



Group COO's Desk

Making flying easier and better for our Customers - and their Customers

Bem-vindo de volta! After the successful opening of our newly renovated hangar at the Santacruz airport, Mumbai in February, we are now delighted to share with you our developments at the Juhu Civil Aerodrome, Mumbai.

To be successful, one requires the tools of preparedness, foresight, strategy and a dedicated workforce. We, at Indamer have adopted the strategy of innovating and continuously upgrading our capabilities to enhance our services to our customers.

We know your aircraft, we know your operations and we know your esteemed fliers. To make flying easier and better for you we have now gone one step ahead with our operations management at the Juhu airport. We have designed a total care program with the à la mode lounge facility for managing your asset and lowering your operation costs. In this service we take responsibility for compliance, both for operational and commercial obligation. With the wide range of services we offer in several areas, all under one roof, we have a clear advantage of being the preferred partner. Our objective will always be to exceed our customers' expectations and we are certainly capable of this.

We are focused on your success. Though change and uncertainty may be ever present, Indamer remains firmly committed to helping our customers by providing services to enable them to meet their business goals and objectives. Cost savings, increased revenue, comfort and convenience can all be realized.

Feel free to contact me for suggestions, queries or concerns at ceo@indamer.com

I look forward to our continued partnership!

Rajeev Gupta
Group Chief Operating Officer
European Aviation

FEATURE STORY



Indamer Santacruz Hangar Inauguration

Indamer inaugurated its state-of-art hangar facility at the Santacruz airport, Mumbai on the 3rd of February, 2011.

The hangar is yet another milestone adding to Indamer's successful existence in India for Six decades. The Indamer brand symbolizes Commitment and Quality. In order to serve our clientele with enthusiasm and passion the Group COO proudly inaugurated our renovated hangar facility. With a new and global look of the Santacruz hangar, team of experienced engineers and technicians

Indamer is all set to provide major maintenance to the Business Aviation Operators and the Indian Operators will not have to take their aircraft overseas, thus helping them to reduce the aircraft ground time and reduce the costs.

The event was attended by the top officials from DGCA, MIAL and major players from the Business Aviation Industry.

The occasion was graced by the representatives from the various Business Aviation operators like Celebinas, L&T, ESSAR, Reliance, HCC, ABG Group, Taj Air, Raymond, Sim Sam Airways, Government of Maharashtra and others, representatives from OEM's like Bombardier, Dassault, Embraer etc also attended the event.

Speaking on this occasion, the DGCA representative said that "It is a pleasure to see Indamer building a hangar to the quality seen overseas. Good infrastructure would lead to quality maintenance work being carried out."

The general opinion was that building infrastructure for general aviation was a sorely needed requirement and it was welcomed that Indamer had stepped in to provide this basic need.

The level of interest and enthusiasm in the new look of the Indamer hangar was extremely thrilling.

Inside this Issue

- **From the COO desk**
- **Feature Story**
Indamer Santacruz Hangar Inauguration
- **Feature Aircraft**
Embraer Phenom 100
- **Feature Location**
Indamer Hyderabad Base
- **Industry News**
- **Indamer Updates**
- **Events**

Embraer Phenom 100

The Indian aviation industry has witnessed an impressive growth during the past few years, with major contribution from the civil aviation segment and strongly supported by the government and the private sector. Every global aviation player wants to be a part of this tremendous growth story. Global brands like Embraer had entered the Indian market long back and now are on aggressive expansion mode.

Indamer is the first Authorized Service Centre for Embraer Aircraft Company in India for its Legacy and Phenom range of aircraft. Indamer is very well equipped to be the preferred choice of any Embraer owner



- Indamer provides base support at the Mumbai Santacruz Airport, the Mumbai Juhu Civil Aerodrome and the Delhi IGI airport. Apart from these Indamer also provides line maintenance support at eleven (11) other locations.
- Indamer has Five (5) engineers trained on the Phenom series of aircraft. These include the A&C engineers and the Avionics engineers, who are trained and endorsed on various other aircraft.
- Indamer is well equipped with the required inventory, spares, GSE and tools to carry out Level 1 check and Level 2 check on the Phenom 100 aircraft. Indamer has the required DGCA approval for checks upto Level 2. We are also equipped with part logistics to support the warranties (warranty given on the aircraft by Embraer) through **Flyembraer.com**.
- In terms of literature, Indamer being the ASC for Embraer is on the mailing list of the OEM for updated literature, SB's and other related requirements.

Thus for any Embraer owner Indamer becomes the preferred choice.

Hyderabad

Adding to the major aviation locations in India, are also many small and big other locations which are coming up as Aviation hubs. Hyderabad is one such location which is coming up as the Aviation Hub of India. The Shamshabad International Airport is an internationally acclaimed airport and the Begumpet airport, also known as the Hyderabad Airport, is being used for business aviation services, flight training purposes and Air Shows.

Hyderabad is also a very important maintenance base for Indamer. Indamer has four (4) aircraft operating out of Hyderabad, has an office, fully fledged engineering team and is fully equipped to carry out line maintenance and provide support for other activities out of the base. Indamer facility is very strategically located to service business and corporate customers at Begumpet airport, situated in the heart of the city of Hyderabad. We are well equipped to provide Quality Line Maintenance Support at very competitive rates. Presently, Indamer maintains Hawker 400XP, Cessna CJ2 and Embraer Legacy 600 aircraft.



The Aircraft Maintenance Activity Approved by DGCA for our Hyderabad base are-

- Embraer Legacy 600 aircraft fitted with Rolls Royce AE 3007 A1E Engines.
- **Line Maintenance and Base Maintenance up to L1 (450 Hrs/6 Mths) inspection**
- Hawker 400 XP fitted with P & W JT 15D 5R Engines

Line Maintenance

- Cessna Citation CJ2 fitted with William Rolls FJ44-2C Engines

Line Maintenance

For more information about our Hyderabad base, Please contact at praveen@indamer.com

Charge of security being taken over by CISF at Juhu Aerodrome, Mumbai

The Central Industrial Security Force (CISF) is all set to take over the security at the Juhu airport from the Maharashtra Home Guards. The Airport is expected to come under CISF control by around April-May 2011.

The move comes as Juhu airport prepares to accommodate additional small aircraft operations in a bid to decongest CSIA. It already handles all the helicopter movements out of Mumbai. Currently, around 85-90 operations take place every day. Authorities are also preparing to build a perimeter wall around the airport and security watch towers for better control.

It is among the largest helicopter base in the country. The airport also sees a considerable amount of VIP movement.



Source: Express News Service

Business

Operations Management and Lounge facility at Juhu Civil Aerodrome

With CISF taking over the security at the Juhu airport, the airport will soon come under the strict security norms, barring the easy movement of vehicles and personals inside the airport.

Indamer comes in here with a complete package to take care of all your flying needs. The programs that Indamer has exclusively designed to take care of your needs are:

<p>Total Care Program</p> <ol style="list-style-type: none"> Utilizing our Headquarters by having Accountable Manager liaise with our operations department We will assist you select, hire, train the crew, manage your flight and ground operations, oversee the maintenance, control your inventory, coordinate with all service providers, pay all the bills, handle compliance with civil aviation authorities, provide travel and flight planning and assistance. You also enjoy the facility of our lounge The Fliers, at the Juhu airport, thus travelling like a true corporate flyer. This program also includes the benefits of the ' Flight Support Program' 	<p>Flight Support Program</p> <p>Indamer offers an a la carte menu from which you can easily select the support services best suited to meet your specific needs and budget parameters.</p> <p>Our carte du jour offers you with:</p> <ol style="list-style-type: none"> Transportation Facility for movement inside the Juhu Airport The State of the Art Lounge - Facility for Your Esteemed & Very Important Fliers and to the Operating crew Operations Assistance & Ground Handling Line Maintenance Services <p><u>For more information, contact the Operations Support team at christopherj@indamer.com</u></p>
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Human Resource

Yogendra Kumar, Assistant Vice President-Planning & Logistics

Yogendra has spent last 22 years in Aviation and has held senior positions in organizations like Jet Airways, Jetlite and Air Sahara. He is endorsed under category A & C with number of licenses notably on the aircraft like the Bombardier CRJ, Boeing, Cessna and Hawker Siddeley. He is also an instructor for Boeing & CRJ aircraft. He brings vast experience and with his composed nature and will to solve the problems from the root, he will be a great asset to Indamer.

Avinash Bharti, Maintenance Manager- Helicopter

In 1996, Avinash begin his career at Pawan Hans Helicopter Ltd. and soon his innovation, industry knowledge and understanding of the machine needs led him to reach new heights in his career. His past achievements and performance in companies, such as Mesco Airlines and Air Works Egg. makes him highly regarded by his colleagues and industry. He is endorsed on rotary wing aircraft Bell 230, MI-172 Helicopter ,ECUREUIL AS 350 BA, BELL 407, Bell 206, Bell 412, Bell 427, Bell 430 under category A & C.

Dipti Dadhich, Customer Relations Manager

Dipti is a graduate in Electronics Engineering with Post graduation in Business Management and has experience in Sales, Marketing and Customer Relations functions in the Luxury Industry before joining InterGlobe General Aviation. We welcome her onboard at Indamer.

Aircraft

The latest to be added in the aircraft category the Indamer family are;

Hawker 850 XP of Futura Travels Ltd.



Legacy 600 of The Lalit Hotels



Inauguration of new CAMO office at Delhi

With around 20 aircraft being maintained, Delhi base is one of the major maintenance bases for Indamer. Being the political hub of the country, the business aviation sector in Delhi is growing at a steady rate and with the continuous increase in the number of private aircraft making Delhi their home, Indamer felt the need to expand its facilities, to serve its customers better.

The Delhi Engineering team lead by Sanjeev Roy has established a strong base for Indamer there. With their knowledge and understanding of the aircraft and with their great interpersonal skills the team has been able to provide complete customer satisfaction. The new CAMO office was inaugurated in March at the IGI Airport, Terminal Building, New Delhi. The location was very thoughtfully chosen to make the approach easy and convenient for the customers and other authorities.



The Delhi CAMO office is located at:

Terminal Building 102, Old Udaan Bhavan,
Right Wing, Ground Floor, Terminal 1 B, IGI Airport
New Delhi 110037

For any queries please contact the Delhi Engineering team at sroy@indamer.com

Forthcoming events

Lounge Inauguration at Juhu, Mumbai



The Fliers at Indamer is all about Luxury, comfort and convenience. It has been delightfully designed and beautifully made-up to take care of all your needs and make your flying convenient and luxurious, your business more efficient

Indamer is all set to inaugurate its new lounge at the Juhu Civil Aerodrome in the month of March- April. The Lounge would be open, **against invitation**, for all the Indamer's rotary wing customers and their esteem clients.

Customer meet at Delhi

We know your aircraft...Now let's know each other!

We believe that our customers are the centre of our business and we need to know them, their concerns, suggestions to enhance our service quality constantly.

To understand our customers in a better way and to thank them for their support throughout these years Indamer is organizing a Customer Meet at Delhi Flying Club, New Delhi for its customers



Indamer
We Know Your Aircraft

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