Reference, applying the pre-qualification criteria, sub-criteria and point system specified in the Data Sheet. Only applicants successfully qualifying for the Pre-Qualification stage shall be invited for the technical presentation to be made before the evaluation committee appointed by the Client.

7.3.2. Each responsive proposal will be given a technical score. A proposal shall be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated in the Data Sheet.

## **8. Selection of Applicant**

8.1. After the evaluation of all the applicants, the Client shall notify those suitable applicants whose proposals meet the minimum qualifying marks of 70 or above. Proposals that did not meet the pre-qualification criteria or minimum qualifying mark or were considered non-responsive to the EOI shall be notified by the client. The selected Applicants shall be invited to enter into a Memorandum of Understanding (MoU) with the Client.

## **9. Signing of Memorandum of Understanding (MoU)**

9.1. Having selected Applicants on the basis of their Technical Proposal and response to the Terms of Reference of this EOI, the Client shall share a draft of the MoU document with the selected Applicants at the time of inviting them to enter into an MoU to provide Services under the scope of this Assignment.

9.2. The Client and selected Applicant shall meet to discuss the final terms and conditions of the MoU. Special attention will be paid to clearly defining the inputs required from the Client and the selected Applicant to ensure satisfactory implementation of the Assignment.

9.3. Following the discussion between the parties, the final MoU shall be signed between the Client and the selected Applicant(s).

## **10. Confidentiality**

10.1. Information relating to the evaluation of proposals and recommendations concerning selection shall not be disclosed to the applicants who submitted the proposals or to other persons not officially concerned with the process until the winning applicant has been notified that it has been selected for the assignment.

**DATA SHEET - Information to Applicants**

<b>Sl. No</b>	<b>Title</b>	<b>Details</b>
1.	Name of Client	Department of Tourism, Government of Kerala
2.	The Method of Selection is	Quality Based Selection (QBS)
3.	A Technical Proposal is requested:	Yes
4.	Name and Description of Assignment	<p><b><u>Name of the Assignment:</u></b></p> <p>Selection of Helicopter Service Providers for Helitourism Services in Kerala</p> <p><b><u>Brief Description of the Assignment:</u></b></p> <p>The Department of Tourism, Government of Kerala invites Expression of Interest (EOIs) for Selection of Helicopter Service Providers to render helicopter tourism and transport related services in the State of Kerala in accordance with the scope of services as envisaged in the Terms of Reference of this EOI document.</p>
5.	The Client will provide the following inputs:	As per Terms of Reference
6.	Clauses on fraud and corruption	The clauses on fraud and corruption as defined in the EOI Clause 3.7
7.	Clarification of any item of the EOI	Clarifications may be requested up to the date and time (Pre-Proposal Query Date) notified on the Department of Tourism, Government of Kerala website ( <a href="https://www.xxxxxxx.gov.in/">https://www.xxxxxxx.gov.in/</a> ). Requests for clarification beyond the notified date and time shall not be considered.

		Clarifications shall be requested through an e-mail sent to <a href="mailto:info@keralatourism.org">info@keralatourism.org</a> with the subject line <b>“Queries concerning EOI for Selection of Helicopter Service Providers for Helitourism Services in Kerala”</b>
8.	Language of the Proposal	English
9.	Applicants Eligible to Bid	The Bidder should be a Legal Entity i.e. Sole Proprietorship/ Company (Private Limited or Public Sector)/ Partnership Firm/ LLP, having an office/ branch in India, and continuously operational since last 10 years. In the case of foreign entities, their Indian office/ branch/ subsidiary shall be continuously operational since last 10 years. Joint Venture/ Consortium is allowed, subject to the conditions that the number of members in such JV/ Consortium shall not exceed 2 (Two). The members of the JV/ Consortium, individually and together, shall satisfy all the Minimum Eligibility Criteria prescribed herein. A Lead Member shall be clearly designated by the JV/ Consortium.
10.	Additional Information in the Technical Proposal includes	<ul style="list-style-type: none"> <li>a. A Covering Letter from the applicant for submission of Technical Proposal (Section 3A)</li> <li>b. Auditor Certificate for</li> </ul>



		<p>Applicant’s Experience                  Details to outline of recent experience on assignments (Section 3B) of a similar nature.</p> <p>c. Any comments or suggestions on the Terms of Reference and on the data, a list of services, and facilities to be provided by the Client (Section 3C).</p> <p>a. A description of the methodology and work plan for performing the assignment (Section 3D).A detailed description of the understanding of the assignment, proposed methodology, resource deployment, risk mitigation, etc (Section 3D)</p> <p>e. Power of Attorney for Authorized Signatory (Section 3E)</p> <p>f. Any additional information requested by the client</p>
11.	Validity of the Proposal	180 days from submission of Proposal
12.	Last Date and time for submission of Proposal	<p><b><u>Date &amp; Time:</u></b></p> <p>As notified on the website of the Department of Tourism, Government of Kerala (<a href="https://www.xxxxxxx.gov.in/">https://www.xxxxxxx.gov.in/</a>)</p> <p><b><u>Address for Submission of the Proposal</u></b></p>

		<p>The Director,                  Department of Tourism,                  Government of Kerala,                  Park View,                  Thiruvananthapuram,                  Kerala, India - 695 033                  Phone: +91 471 2321132, Fax:                  +91 471                  2322279,                  Toll free No: 1-800-425-4747                  (within India only)  <b>E-mail:</b>  <u><a href="mailto:info@keralatourism.org">info@keralatourism.org</a></u></p>
13.	<p>The address to send information to the Client is:</p>	<p>The Director,                  Department of Tourism,                  Government of Kerala,                  Park View,                  Thiruvananthapuram,                  Kerala, India - 695 033                  Phone: +91 471 2321132, Fax:                  +91 471 2322279,                  Toll free No: 1-800-425-4747                  (within India only)                  E-mail: <a href="mailto:info@keralatourism.org">info@keralatourism.org</a></p>
14.	<p>Evaluation Criteria for Technical Proposal</p>	<p>As detailed below</p>
	<p><b>Note:</b> For the purpose of this EOI, an Applicant is defined as a Helicopter Service Provider who has submitted</p>	

	<p>their proposal for this Expression of Interest. A Helicopter Service Provider may be either an Operator or an Aggregator. An Operator is defined as a person, organisation or enterprise engaged in or offering to engage in helicopter operations. The Operator must be registered with DGCA and must hold the relevant Non-Scheduled Operator Permit (NSOP) and other relevant permits from the relevant regulatory authority. An Aggregator is defined as a service provider who engages one or more Operators, as defined above, to offer helicopter services through a common platform. If the applicant is an Aggregator, the terms and conditions of the EOI shall apply to the Operators through whom the Aggregator shall provide helicopter services, and where applicable, to the Aggregator as well.</p>	
<p>15.</p>	<p><b>Evaluation of Pre-Qualification Stage</b></p> <p>The Technical Proposal of only the applicants satisfying the following prequalification criteria will be evaluated for the EOI:</p>	
	<p><b>Eligibility Criteria</b></p>	<p>Supporting Document to be Submitted (all documents must be submitted unless specified otherwise)</p>
<p>a.</p>	<p><b><u>Legal Entity/Status of Applicant:</u></b></p> <p>The Applicant should be a Company incorporated in India under The Indian Companies Act, 1956/2013 and subsequent amendments thereto.</p>	<ul style="list-style-type: none"> <li>• Copy of Certificate of Incorporation countersigned by statutory auditor</li> <li>• Copy of Memorandum of</li> </ul>

		<p>Association and Articles of Association</p> <ul style="list-style-type: none"> <li>• Self-attested copy of PAN card</li> <li>• Self-attested copy of GST Registration</li> </ul>
	<p><b>b. Relevant Experience in Aviation Industry:</b></p> <p>The Applicant should currently be in the business of providing helicopter tourism or helicopter transport related services.</p> <p><b>Note:</b> Experience of parent/subsidiary/associate entities of the applicants may be considered for evaluation of relevant experience in Aviation Industry (within/outside India).</p>	<ul style="list-style-type: none"> <li>• Form at Section 3B. Auditor Certificate for Applicant’s Experience Details</li> <li>• Experience in India or abroad of parent/subsidiary/associate entities of the Applicant may be considered for relevant experience by the Evaluation Committee constituted by the Client provided relevant documents has been furnished to establish the relationship between the Applicant and its parent/subsidiary/associate company.</li> </ul>
	<p><b><u>c. Not Blacklisted/ Barred/Show-Caused Against:</u></b></p> <p>The applicant should not have been blacklisted/ barred/show-caused against by any Central or State Government or PSU and should not be involved in any major litigation that may affect or compromise the delivery of service required.</p>	<ul style="list-style-type: none"> <li>• Form at Section 3A. Technical Proposal Submission</li> </ul>

	<p><b><u>d. Registration with DGCA:</u></b></p> <p>The Applicant or the Operator proposed to be engaged by the Applicant shall be</p>	<ul style="list-style-type: none"> <li>• Self-attested copy of the certificate for registration with DGCA and other supporting documents as applicable registered with the Directorate General of Civil Aviation, Government of India (DGCA).</li> </ul>
<p>e.</p>	<p><b><u>Applicable Permits / Licenses / Authorizations:</u></b></p> <p>The Applicant or the Operator proposed to be engaged by the Applicant shall hold a Non- Scheduled Operator’s Permit (NSOP) and other relevant permits / licenses / authorizations to carry out Helicopter Operations within and from Kerala.</p>	<ul style="list-style-type: none"> <li>• Self-attested copy of NSOP and other relevant permits / licenses /authorizations to carry out Helicopter Operations within and from Kerala.</li> </ul>
	<p><b>Note:</b></p> <p>1. The Client reserves the right to request any further supporting documents from the applicant prior to their selection.</p> <p>2. The Client shall be free to make enquiries from previous clients of the Applicant about the work, conduct, performance, quality of service and such other related general enquiries about the Applicant. The Applicant would have no objection to the Client making such enquiries from their existing/past clients.</p> <p>3. Only applicant fulfilling the Pre-qualification criteria shall be invited by the Client for the Technical Presentation.</p>	
<p>16</p>	<p><b><u>Evaluation of Technical Presentation Stage</u></b></p>	

	<p>The shortlisted Applicant who have cleared the Pre-Qualification Stage shall be invited to make a detailed Technical Presentation on the aspects listed under this criterion to the Evaluation Committee formed by the Client. The Technical Presentation is not required to be submitted at the time of submission of the Technical Proposal but must be presented to the Evaluation Committee as notified by the Client. A soft copy and two hard copies of the presentation and any associated supporting documents are to be submitted along with a covering letter to the Evaluation Committee at the time of Technical Presentation.</p> <p><b>The Applicant must achieve a minimum of 70 marks overall for selection.</b></p> <p><b>The marks to be given under each of the Technical Presentation criteria are provided below:</b></p>

Sl.No	Criteria	Maximum Marks	Scoring Guideline
<b>1. Organization Profile (40 Marks)</b>			
1.	<b>Experience in Aviation Industry</b>	<b>4 Marks</b>	<p>Applicant shall receive 1 mark for each year of experience in the aviation industry providing tourism and transport services, up to a maximum of 4 marks.</p> <p><b>N o t e :</b> Experience of parent/subsidiary /associate entities of the applicants may be considered for evaluation of relevant experience in the Aviation Industry (within/outside India).</p>

			Applicant must submit relevant documents of the parent/subsidiary/associate entity as proof of the relationship between the entities.												
2.	<b>Applicant Fleet Size</b>	<b>4 Marks</b>	Applicant must have a fleet of at least 3 helicopters. <table border="1"> <thead> <tr> <th>Number of Helicopters in Applicant's Fleet</th> <th>Marks Scored</th> </tr> </thead> <tbody> <tr> <td>Fewer than 3</td> <td>0 Marks</td> </tr> <tr> <td>3 Helicopters</td> <td>1 Mark</td> </tr> <tr> <td>4 Helicopters</td> <td>2 Marks</td> </tr> <tr> <td>5 Helicopters</td> <td>3 Marks</td> </tr> <tr> <td>6 or more Helicopters</td> <td>4 Marks</td> </tr> </tbody> </table>	Number of Helicopters in Applicant's Fleet	Marks Scored	Fewer than 3	0 Marks	3 Helicopters	1 Mark	4 Helicopters	2 Marks	5 Helicopters	3 Marks	6 or more Helicopters	4 Marks
Number of Helicopters in Applicant's Fleet	Marks Scored														
Fewer than 3	0 Marks														
3 Helicopters	1 Mark														
4 Helicopters	2 Marks														
5 Helicopters	3 Marks														
6 or more Helicopters	4 Marks														
3.	<b>Number of Routes Operated by Applicant</b>	<b>4 Marks</b>	Applicant shall receive 1 mark for each operated route for which they provide tourism or transport services, up to a maximum of 4 marks.												
4.	<b>Collaboration with Central Government or State Government or their Undertakings</b>	<b>3 Marks</b>	Applicant shall receive 1 mark for each Central Government or State Government or their Undertaking with whom they have collaborated in the last 5 years (i.e. January 2018 onwards) to provide tourism or transport services, up to a maximum of 3 marks.												
5.	<b>Passenger Safety and</b>	<b>15 Marks</b>	Applicant shall provide an overview of the measures taken for passenger safety and Control Measures control. If the Applicant is an Aggregator, they must also provide an overview of their criteria for selection of the Operators for their platform.												
6.	<b>Statutory Permits &amp; Licenses</b>	<b>10 Marks</b>	The Applicant shall provide their certificates and license to meet the international Safety standard, safety equipment and Non-Scheduled Operator Permit (NSOP) as per Government of India and DGCA regulations and												

			any other relevant authorities
2.	<b>Approach and Methodology (60 Marks)</b>		
1.	<b>Applicant's Understanding of Assignment</b>	<b>15 Marks</b>	<p>a. Understanding of the objectives of the assignment and the market potential of Helicopter related tourism in Kerala <b>(5 Marks)</b></p> <p>b. Highlight current infrastructure challenge on short distance connectivity within the State of Kerala for tourists across major tourist destinations <b>(5 Marks)</b></p> <p>c. Applicant shall highlight the challenges being addressed and their plan to leverage existing infrastructures in the State for the operations <b>(5 Marks)</b></p>
2.	<b>Proposed Operation in Kerala</b>	<b>15 Marks</b>	<p>a. Routes, and Capacity <b>(5 marks )</b></p> <p>b. Number of trips/ frequencies <b>(5 marks )</b></p> <p>c. Number of destinations covered <b>(5 marks)</b></p>
3.	<b>Resource Deployment Plan</b>	<b>5 Marks</b>	<p>Applicant shall describe their proposed team structure, Number of pilots, their certifications, experience availability of key personnel and plan for deployment of resources for successful execution of the assignment.</p> <p>If the Applicant is an Aggregator, they shall provide the details of the Operators in the Aggregator's network.</p>
4.	<b>Branding and Publicity Strategy of the proposed operations</b>	<b>5 Marks</b>	The Applicant shall present their high-level promotion strategy for promotion of Helitourism packages in the proposed routes



5.	<b>Risk Assessment Mitigation Plan</b>	<b>10 Marks</b>	The Applicant shall demonstrate their understanding of technical/business risks and in the proposed Helicopters services in Kerala as well as their risk mitigation plan, Emergency Management plan, Insurance details etc.
6.	<b>Support and Inputs from the Client</b>	<b>10 Marks</b>	The Applicant shall clearly mention the support required from the Client for successful execution of the assignment.
	<b>Total Marks</b>	<b>100 Marks</b>	

### **3. Technical Proposal – Standard Forms**

3A. Technical Proposal Submission Form.

3B. Auditor Certificate for Applicant's Experience Details

3C. Comments and suggestions on the Terms of Reference and on data services, and facilities to be provided by the Client.

3D. Description of the methodology

3E. Power of Attorney

**FORM 3A**

Expression of Interest Submission Form

(On the Letterhead of the Applicant)

[Location, Date]

FROM:

(Name of the Applicant)

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TO:

The Director,  
Department of Tourism,  
Park View,  
Thiruvananthapuram – 695 011

Sir,

**Sub:** Expression of Interest for “Providing Heli-Tourism Services in Kerala”  
- reg

We, the undersigned, are hereby submitting our Proposal in accordance with your Expression of Interest EOI Ref No. \_\_\_\_\_ dated \_\_\_\_\_ published by the Department of Tourism, Government of Kerala. I/we, having examined all relevant documents and understood their contents, hereby submit our Proposal for providing Heli-tourism services in Kerala

We hereby undertake as follows:

1. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals.
2. I/We shall make available to the Client any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
3. I/We certify that we or any of our Associate have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
4. I/we have not blacklisted/barred/show-caused against by the Government of Kerala or any of its agencies for any reasons whatsoever.
5. I/we have not been blacklisted/barred/show-caused against by the Central / any other State / UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices or for backing out from the execution of contract after an award of work.
6. I/we am/are not involved in any major litigation that may affect or compromise the delivery of service required if we were to be awarded with this work.
7. I/We have examined and have no reservations to the EOI Documents, including any Addendum issued by the Client.
8. I/We do not have any conflict of interest
9. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, in respect of any tender or request for proposal issued by or any Contract entered into with the Client or any other public sector enterprise or any government, Central or State; and

10. The Proposal is unconditional

11. I/We agree to keep this offer valid for 180 (One Hundred and Eighty) days from the Proposal Due Date specified in the EOI

12. I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Consultant, without incurring any liability to the Applicant.

13. All information provided in the table below is true and correct

**DETAILS OF APPLICANT:**

<b>Sl No</b>	<b>Particulars</b>	<b>To be filled up by the Operator along with supporting documents</b>
01	Name of the firm and address of the registered office:	
02	Country of incorporation	
03	Date of incorporation and/or Commencement of Business	
04	Company Registration Details with supporting documents either copy of the Certificate of Incorporation by Registrar of Companies or of the Registration Certificate issued by Registrar of Firms to be furnished.	
05	Brief description of Company/Firm including details of its main lines of business and proposed roles and responsibilities in the project.	
06	Branch/Regional Office details	Address : Contact Person : Mobile : Phone : E-mail : Fax :
07	Details of Authorized Signatory	Name:

		Designation: Address : Mobile : Phone : E-mail :
08	Air Operator's Permit No	
09	Security Programme of the company approved by BCAS	
10	Total Number of Years of Experience as AOP	
11	Date of Commencement of Helicopter Service	
12	Details of Officer -in-charge/Co-Ordinator with name designation and contact details	
13	Total Number of Helicopters in operation under AOP	
14	Minimum Number of Helicopters (including standby if required) that would be necessary for providing the desired level of air connectivity.	
15	Make, Model and detailed specification of the Helicopters proposed to be deployed by the Operator in Kerala	
16	Age of Helicopters proposed to be deployed.	
17	Details of locations intended for starting operations (Specify locations)	
18	Category Available Helipad /infrastructure (Owned/ on Lease/ Operational arrangement)	
19	GST Registration Number:  Self-attested copy of GST Registration Certificate to be enclosed	
20	PAN Card Number:  Self-attested copy of GST Registration Certificate to be enclosed	
21	Enclosed Form 3A	Form Enclosed: Yes / No
22	Enclosed Form 3B	Form Enclosed: Yes / No
23	Enclosed Form 3C	Form Enclosed: Yes / No

24	Enclosed Form 3D	Form Enclosed: Yes / No
25	Enclosed Form 3E	Form Enclosed: Yes / No
24	Any other relevant information	

Our Proposal is binding upon us and subject to the modifications resulting from subsequent negotiations.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorised Signatory:

Name and Title of Signatory:

Name of Applicant

Address:

### **FORM 3B**

#### **Auditor Certificate for Applicant's Experience Details**

**(On the Letterhead of the Statutory Auditor)**

Date: \_\_\_\_\_

#### **To Whomsoever It May Concern**

We have verified the relevant statutory and other records of M/s

\_\_\_\_\_ [Name of the Applicant] and certify that the information submitted by M/s \_\_\_\_\_ [Name of the Applicant] as per the following form are true and correct.

Sl No	Location	Route Details	Operation Since (DD/MM/YYYY)	Passenger Capacity per Trip	Total Number of trips as on Submission date
1					
2					
3					
4					
5					

This certificate is being issued to be produced before Department of Tourism, Government of Kerala for “Providing Heli-Tourism Services in Kerala”

*(Seal and signature of Auditor)*

Name of the audit firm: \_\_\_\_\_

CA Membership Number: \_\_\_\_\_

Date: \_\_\_\_\_

Authorised Signatory: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Applicant: \_\_\_\_\_

**3C. Comments and suggestions on the Terms of Reference and on data services, and facilities to be provided by the Client.**



**On the Terms of Reference:**

- 1.
- 2.
- 3.
- 4.
- 5.

**On the Data, Services, and Facilities to be provided by the Client**

- 1.
- 2.
- 3.
- 4.
- 5.

**Authorised Signatory:** \_\_\_\_\_

**Name and Title of Signatory:** \_\_\_\_\_

**Name of Applicant:** \_\_\_\_\_

**3D. Description of the methodology and work plan for performing the**

**assignment.**

*(To be submitted during Technical Presentation)*

**APPLICANT'S NAME:**

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### **FORM 3E**

#### **Power of Attorney of Authorised Signatory**

Know all men by these presents, we..... (Name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr/Ms (name), ..... son/daughter/wife of ..... and presently residing at ....., who is presently employed with us and holding the position of ....., as our true and lawful attorney (hereinafter referred to as the "Authorized Signatory") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our application for pre-qualification and submission of proposal for Services for the proposed assignment "**Providing Heli-Tourism Services in Kerala**" including but not limited to signing and submission of all applications, bids and other documents and writings, participate in Pre-Proposal Conference and other meetings and providing information/ responses to the Employer, representing us in all matters before the Employer, signing and execution of

all contracts and undertakings consequent to acceptance of our proposal, and generally dealing with the Employer in all matters in connection with or relating to or arising out of our proposal for the said Project and/ or upon award thereof to us

AND we hereby agree to ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Authorized Signatory in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, ....., THE ABOVE NAMED IN PRINCIPLE HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS ..... DAY OF ....., 20..... in line with the following points

- The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.
- Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.

For

.....

(Signature, name, designation and address)

Witnesses:

- 1.
- 2.

(Notarised)

Accepted

.....

(Signature)

(Name, Title and Address of the Authorized Signatory)

*(\* To be executed on appropriate non-judicial stamp paper)*

The EOIs complete in all respects must be submitted on or before 1500hrs on - XX-XX-XX (the EoI Due date i.e 4 weeks from the date of notification Specify the date once the Notification date is fixed) at the Office of:

The Director,  
Department of Tourism,  
Park View, Palayam,  
Thiruvananthapuram.  
Pincode 695011 Kerala

#### **Section 4. Terms of Reference**

The scope of the work shall primarily include: -

1. Provision of safe, regular, reliable and uninterrupted Helicopter Services to the tourists visiting Kerala. The Locations from which the helicopter services are proposed in the initial phase are primarily from and to the DGCA-approved helipads at following locations: Kochi, Thekkady, Kumarakom, Vagamon, Chadayamangalam, Bekal, Munnar etc. It is proposed to identify and set up facilities at more locations in subsequent phases which will be updated from time to time.
2. Preparation of a Helicopter Flight Schedule connecting to these destinations mentioned above on the prescribed routes which meet the Ministry of Civil Aviation and DGCA guidelines, which are viable and convenient to the tourists.
3. Besides the above, the GoK may also avail the Helicopter Services for transportation of passengers or goods during an emergency for evacuation of casualties or disaster relief or on a required basis. The helicopter services shall form part of Essential Services Maintenance Act, 1968 if deemed so by GoK.
4. Ensuring that the safety, security and convenience of the passengers using these Helicopter Services is in accordance with all relevant requirements as spelt out in the various Sections of the Civil Aviation Requirements (CAR) issued by DGCA and as amended from time to time.
5. Ensuring that the helipad is sanitised as per BCAS regulations.
6. Deployment of Helicopters of appropriate engine configuration which have the necessary type certification, and meet all the requirements for airworthiness standards as specified by DGCA for regular commercial use by passengers and use by VIPs over land as well as over water bodies.

#### **Section 4.1. Associated Terms & Conditions and Responsibilities of the Helicopter Service Operator (HSO).**

1. The HSO expressing interest in providing the helicopter services shall have No blameworthy accidents in the last three years.
2. The HSO shall make available DGCA audited reports of the last three years.
3. The HSO shall be responsible for ensuring that Type Certification and Airworthiness of Helicopters used for commercial operations have the necessary type certification and meet airworthiness standards as specified by the DGCA in the relevant most recent and updated Civil Aviation Requirements issued and as amended from time to time. Safety of the passengers and equipment shall be paramount. The HSO shall adhere to the safety standards as per the Good Industry Practice and more specifically DGCA regulations. The HSO shall ensure safe conditions for the users and it shall follow the relevant operating procedures. Such procedures shall conform to the provisions of this EoI, Applicable Laws, Applicable Permits and Good Industry Practice.
4. The HSO shall be responsible for ensuring that the Helipad/Helipad and the Helicopters meet the Civil Aviation Requirements issued by the DGCA and that the services are in accordance with Aircraft Rules 1937. The HSO shall obtain all necessary clearances from the DGCA, the Airport Authority of India (AAI), and BCAS.
5. The HSO will ensure that the helipads identified/selected for regular helicopter services have a Standard Operating Procedure (SOP) prepared in accordance with CAR Section 4 Series B Part V & III and Guidelines laid down vide operation circulars issued from time to time. This SOP should have the approval of the DGCA. A copy of the SOP shall be available on board for use by Flight Crew and the contents shall be adhered to at all times of operation. The essential aspects to be included in the SOP are listed in Annexure 1.
6. The HSO shall ensure that the helicopter's performance specifications, including maximum takeoff weight, maximum range, cruise speed, and other relevant parameters, comply with DGCA regulations.
7. The HSO will be responsible for the Maintenance and Inspection of the helicopters. Helicopters must undergo regular maintenance checks as per DGCA regulations. The HSO needs to establish a comprehensive maintenance program to ensure the helicopter's airworthiness in accordance with DGCA requirements at all times. The GoK will not provide any assistance financial or otherwise for maintaining the helicopters in airworthiness state. The HSO shall keep the Helicopter and crew in a state of readiness to ensure that the promulgated flying schedule is strictly adhered to

and the tourists/passengers are not put to any inconvenience.

8. The HSO will ensure that the Crew Requirements are as per DGCA regulations. The helicopter must be operated by qualified and licensed pilots. DGCA typically outlines the requirements for pilot licenses, experience, and recurrent training.

9. The HSO shall ensure that Equipment and Avionics on board the Helicopter are as per DGCA regulations. The helicopter must be equipped with the necessary avionics and equipment to ensure safe and reliable operations. This includes communication and navigation systems, emergency equipment, and any additional requirements specified by DGCA.

10. The HSO will cater for all Insurance Requirements of equipment and passengers. Operators are required to maintain adequate insurance coverage for their helicopters, covering liability, hull damage, and other relevant aspects. The HSO shall arrange for extending all necessary insurance coverage to the passengers as per the norms of DGCA and BCAS.

11. The HSO will take adequate measures to ensure that the Noise and Environmental Standards are adhered to. Helicopters should comply with noise and environmental standards set by DGCA. This may include restrictions on noise levels during take-off and landing in specific areas.

12. The HSO will arrange for the Registration and Documentation of the Helicopters. The helicopter must be registered with the DGCA, and all relevant documentation, including the certificate of airworthiness, operator's certificate, and maintenance records, should be maintained and updated.

13. The HSO will ensure that Operational Procedures covering aspects such as flight planning, safety procedures, and emergency protocols outlined by DGCA are strictly adhered to.

14. The HSO using leased helicopters will ensure that all aspects of DGCA regulations pertaining to leased helicopters are strictly followed besides the aspects already spelt out above.

15. The HSO will, before the commencement of helicopter operations from a helipad or heliport, make sure that all the requirements for helipads and heliports, including but not limited to certification procedures, design standards, and operational considerations as per Civil Aviation Requirements are being met.

16. The HSO will ensure that the Minimum Requirements for Grant of Air Operator Certificate to Operate Scheduled Air Transport Services (Passenger) as per Civil Aviation Requirement Section 3 Air Transport Series 'C' Part II are adhered to.

17. The HSO will be responsible for Heliport / Helipad Management. This includes:-

a. **Certification and Compliance.** HSO will arrange for the Heliports to obtain certification from the DGCA. This involves meeting specific criteria related to design, construction, equipment, and operational standards.

b. Compliance with DGCA regulations, including CAR Section 4, Series B, Part III (Heliports), will be part of heliport management by HSO.

c. **Air Traffic Control (ATC) Coordination.** Coordination with air traffic control authorities is crucial for managing heliport operations. This involves communication on arrivals, departures, and any changes in schedules.

d. **Security Measures.** Implementing security measures to safeguard heliport facilities, personnel, and aircraft is an integral part of heliport management. This may involve access control, surveillance, and adherence to security protocols.

e. **Operational Coordination.** Effective coordination with helicopter operators, ground handling services, and other stakeholders is essential for smooth heliport operations.

f. **Maintenance and Inspections.** Regular maintenance of heliport infrastructure and equipment is necessary to ensure continued airworthiness. Inspections and audits may be conducted to verify compliance with safety and operational standards.

g. **Communications.** Establishing clear communication channels with helicopter operators, regulatory authorities, and other relevant parties is vital for efficient heliport management.

h. **Environmental Considerations.** Managing the environmental impact of heliport operations, such as noise abatement measures and adherence to environmental regulations, is important.

i. **Training and Personnel.** Providing training for heliport personnel, including air traffic controllers, ground staff, and emergency responders, is essential for maintaining a high level of operational safety.

18. The HSO shall ensure that the Helicopter is properly licensed and complies with all Applicable national and international laws, rules and regulations, orders, standards, and schedules governing the Commercial Helicopter Services and shall bear and pay all amounts, and charges levied by the concerned Government Authorities.

19. If the Helicopter of the HSO is grounded due to technical reason or Force Majeure the HSO shall not be entitled to compensation nor shall demand compensation from the GoK during the non-operational period.

20. The HSO shall maintain a public relations unit from the commencement date of regular services to interface with and attend to complaints/suggestions from any user of the service operations.

21. All costs and expenses arising out of or relating to safety requirements shall be borne by the HSO to the extent such costs and expenses form part of the work and services included in the Scope of the Project and Associated Terms & Conditions and Responsibilities of the Helicopter Service Operator (HSO).

22. All claims relating to Services, operation and maintenance etc, raised by any third-party including passengers shall be met by HSO. No compensation/reimbursement shall be made by GoK.

23. The HSO shall at its own cost and expense observe, undertake, comply with and perform the following obligations:

a. Obtain and maintain on and from the Commencement Date all the insurance in accordance with Good Industry Practice.

b. Make reasonable effort to maintain harmony and good industrial relations among the personnel employed in connection with the performance of its obligations as a HSO.

c. Comply with all Applicable Permits and Applicable Laws in the performance of the HSO's obligations.

d. Be responsible for the safety, security, airworthiness of the flights in the Helicopter Service Operation.

e. Indemnify the Government of Kerala (GoK) against all actions, suits, claims, demands, and proceedings and any loss or damage or cost or expense that may be suffered by any person on account of anything done or omitted to be done by the HSO in connection with the performance of its obligations as a Helicopter Service Operator.

f. Be solely responsible for complying with all Applicable Laws, permits, and Good Industry Practices as well as be liable to pay all applicable taxes, levies etc. No subsidies or exemptions shall be provided by GoK to HSO

g. The HSO shall provide experienced licensed pilots for Operations and qualified experienced maintenance crew for servicing of the Helicopter in order to maintain the helicopter for operational use and its airworthiness.

h. The HSO shall (before departure of a flight) provide to the Department of Tourism, a manifest containing the number, names & weights of the passengers, cargo weight on board and the estimated time of departure/arrival of the flight. Copy of the manifest will be available at the take-off and landing helipads as well as uploaded on



the Department of Tourism GoK website.

i. The HSO shall obtain necessary Non-Schedule Operator's Permit to operate the Helicopter and shall ensure that the helicopter is properly licensed and complies with all laws, rules, regulations, orders, standard and schedule governing Helicopter in non-schedule category of the Director General of Civil Aviation when applicable.

j. The HSO shall carry out the services and perform all the obligations with due diligence and care and in a competent, skilful and professional manner.

k. If a helicopter becomes total loss or a constructive total loss, or is unserviceable the HSO shall use its best endeavour to replace it. Any cancellation of flight schedule will be notified to the users by fastest means and published on the HSO and Department of Tourism website.

l. The HSO during the term of operation shall provide at the Base/ Helipads adequate personnel and facilities to load and unload baggage and freight. Facilities to check/scan the baggage at the take-off heliports/helipads as per BCAS regulations will be the responsibility of the HSO.

### **Section 5. Commencement of Operation**

The HSO shall commence the commercial operation of the helicopter Service within 15 (fifteen) days from the date of signing the Memorandum of Understanding. The Memorandum of Understanding shall be valid for a period of 5 years until terminated specifically in writing by the parties.

### **Section 6. Maintenance & Safety**

1. The HSO shall in order to carry out the helicopter operations safely and efficiently to make the helicopter services available to the Department of Tourism as per schedule. The HSO shall properly maintain, repair, overhaul and service the helicopter in accordance with published airworthiness standards. The HSO shall provide at the base adequate spare parts and tools for the purpose.

2. The HSO shall ensure that the current certificate of Airworthiness (issued by Director General of Civil Aviation or any other authority governing the helicopters) in respect of the helicopter is obtained and held during the term of the operation.

3. The HSO shall provide best available backup helicopter with maximum seating capacity preferably the same type and model of a helicopter within 48 hours at their cost if the contracted helicopter is grounded for technical snags/reasons and exceeds the authorized monthly maintenance of 04 days cumulative.

**Annexure 1**

(Refers to Para 4(f))

**Essential aspects to be included in the SOP of Helipads**

1. General Introduction. Brief details of the helipad and the services.
2. Purpose and Scope of SOP.
3. Nature of Activity and Period
4. Flying Rules
5. Details of the Helipad Site showing the Sketch
6. Latitude/Longitude/Orientation along with Photographs
7. All particulars required to be reported in Aeronautical Information Service.
8. Layout of Helipad.
9. Circuit Pattern including Wind Directions.
10. Safety and Fire Fighting Services.
11. Medical Facilities.
12. Fuelling Procedures.
13. Safety Assessment
14. Specific Hazards if any.
15. Performance and Limitations.
16. Crew Qualification Requirements.
17. Departure/Arrival Procedures.

18. Hours of Operations.
19. ATS Procedures.
20. Conduct of Flying Operations- Coordination/Preflight.
21. Payload Calculations.
22. Passenger Manifest Procedures.
23. Passenger Baggage.
24. Embarking and Disembarking.
25. Procedures of Certain Category of Passengers/Specially Abled Passengers.
26. Operational Structure and Team.
27. Ground Handling Arrangements.
28. Flight Safety.
29. Security Policy for Helipad.
30. Maintenance of Helicopters.
31. Contingency Plan and Search & Recce

**Section 7. Helitourism Policy of Kerala (attached)**

K BIJU I A S  
SECRETARY  
O/O SECRETARY TOURISM

"ഭരണഭാഷ- മാതൃഭാഷ"



**കേരള സർക്കാർ**

**സംഗ്രഹം**

വിനോദസഞ്ചാര വകുപ്പ്- സംസ്ഥാനത്തിനായുള്ള ഹെലി ടൂറിസം നയം- തത്വത്തിൽ അംഗീകരിച്ച് ഉത്തരവ് പുറപ്പെടുവിക്കുന്നു.

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**വിനോദസഞ്ചാര (സി)വകുപ്പ്**

സ.ഉ.(കെ) നം.23/2024/TSM തീയതി,തിരുവനന്തപുരം, 07-12-2024

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- പരാമർശം:-
1. വിനോദസഞ്ചാര വകുപ്പ് ഡയറക്ടറുടെ 24-09-2022, 05-02-2023എന്നീ തീയതികളിലെ P4-14458/2022 നമ്പർ കത്ത്.
  2. സ.ഉ (സാധാ) നം.113/2023/ടൂറിസം തീയതി 13-03-2023.
  3. വിനോദസഞ്ചാര വകുപ്പ് ഡയറക്ടറുടെ 27-01-2024 തീയതിയിലെ DOT/14449/2023-P9-Part(1) നമ്പർ കത്തും, 16-03-2024 എന്നീ തീയതികളിലെ DOT/7131/2023-P9 നമ്പരായ കത്തും

**ഉത്തരവ്**

1. അതുല്യവും അവിസ്മരണീയവുമായ അനുഭവങ്ങൾക്ക് വേണ്ടിയുള്ള വിനോദ സഞ്ചാരികളുടെ ആഗ്രഹം പരിഗണിച്ച് സാഹസികതയ്ക്ക് മുൻതൂക്കം നൽകി അനുഭവവേദ്യ സഞ്ചാരത്തിനു അനുയോജ്യമായ അനുഭവങ്ങൾ നൽകുന്നതിനായി ആവിഷ്കരിക്കുന്ന ഹെലി ടൂറിസം പദ്ധതി സംബന്ധിച്ച കരട് നയം പരാമർശം (1) പ്രകാരം വിനോദസഞ്ചാര വകുപ്പ് ഡയറക്ടർ സർക്കാരിന് സമർപ്പിക്കുകയുണ്ടായി. പ്രസ്തുത നയം പരാമർശം (2) പ്രകാരം രൂപീകരിച്ച സ്ക്രീനിംഗ് കമ്മിറ്റി പരിശോധിക്കുകയും, കമ്മിറ്റി അംഗങ്ങൾ നൽകിയ നിർദ്ദേശങ്ങൾ കൂടി ഉൾപ്പെടുത്തി കരട് നയത്തിൽ മാറ്റങ്ങൾ വരുത്തി ഡയറക്ടർ പരാമർശം (3) പ്രകാരം സർക്കാരിന് പുന:സമർപ്പിക്കുകയുണ്ടായി.

2. സർക്കാർ അന്തിമ കരട് ഹെലി ടൂറിസം നയം വിശദമായി പരിശോധിച്ചു. അതിന്റെ അടിസ്ഥാനത്തിൽ, ഇപ്പോൾ സാമ്പത്തിക ബാധ്യത ഉണ്ടാകാതെയും, ഭാവിയിൽ നയം നടപ്പിലാക്കുന്ന ഘട്ടത്തിൽ ഏതെങ്കിലും തരത്തിലുള്ള സാമ്പത്തിക ബാധ്യതകൾ ഉണ്ടാവുകയാണെങ്കിൽ സർക്കാരിന്റെ അനുമതി തേടേണ്ടതാണ് എന്ന വ്യവസ്ഥയ്ക്ക്

വിധേയമായും അനുബന്ധമായി ചേർത്തിരിക്കുന്ന ഹെലി ടൂറിസം നയം തത്വത്തിൽ അംഗീകരിച്ച് ഉത്തരവാകുന്നു.

(ഗവർണ്ണറുടെ ഉത്തരവിൻ പ്രകാരം)  
കെ ബിജു ഐ എ എസ്  
സെക്രട്ടറി

ഡയറക്ടർ, വിനോദസഞ്ചാര വകുപ്പ്, പാർക്ക് വ്യൂ തിരുവനന്തപുരം.  
മാനേജിംഗ് ഡയറക്ടർ, കേരള ടൂറിസം ഇൻഫ്രാസ്ട്രക്ചർ ലിമിറ്റഡ് (കെ.ടി.ഐ.എൽ), വിപണിക  
ടവേഴ്സ്, തൈക്കാട്, തിരുവനന്തപുരം  
പ്രിൻസിപ്പൽ അക്കൗണ്ടന്റ് ജനറൽ (എ&ഇ), കേരള, തിരുവനന്തപുരം.  
അക്കൗണ്ടന്റ് ജനറൽ (ഓഡിറ്റ് I & II ), കേരള, തിരുവനന്തപുരം.  
സബ് ട്രഷറി ഓഫീസർ, സബ് ട്രഷറി, വെള്ളയമ്പലം, തിരുവനന്തപുരം  
ധനകാര്യ വകുപ്പ് (17-05-2024 തീയതിയിലെ 2764226/EXP-B2/141/2024-FIN)  
നിയമ വകുപ്പ് (06-04-2024 തീയതിയിലെ CONV-2/39/2024-LAW)  
പൊതുഭരണ (എസ്.സി) വകുപ്പ് (04-12-2024 തീയതിയിലെ ഇനം.നമ്പർ 2523)  
വിവര പൊതുജന സമ്പർക്ക (വെബ് ആന്റ് ന്യൂ മീഡിയ) വകുപ്പ് (വെബ്സൈറ്റിൽ  
പ്രസിദ്ധീകരിക്കുന്നതിനായി)  
കരുതൽ ഫയൽ / ഓഫീസ് കോപ്പി

Signed by ഉത്തരവിൻ പ്രകാരം  
Reena P P  
Date: 07-12-2024 10:47:04  
സെക്ഷൻ ഓഫീസർ

പകർപ്പ് : മുഖ്യ മന്ത്രിയുടെ പ്രൈവറ്റ് സെക്രട്ടറി  
വിനോദസഞ്ചാര വകുപ്പ് മന്ത്രിയുടെ പ്രൈവറ്റ് സെക്രട്ടറി  
വിനോദസഞ്ചാര വകുപ്പ് സെക്രട്ടറിയുടെ പി.എ.  
വിനോദസഞ്ചാര വകുപ്പ് അഡീഷണൽ സെക്രട്ടറിയുടെ സി.എ.

**DEVELOPMENT OF HELITOURISM IN KERALA**

# **HELI TOURISM POLICY OF KERALA**



**KERALA TOURISM INFRASTRUCTURE LIMITED  
4<sup>TH</sup> FLOOR VIPANCHIKA TOWER  
THYCAUD THIRUVANANTHAPURAM**

# **HELI TOURISM POLICY**

**DEVELOPMENT OF HELI TOURISM IN KERALA**



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## I. Introduction



Kerala is branded as the “God’s Own Country” for the rest of the world with the plethora of experiences and attractions offered to the visitors through its diverse landscapes, scenic beauty, good climate, long shore line with serene beaches, tranquil backwaters, lush hill stations, forests, exotic wild life, its rich culture and heritage etc.

These qualities have played a major role in attracting international as well as domestic tourists to Kerala for all these years. The unique landscape of Kerala enables the visitors to immerse in the experiences offered by serene beaches, the tranquility of the backwaters and the calmness of a hill station on a single day.

At the same time, Kerala has also been unique in the identification and establishment of new tourism products and experiences to the tourists. The House Boats, introduced as a tourism product has been one of the most attractive one all over the world.



In the year 2022, Kerala Tourism has introduced an important innovative tourism product, 'Caravan', which is attracting positive responses from various part of the country. Since 1990s, Kerala has been in the forefront in identification and development of innovative tourism opportunities/products. In line with the same, the developments in sectors like aviation, transportation etc., are areas which can be effectively utilized for the augmentation of tourism in Kerala.

Development of efficient modes of transportation plays a vital role in tourism. It can save a major share of productive time of tourists often lost during transit. This is important to the tourists, since savings on the time of travel will enable them to cherish the experiences, ambiance and beauty of the destinations.





## Major Destinations

Varkala:



Alappuzha:





## Wayanad



## Bekal







**Athirappilly**



**Fort Kochi**



### **Mananchira**

The tourist destinations spread all over Kerala and efficient modes of transportation are essential for attracting high-end travelers to the state. In this context, Heli tourism is envisaged by the Department of Tourism for implementation.

### **Heli tourism Policy for Kerala**

Kerala Tourism intends to tap the potential of Heli Tourism in Kerala and a framework for guiding the initiatives in this sector is envisaged through a Heli Tourism Policy for Kerala. The policy is intended to provide an overall idea about the various initiatives that can be taken up by operators to utilize the opportunities in Kerala. The operators shall fulfill all the requirements, conditions, Circulars and directions issued by the regulatory mechanisms like Ministry of Civil Aviation, Government of India, Directorate General of Civil Aviation etc.



## **Vision & Mission**

The vision and mission of the Helitourism Policy are

### **VISION:**

To establish new linkages, between tourism destinations/potential destinations through air and facilities across Kerala state and creation of systems for tourists to avail the services.

### **MISSION:**

To focus on creation of helicopter service network within state to reach any tourist spot within shortest time and leverage private sector investment with the facilitatory support from Government.

## II. HELI TOURISM

Heliports have been mooted as a suitable solution for addressing this issue with considerable savings on time and relatively less requirement of land, investment etc. In addition to these Heliports can also have significant positive impact on strengthening of regional connectivity, addressing medical emergencies and in disaster management situations.

Heliports are small airports suitable for helicopters and other vertical lift aircrafts. Usually, the term is often used interchangeably with Helipads. However, Helipads provide space for landing and take-off of helicopters only, while in Heliports, additional facilities like Terminal Buildings, Hangers, fueling facilities etc. are also set up.

The comparatively less space requirements of Heliports make this more suitable for Kerala where scarcity of land is a major constraint for development.

The requirement of land for setting up of Heliports /Helistations /Helipads depends up on the size of the aircrafts expected, number of passengers proposed to be handled, aircraft parking facilities envisaged, other supporting facilities etc.



*(Source: [www.pawanhans.co.in](http://www.pawanhans.co.in))*

### A. Heliports

A new/Greenfield heliport can be designed and developed consisting typical components as follows,



### **Primary Facilities**

- Helipad
- Apron
- Taxiway
- Hangar
- Terminal Building

### **Support Facilities**

- Air Traffic Control Tower
- Fire Station
- Re-fueling Bay
- Sewage Treatment Plant
- Security Watch Towers
- Parking area for vehicles
- Hotel/Restaurant
- Amenity Spaces
- Security, Navigational Aids, Meteorological equipment, Weather Monitoring systems etc.

Passenger Terminal (150 Pax), Hangers 4 Nos with Parking Capacity of 16 Helicopters, Parking Bays 9 Nos, Air Traffic Control, Fire Fighting Facilities, Fuelling facility, Maintenance, Repair and Overhaul (MRO) Facility etc. Approximate cost of development amounts to Rs.20 Crores.

A minimum area of about 10 acres is required for setting up of these facilities at a n e s s e n t i a l l e v e l . All the facilities arranged at these locations shall be based on the regulations chalked out by the DGCA from time to time.

### **B. Helistations (Functional Helipads for frequent use)**

A Helistation is similar to an airport in that it is a facility designed to support the takeoff and landing of several helicopters from its hub. Flat open spaces, play grounds etc. are available at various places all over Kerala which essentially can be utilized for the touchdown and lift off of Helicopters. These can be utilized or developed as functional Helipads for frequent use – Helistations which can be operated at much smaller areas and with minimum investment.

A model Helistation shall be with

1. Clear visibility, tree free visibility
2. Separate entry and exit to heliport
3. Parking space for 5-10 Vehicles
4. Fire Engine area
5. Fueling Point
6. Helistation Building – Terminal Building (3000 Sq. Ft.)
  - a. Entry Space
  - b. Security Check
  - c. Waiting lounge
  - d. User amenities









Minimum area of about 3 - 5 Acres is required for setting up of these facilities at an essential level. Approximate investment of Rs.5 Crores will be required for setting up of the facilities.

All the facilities arranged at these locations shall be based on the regulations chalked out by the DGCA from time to time.

### **C. Helipads**



A helipad is a single takeoff and landing zone designated for use by one helicopter at a time. An area of about 0.5 Acres shall be required for setting up the facility. The investment required for setting up the facilities shall be about Rs.1 Crore. All the facilities arranged at these locations shall be based on the regulations chalked out by the DGCA from time to time.

#### **D. Rooftop Helipads**

Rooftop Helipads are widely used by Hospitals for HEMS (Helicopter Emergency Medical Services). Rooftop helipads are also used as an alternate to land based helipads. In India presently only multi engine helicopters are permitted to operate from rooftop helipads. Many requests have been sent by operators in India to permit single engine helicopters also to operate from Rooftop helipads. The same is under consideration by MoCA and DGCA. Rooftop helipads will be an alternate to land based helipads in crowded cities.

### III. REGULATORY FRAMEWORK AND CONTROL MECHANISM

The regulations and requirements of setting up of Heliports/Helistations/Helipads in India are framed by the Director General of Civil Aviation, Government of India.

Guidelines and requirements for Heliport license/Operational Authorization for Helicopter landing, site clearance, construction, minimal facilities for safety of Helicopter operations, additional facilities for development etc. are regulated as per **DGCA Civil Aviation Rules (CAR) Section 4 Series F Part II** and subsequent revisions if any.

The Civil Aviation Rules (CAR) as above lays down requirements for grant of license for Heliports/Helistations/Helipads operated under public use category and also lays down minimum safety requirements for the issue of operational authorization for the Roof Top helicopter landing area and landing area used under Regional Connectivity Scheme.

This is applicable for

- a. Heliports operated under public use category
- b. Roof Top landing Area eg: hospitals/ Medical Tourism
- c. Surface level helicopter landing area used under Regional Connectivity Scheme (RCS)
- d. Helicopter landing area used for Night Operations





## HELIPORTS

The guidelines regarding identification of land, prior clearances/permissions, construction, operation etc. for Heliports are chalked out by DGCA.

### a. Site Identification:

The suitability of the site proposed for development of Heliport shall be inspected by DGCA Officials along with representatives of other agencies as considered necessary after the receipt of the application in prescribed format from the proponent of the project. An 'In Principle' approval will be given by DGCA after inspection, if found satisfactory.

### b. Prior Clearances/Permissions required for Heliport licensing/Operational Authorization

Clearances from the following bodies shall be submitted along with the application to DGCA for Heliport licensing/Operational Authorization.

1. Ministry of Defense
2. Ministry of Home Affairs through MOCA
3. Ministry of Environment and Forests, as applicable
4. Airports Authority of India-ATM Point of View as applicable
5. Owner of the land
6. Local authority such as Municipal Corporation or Urban Land Development Boards / Authority of the state or its Country and Town Planning Department.

### c. Construction of Heliport

The services, equipment and facilities to be provided at the Heliport are detailed as per the **CAR Section 4 Series B Part-III (Heliports)** and subsequent revisions if any.

### d. Minimum Requirement for public use Heliport

Final Approach and Take Off (**FATO**) Area, taxi and apron to provide at least two independent helicopter parking positions designed for the most demanding helicopter, which is intended to serve and Terminal Building for Passenger facilitation.

The Apron should be connected to the FATO by at least one taxi way designed for surface movement of helicopters and with sufficient clear area to ensure safe air-taxi by the helicopters.

Plan may also include provision of associated infrastructure for passenger facilitation and maintenance of helicopters including hanger.

Based on the above Department of Tourism/developer shall obtain mandatory

approvals from DGCA.

### **Information on Heliport Services:**

#### **1. Security**

Security arrangements with respect to passengers and guarding of vital installations shall be in accordance with ICAO Requirements. The following information shall be provided.

1. System for checking the passengers/visitors inside the terminal building.  
Separate Security checking area for Ladies and Gents to be provided.
2. Provision for anti-hijacking control room and facilities provided therein
3. Availability of
  - a. Hand held metal detectors/Door Frame Metal Detectors
  - b. X-Ray Machine for screening hand carried baggage and checked in baggage
  - c. Isolation parking stand
  - d. Cooling Pit
4. Separate Entry / Exit corridor for passengers proceeding to the helicopter from the passenger hold area and passengers exiting from the helicopter  
Arrangements for separation of inbound and outbound passengers should be ensured. The incoming passengers and outgoing passengers should not mix at any stage.

#### **2. Passenger Visitor Amenities**

Particulars of the following or any other accommodation provided for passengers and pilots stating operating hours

1. Passenger Hold Area (Waiting Room)
2. Lavatories (Separate for Ladies and Gents)
3. Hotel/Restaurant
4. Parking Area for Vehicles
5. Transport availability to and from Heliport

In addition to the above separate arrival and departure lounges, waiting rooms, Medical/First Aid Facilities, weighing scale for accurate payload calculation, spaces for providing passenger amenities etc. can also be arranged.

#### **3. Firefighting Facilities.**

Required number of Firefighting equipments including water with throw capabilities as per the CAR Section-4, Series -B, Part-III and subsequent revisions if any to be provided.

**4. Refueling Facilities:**

Bouzer refueling is preferred. Wherever fuel Bouzer cannot be provided, area should be earmarked for storing required number of fuel barrels close to the helicopter parking area / landing area.

**5. No Smoking Zone:**

The entire helipad Area is No Smoking Zone

## **HELISTATION**

The guidelines regarding identification of land, prior clearances/permissions, construction, operation etc. are chalked out by DGCA.

### **a. Site Identification:**

The suitability of the site proposed for development of Helistation shall be inspected by DGCA Officials along with representatives of other agencies as considered necessary after the receipt of the application in prescribed format from the proponent of the project. An 'In Principle' approval will be given by DGCA after inspection, if found satisfactory.

### **b. Prior Clearances/Permissions required for licensing/Operational Authorization**

Clearances from the following bodies shall be submitted along with the application to DGCA for licensing/Operational Authorization.

1. Ministry of Defense
2. Ministry of Home Affairs through MOCA
3. Ministry of Environment and Forests, as applicable
4. Airports Authority of India-ATM Point of View as applicable
5. Owner of the land
6. Local authority such as Municipal Corporation or Urban Land Development Boards / Authority of the state or its Country and Town Planning Department.

### **c. Construction of Helistation**

The services, equipment and facilities to be provided at the Heliport are detailed as per the **CAR Section 4 Series B Part-III (Heliports)** and subsequent revisions if any.

#### **Minimum Requirement**

Final Approach and Take Off (**FATO**) Area, taxi and apron to provide at least two independent helicopter parking positions designed for the most demanding helicopter, the heliport is intended to serve and Terminal Building for Passenger facilitation.

The Apron should be connected to the FATO by at least one taxi way designed for surface movement of helicopters and with enough protection area to ensure safe air-taxi by the helicopters.

Plan may also include provision of associated infrastructure for passenger facilitation and maintenance of helicopters including hanger.

Based on the above Department of Tourism/developer shall obtain mandatory approvals from DGCA.

## **Helistation Services:**

### **1. Security**

Security arrangements with respect to passengers and guarding of vital installations shall be in accordance with ICAO Requirements. The following information shall be provided.

1. System for checking the passengers/visitors inside the terminal building.
2. Provision for anti-hijacking control room and facilities provided therein
3. Availability of
  - a. Hand held metal detectors/Door Frame Metal Detectors
  - b. X-Ray Machine for screening hand held baggage and checked in baggage
  - c. Dog Squad/Bomb Disposal unit
  - d. Isolation parking stand
  - e. Cooling Pit
4. Arrangements for separation of inbound and outbound passengers should be ensured.

### **2. Passenger Visitor Amenities**

Particulars of the following or any other accommodation provided for passengers and pilots stating operating hours

1. Waiting Room
2. Lavatories
3. Hotel/Restaurant
4. Parking of Vehicles
5. Transport available to and from Heliport

In addition to the above separate arrival and departure lounges, waiting rooms, Medical/First Aid Facilities, weighing scale for accurate payload calculation, spaces for providing passenger amenities etc. can also be arranged.

## **HELIPAD**

The guidelines regarding identification of land, prior clearances/permissions, construction, operation etc. are chalked out by DGCA.

### **a. Site Identification:**

The suitability of the site proposed for development of Helistation shall be inspected by DGCA Officials along with representatives of other agencies as considered necessary after the receipt of the application in prescribed format from the proponent of the project. An 'In Principle' approval will be given by DGCA after inspection, if found satisfactory.

### **b. Prior Clearances/Permissions required for licensing/Operational Authorization**

Clearances from the following bodies shall be submitted along with the application to DGCA for licensing/Operational Authorization.

1. Ministry of Defense
2. Ministry of Home Affairs through MOCA
3. Ministry of Environment and Forests, as applicable
4. Airports Authority of India-ATM Point of View as applicable
5. Owner of the land
6. Local authority such as Municipal Corporation or Urban Land Development Boars / Authority of the state or its Country and Town Planning Department.

### **c. Construction**

The revised guidelines for construction of Helipads have been issued by DGCA vide No.: AV 22014/52014-FSD dated: 07.05.2014.

As a rule of thumb, a helipad size of 35m x 35m is adequate for all small and medium sized helicopters, and a generally a clear obstacle-free area contained outside a slope of 4.6 deg from the helipad center to 800 ft distant would be a safe approach area.

The operators/developers are to follow the instructions as per the latest guidelines issued by DGCA from time to time while designing the Helipad for operations.

### **Minimum Requirement**

Final Approach and Take Off (**FATO**) Area, taxi and apron to provide at least two independent helicopter parking positions designed for the most demanding helicopter, the heliport is intended to serve and Terminal Building for Passenger facilitation.

The Apron should be connected to the FATO by at least one taxi way designed for surface movement of helicopters and with enough protection area to ensure safe air-taxi by the helicopters.

Plan may also include provision of associated infrastructure for passenger facilitation and maintenance of helicopters including hanger.

### **Passenger Visitor Amenities**

1. Parking of Vehicles
2. Transport available to and from Helipad

Based on the above Department of Tourism/developer shall obtain mandatory approvals from DGCA.

### **Environmental Safeguards:**

Utmost care shall be taken by the operators of Helitourism services with regard to impact on environment due to noise, fueling, aircraft maintenance etc.

All the guidelines including but not limited to CAR Section 10 – Aviation Environment Protection Series A Part I, Aircraft Rules 1937 or any other rules as applicable may be complied with.

#### **IV. HELI DISHA AND CIRCULARS ON CIVIL AVIATION REQUIREMENTS**

The Directorate General of Civil Aviation (DGCA), the aviation regulatory body for India, is empowered to formulate rules to implement ICAO Standards and Recommended Practices in accordance to the Convention related to International Civil Aviation. The permission to operate civil aircraft in India is granted by the DGCA and the operation of helicopter can be either in the private category, non-scheduled or scheduled category of operations.

Various Circulars to advise the aviation community about non-regulatory and regulatory material are issued by the DGCA from time to time. All the operation in connection with the helicopter services envisaged under the Heli tourism policy of Kerala, shall be bound by the Heli Disha - Administrative Guidance Material for Civil Helicopter Operations, document issued by the Ministry of Civil Aviation, Government of India and the Circulars on Civil Aviation Requirements (CAR) issued by the DGCA or any other requirement deemed necessary by the Government from time to time.

The operators are mandated to follow the latest circulars and guidelines of safety requirements in aviation issued by the DGCA/BCAS or any other regulatory body authorized by Government of India in this regard.

An indicative list of websites for guidelines and mandates are as under

<https://www.dgca.gov.in>  
<https://www.bcasindia.gov.in/>  
<https://helisewa.civilaviation.gov.in/>  
<https://www.civilaviation.gov.in/>  
<https://www.keralatourism.org/heli-tourism>



## **V. IMPLEMENTATION MECHANISM/FINANCING MODELS**

Locations for setting up of the Heliports/Helistations/Helipads can be identified at strategic points adjacent to major tourism attractions in the state. The strategy will be to keep investment from the part of Government to the minimum and encourage private sector for investment, development and operation of the facilities. The high number of footfalls and interest of the tourists to the identified locations will be a major factor attracting private investors for investment, development and operation of the Helitourism facilities.

The following models can be broadly adopted for development of the facilities depending up on the sites identified.

### **a. Heliports/Helistations/Helipads owned and operated by Private entities**

In this mode, private investors can develop heliports/helistations /helipads facilities utilizing their own resources. The major focus of the approach would be to encourage private investors with the necessary technical as well as financial resources to invest, develop and operate the heli tourism facilities at the nodes identified. Government will take the role of facilitating and handholding the investors for addressing the issues faced by them in terms of permissions, procedural bottlenecks, interactions with various Governmental agencies, other operational difficulties etc. The Government can also support the development through subsidies, incentives etc.

### **b. Heliports/Helistations/Helipads on Public-Private-Partnership mode**

Various models of development of Heliports can be formulated under Public-Private-Partnership mode

#### **i. Land owned by Government and development of infrastructure and operation of facilities by Private entities on concession**

These types of facilities can be developed at locations where land is available with Government which will be provided for setting up the facilities on concession. Steps including the designing of the facilities,

financing, building the infrastructure, operation of the facilities etc. will be the responsibility of the private entity identified for the project. Appropriate revenue models can be chalked out for operation of the facilities during the concession period. At the end of concession period, the entire facility shall be transferred to Government.

**ii. Infrastructure developed and owned by Government and operations by private entities**

At potential locations, where land is available with Government the facilities can be established directly by the Government. The Private entities for operation of the facilities can be identified through a competitive process.

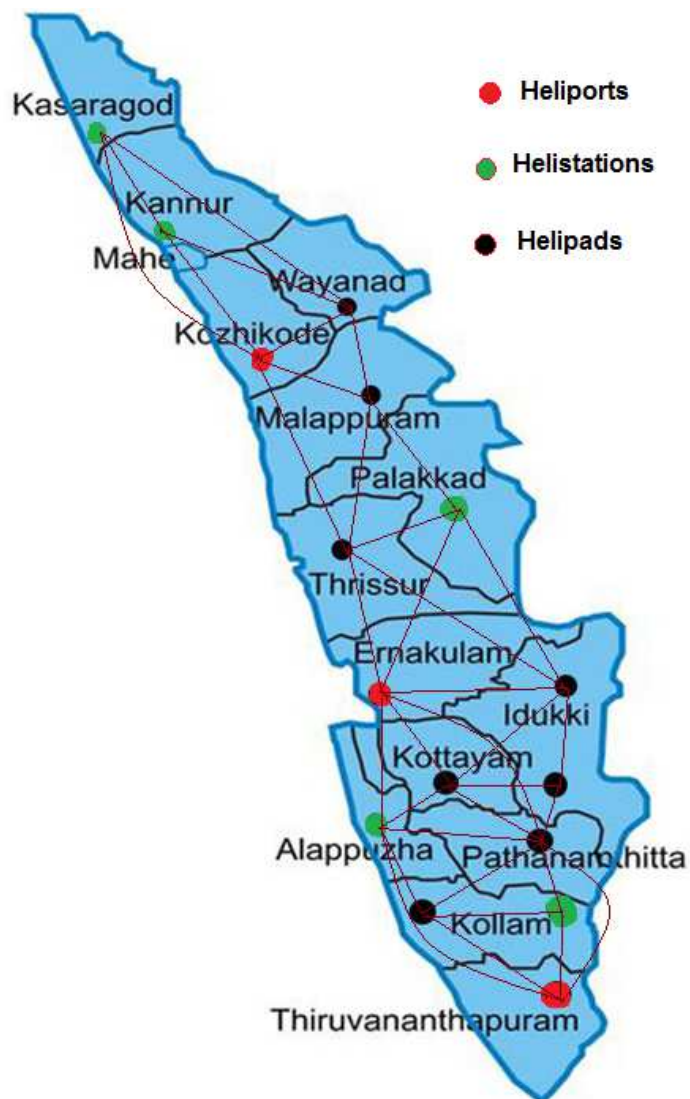
At these locations, the facilities would be developed by Government utilizing its own land and financial resources. The revenue streams to Government may be a combination of fixed and variable elements such as fee per passenger plus lease for land leased out to the Heliport Operator etc. In other essential points, Government can also develop facilities on its own or through Viability Gap Funding Model.

**c. Heliports/Helistations/Helipads owned and operated by Government**

This category of facilities is proposed only at those locations which are critically important in view of the medical evacuation / emergency situations, Disaster Management perspective etc. or as part of development of new destinations and as part of long-term planning of the Government.

In addition to the above, usage of the heli tourism infrastructure facilities by Helicopter Operators on user fee basis can also be envisaged. Detailed technical and financial feasibility studies need to be carried out before finalizing the Heliport location, financing models etc.

## VI. PROPOSED DEVELOPMENTS IN KERALA



The unique nature of the landscape of Kerala and the mode of development has resulted in a rural-urban continuum all over the state. Moreover, various tourism destinations and places of commercial importance have been spread all over Kerala and an efficient way of transportation to these points will be highly welcomed. Suitable locations all over Kerala at strategic nodes adjacent to points of tourism attraction and points of commercial importance can be identified for setting up of Heliports/Helistations/Helipads.

As a strategy for development of Heli Tourism initiatives in Kerala, a model comprising of expansion of existing facilities available in connection with Airports and development of separate infrastructure at other essential locations can be considered.

As part of this, the development of Heliports can be considered in the vicinities or as part of existing Airports in Kerala. The development of Helistations/Helipads can be planned at other locations based on factors such as availability of land parcels, proximity to major destinations, potential for future developments etc.

**Heliports:**

Kerala has four international Airports in the state. In the initial phase, Heliports which have more demands in terms of extent of land, other supporting facilities etc. can be set up at the vicinities or as part of these airports. In this phase, it is proposed to establish heliports at Thiruvananthapuram, Kochi and Kannur/Kozhikode

Proposed Heliport Locations: Thiruvananthapuram Airport, Kochi Airport, Kannur/Kozhikode Airport

**Helistations and Helipads:**

The proposed Heliports will serve as feeder hubs for the Helistations and Helipads established near locations of tourism importance. Routes connecting various points of tourism importance as nodes can be identified to which travelers can fly for the Heliports or other Helistations and Helipads.

Proposed Helistation/Helipad locations: Varkala, Jatayupara, Ponmudi, Kollam, Munnar, Kumarakom, Alleppy, Thekkady, Palakkad, Bekal, Wayanad etc.

**Development in phases:**

Development of Helitourism services can be envisaged in phases. Kerala has many operational helipads which can be put to use for the development of Helitourism network. The services can be developed by making use of these helipads in the initial phase and private operators can be encouraged to initiate operations. Facilitatory support for operationalizing the helipads can be provided by Department of Tourism, Government of Kerala. Setting up of facilities by Government at identified

locations can be taken up, after establishment of sufficient tourist interest and necessary footfalls for long terms sustenance of the operations.

**Roles of Parties:**

The role taken by Government of Kerala shall only be that of a facilitator for the introduction, establishment and development of Helitourism services as a tourism product in the state. The Government can provide facilitatory support, if any required, in matters under its powers, in the regulatory approval process

The Operators of the services will be solely responsible for all approvals from the Regulators, design, safety, security, all operational and related issues and for complying with all the statutory, legal, safety and requirements related to the services.

Regulatory Authorities: The regulatory framework and safety and operational parameters for helicopter operations are stipulated and modified whenever required, by entities such as Directorate General of Civil Aviation (DGCA), Bureau of Civil Aviation Security (BCAS) or whichever entity authorized for the same by the Government of India from time to time. Wherever, the operations involve facilities under the control of Airport Authority of India (AAI), those operations shall fulfil the requirements stipulated by them.

Other bodies and entities under Government of Kerala, including the District Administration, bodies like Panchayaths/ Municipalities/Corporations etc. shall facilitate the operations by processing the requests for approvals/support etc. within the ambit of all the statutory and other regulatory powers with them.

## **VII. OPERATORS**

The facilities developed for Helitourism can be utilized by operators who have the necessary permits and licenses as required by DGCA/BCAS for air operations based on Open sky policy.

Tours Operators conducting Helitourism Operations can use these facilities in line with guidelines set out by DGCA/BCAS. Special Financial packages will be made available in due course for the Helitourism Operators.

The operators of Helitourism Services shall agree to provide the helicopters and supporting facilities including manpower, for rescue of people and transportation of goods during emergency situations like natural calamities, for rendering disaster relief, for speedy transportation of human organs for patients in emergencies etc.

## **VIII. LOGISTIC ARRANGEMENTS**

Helicopters and small aircrafts have limitations on the carrying capacity in terms of weight. Hence, while envisaging helicopter services connecting Heliports/Helipads at potential locations, alternate arrangements for transportation of the luggage of the passengers also need to be thought off. Suitable systems for transferring the luggage of the passengers utilizing the Heli transportation services, may be developed in collaboration with various entities offering such services in public/private sector in the state.

## **IX. NODAL AGENCY**

The formulation and implementation of the innovative project requires expertise in multiple disciplines and hence collaboration between experts and various departments in sectors such as aviation, transportation, tourism, LSGD, PWD etc. and private sector are essential. M/s Kerala Tourism Infrastructure Limited (KTIL), Department of Tourism, Government of Kerala, can be designated as the nodal agency for the co-ordination and implementation of the project.

Depending up on the sites identified and the types of facilities being set up at these sites, appropriate development/financial models can be adopted. For commercially attractive sites closer to major tourism destinations with sizeable number of footfalls and for sites closer to points of commercial importance, suitable models of development on Public-Private-Partnership will be an option. For facilities being set up at other locations which are emerging as new tourism destinations, the facility itself can be a tourism product catalyzing the development of the destination. In such cases, development models with more investment from Government side can also be thought of. Considering the disaster management and addressing of medical emergency aspects, development of sites by the Government by itself also can be thought of. For all these aspects KTIL can take up the role of the nodal agency for coordinating the implementation of the project.



## **ADDENDUM:**

### **Indicative steps of development of facilities for Helitourism – From concept to operation:**

Establishing Helitourism services, from the conceptual stage to the operational stage, involves several key steps.

1. Finalize the type of Helicopters proposed to use the Helipad.
2. **Size and Layout.** Determine the size and layout of the helipad based on the types of helicopters expected to use it. Consider factors such as approach and departure paths, touchdown and lift-off areas (TLOF), and safety areas around the helipad. Consider connectivity by road and/or rail.
3. **Identification of Site.** Identification of private land parcels for Helipads by investors/operators incorporating inputs from District Administration. Select a suitable location for the helipad considering factors such as accessibility, terrain, obstructions, proximity to important facilities, and environmental impact. Ensure that the site meets safety requirements and allows for safe helicopter operations.
4. Ensure that the land is with clear ownership and ensure its availability for acquisition through purchase, lease, or other legal means.
5. Carry out a Market Search & Feasibility Study to assess the need and demand for a helipad in the proposed location. Conduct thorough market research to understand the demand for Helitourism in Kerala. Identify potential tourist destinations and target markets. Assess the competition and regulatory environment.
6. Conduct a site survey to evaluate potential locations for the helipad.
7. Evaluate regulatory requirements and environmental considerations. Ensure compliance with aviation safety standards, zoning regulations, and environmental regulations.
8. **Zoning Regulations.** Verifying the land complies with local zoning regulations for helipad construction and operation.
9. **Site Selection and Design:** Select the optimal site based on factors like accessibility, safety, and regulatory compliance.
10. **Develop a Business Plan.** Create a comprehensive business plan outlining overall goal, target market, pricing strategy, and financial projections. Calculate the startup costs, including helicopters, maintenance, permits, and marketing expenses.
11. Design the heliport/helipad layout, considering factors such as size, orientation, approach paths, availability of land and surrounding infrastructure.
12. **Regulatory Compliance:** Obtain necessary permits and approvals from relevant authorities, including aviation regulatory bodies, (DGCA, BCAS), environmental agencies etc. and as per the existing rules and regulations in Kerala.
13. Obtain approvals from district administration, local bodies etc. Develop a mechanism to make it known to the public how the proposed heliport/helipad will be beneficial to the locals.

14. Identify suitable helicopter operators who are in possession of all mandatory permits and licenses for commercial operations of the helicopter.
15. **Construction and Infrastructure Development:** Prepare the site for construction, including land clearing, grading, and infrastructure development. Construct the helipad according to the approved design plans, including paving, lighting, markings, and safety features. Install necessary infrastructure such as fueling facilities, hangars, and passenger amenities.
16. **Standard Operating Procedures (SOP).** Ensure SOPs for each helipad in accordance with all Civil Aviation Requirements are prepared and approved by DGCA.
17. **Safety and Security Measures:** Implement safety and security measures to ensure the safe operation of the helipad. Establish procedures for emergency response and contingency planning.
18. Install security systems and access controls to prevent unauthorized entry.
19. **Operational Readiness:** Conduct testing and inspection of the helipad to ensure compliance with safety standards and operational readiness. Train staff members on helipad operations, including ground handling procedures, safety protocols, and emergency response. Coordinate with air traffic control and other relevant stakeholders to establish communication and coordination procedures.
20. Obtain final approvals from DGCA for commercial operations from the Heliports/Helipads.
21. In consultation with all stakeholders arrive at viable routes linking the selected proposed helipad sites as well as existing DGCA approved helipads. Fix rates / fares for travel by helicopter. Address aspects related to GST on helicopter fares.
22. **Marketing and Promotion:** Develop marketing strategies to promote the helipad's services and attract users, including tourists, business travelers, and emergency responders. Collaborate with tourism agencies, local businesses, and other stakeholders to promote helipad usage and support tourism development.
23. Registration of Helicopter Operators who have the required permits to Register with the Department of Tourism website created for Helitourism.
24. **Booking and Reservation System.** Set up an online booking system to make it easy for tourists to reserve helicopter tours. Provide clear pricing information and booking terms. Details of Safety Briefings and Instructions to be put up on the web site. These instructions to be read and accepted prior to booking ticket. In case tickets are being booked by agents then agents to confirm that a copy of the safety instructions have been made available to the passengers in the language they understand. In addition, SOP for safety briefings to passengers before each flight to be ensured.
25. Stakeholders to work out comprehensive insurance coverage to protect the business and passengers. No liability to the Government of Kerala or the Department of Tourism.
26. **Operations and Maintenance:** Establish operational procedures for helipad management, including scheduling, reservations, and maintenance. Regularly inspect and maintain the helipad and associated infrastructure to ensure safety and compliance.

Monitor usage patterns and customer feedback to optimize operations and improve service quality.

27. **Continuous Improvement**: Monitor performance metrics and key performance indicators to identify areas for improvement. Continuously update and upgrade the helipad infrastructure and services to meet evolving needs and regulatory requirements. Seek feedback from users and stakeholders to enhance customer satisfaction and service delivery.

28. There are likely to be some aspects which require inter-departmental coordination. In order to streamline these aspects where required, SOPs or GOs may be put in place.