



# भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

KOLK/EAST/B/082121/572005

मालिक का नाम एवं पता Debasish Bal

दिनांक/DATE: 23-09-2021

OWNERS Name &  
Address

255 Dum Dum Park, Kolkata - 700 055

वैधता/ Valid Up to: 22-09-2029

## ऊँचाई की अनुमति हेतु अनापत्ति प्रमाण पत्र (एनओसी) No Objection Certificate for Height Clearance

1) यह अनापत्ति प्रमाण पत्र भारतीय विमानपत्तन प्राधिकरण (भाविप्रा) द्वारा प्रदत्त दायित्वों के अनुक्रम तथा सुरक्षित एवं नियमित विमान प्रचालन हेतु भारत सरकार (नागर विमानन मंत्रालय) की अधिसूचना जी. एस. आर. 751 (ई) दिनांक 30 सितम्बर, 2015, जी. एस. आर. 770 (ई) दिनांक 17 दिसंबर 2020 द्वारा संशोधित, के प्रावधानों के अंतर्गत दिया जाता है।

1. This NOC is issued by Airports Authority of India (AAI) in pursuance of responsibility conferred by and as per the provisions of Govt. of India (Ministry of Civil Aviation) order GSR751 (E) dated 30th Sep.2015 amended by GSR770(E) dated 17th Dec 2020 for safe and Regular Aircraft Operations.

2) इस कार्यालय को निम्नलिखित विवरण के अनुसार प्रस्तावित संरचना के निर्माण पर कोई आपत्ति नहीं है।

2. This office has no objection to the construction of the proposed structure as per the following details:

अनापत्ति प्रमाणपत्र आईडी / NOC ID	KOLK/EAST/B/082121/572005
आवेदक का नाम / Applicant Name*	Arindam Ghoshal
स्थल का पता / Site Address*	R.S. and LR Dag Nos. 2609 2605 and 2625 Mouza Gopalpur P.S. Airport Dist North 24 Parganas, Bablatala, Kolkata, West Bengal
स्थल के निर्देशांक / Site Coordinates*	22 38 14.80N 88 27 21.30E, 22 38 16.34N 88 27 21.70E, 22 38 16.10N 88 27 22.71E, 22 38 16.58N 88 27 22.90E, 22 38 14.33N 88 27 23.40E, 22 38 15.34N 88 27 23.58E, 22 38 15.20N 88 27 24.28E, 22 38 16.03N 88 27 24.73E
स्थल की ऊँचाई एमएसएल मीटर में (औसतन समुद्र तल से ऊपर), (जैसा आवेदक द्वारा उपलब्ध कराया गया) / Site Elevation in mtrs AMSL as submitted by Applicant*	4.27 M
अनुमन्य अधिकतम ऊँचाई एमएसएल मीटर में (औसतन समुद्र तल से ऊपर) / Permissible Top Elevation in mtrs Above Mean Sea Level (AMSL)	40.75 M (Restricted)

\* जैसा आवेदक द्वारा उपलब्ध कराया गया / As provided by applicant\*





भारतीय विमानपत्तन प्राधिकरण  
AIRPORTS AUTHORITY OF INDIA



# भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

KOLK/EAST/B/082121/572005

3) यह अनापत्ति प्रमाण पत्र निम्नलिखित नियम व शर्तों के अधीन है: -

3. This NOC is subject to the terms and conditions as given below:

क) आवेदक द्वारा उपलब्ध कराए गए स्थल की ऊँचाई तथा निर्देशांक को, प्रस्तावित संरचना हेतु अनुमन्य अधिकतम ऊँचाई जारी करने के लिए प्रयोग किया गया है। भारतीय विमान पत्तन प्राधिकरण, आवेदक द्वारा उपलब्ध कराये गए स्थल की ऊँचाई तथा निर्देशांक की यथार्थता का ना तो उत्तरदायित्व वहन करता है, और ना ही इनको प्रमाणीकृत करता है। यदि किसी भी स्तर पर यह पता चलता है कि वास्तविक विवरण, आवेदक द्वारा उपलब्ध कराए गए विवरण से भिन्न है, तो यह अनापत्ति प्रमाण पत्र अमान्य माना जाएगा तथा कानूनी कार्यवाही की जाएगी। सम्बंधित विमान क्षेत्र के प्रभारी अधिकारी द्वारा एयरक्राफ्ट नियम 1994 (भवन, वृक्षों आदि के कारण अवरोध का विध्वंस) के अधीन कार्यवाही की जायगी।

a. Permissible Top elevation has been issued on the basis of Site coordinates and Site Elevation submitted by Applicant. AAI neither owns the responsibility nor authenticates the correctness of the site coordinates & site elevation provided by the applicant. If at any stage it is established that the actual data is different, this NOC will stand null and void and action will be taken as per law. The officer in-charge of the concerned aerodrome may initiate action under the Aircraft (Demolition of Obstruction caused by Buildings and Trees etc.) Rules, 1994”.

ख) अनापत्ति प्रमाण पत्र के आवेदन में आवेदक द्वारा उपलब्ध कराए गए स्थल निर्देशांक को सड़क दृश्य मानचित्र और उपग्रह मानचित्र पर अंकित किया गया है जैसा कि अनुलग्नक में दिखाया गया है। आवेदक / मालिक यह सुनिश्चित करे कि अंकित किए गए निर्देशांक उसके स्थल से मेल खाते हैं। किसी भी विसंगति के मामले में, नामित अधिकारी को अनापत्ति प्रमाण पत्र रद्द करने के लिए अनुरोध किया जाएगा।

b. The Site coordinates as provided by the applicant in the NOC application has been plotted on the street view map and satellite map as shown in ANNEXURE. Applicant/Owner to ensure that the plotted coordinates corresponds to his/her site. In case of any discrepancy, Designated Officer shall be requested for cancellation of the NOC.

ग) एयरपोर्ट संचालक या उनके नामित प्रतिनिधि, अनापत्ति प्रमाण पत्र नियमों और शर्तों का अनुपालन सुनिश्चित करने के लिए स्थल (आवेदक या मालिक के साथ पूर्व समन्वय के साथ) का दौरा कर सकते हैं।

c. Airport Operator or his designated representative may visit the site (with prior coordination with applicant or owner) to ensure that NOC terms & conditions are complied with.

घ) संरचना की ऊँचाई (सुपर स्ट्रक्चर सहित) की गणना अनुमन्य अधिकतम ऊँचाई (ए एम एस एल) से स्थल की ऊँचाई को घटाकर की जायेगी। अर्थात्, संरचना की अधिकतम ऊँचाई = अनुमन्य अधिकतम ऊँचाई (-) स्थल की ऊँचाई।

d. The Structure height (including any superstructure) shall be calculated by subtracting the Site elevation in AMSL from the Permissible Top Elevation in AMSL i.e. Maximum Structure Height = Permissible Top Elevation minus (-) Site Elevation.

च) अनापत्ति प्रमाण पत्र जारी करना, भारतीय एयरक्राफ्ट एक्ट 1934, के सैक्शन 9-A तथा इसके अंतर्गत समय-समय पर जारी अधिसूचनाएं तथा एयरक्राफ्ट नियम (1994 भवन, वृक्षों आदि के कारण अवरोध का विध्वंस) के अधीन है।

e. The issue of the 'NOC' is further subject to the provisions of Section 9-A of the Indian Aircraft Act, 1934 and any notifications issued there under from time to time including, "The Aircraft (Demolition of Obstruction caused by Buildings and Trees etc.) Rules, 1994”.

छ) कोई भी रेडियो/ टीवी एन्टीना, लाइटनिंग अरैस्टर, सीढिया, मुमटी, पानी की टंकी अथवा कोई अन्य वस्तु तथा किसी भी प्रकार के संलग्नक उपस्कर पैरा 2 में उल्लेखित अनुमन्य अधिकतम ऊँचाई से ऊपर नहीं जानी चाहिए।



f. No radio/TV Antenna, lightening arresters, staircase, Mumty, Overhead water tank or any other object and attachments of fixtures of any kind shall project above the Permissible Top Elevation as indicated in para 2.

ज) विमानक्षेत्र संदर्भ बिंदु के 8 KM के भीतर तेल, बिजली या किसी अन्य ईंधन का उपयोग जो उड़ान संचालन के लिए धुएं का खतरा पैदा नहीं करता है, ही मान्य है।

g. Use of oil, electric or any other fuel which does not create smoke hazard for flight operation is obligatory, within 8 KM of the Aerodrome Reference Point

झ) यह प्रमाणपत्र इसके जारी होने की तारीख से 8 साल की अवधि के लिए वैध है। एक बार रिवेलीडेशन की अनुमति दी जा सकती है, बशर्ते कि इस तरह का अनुरोध एनओसी की समाप्ति की तारीख से छह महीने के भीतर किया जाए और प्रारंभिक प्रमाणपत्र 8 साल की वैधता अवधि के भीतर प्राप्त किया जाए।

h. The certificate is valid for a period of 8 years from the date of its issue. One-time revalidation shall be allowed, provided that such request shall be made within six months from the date of expiry of the NOC and commencement certificate is obtained within initial validity period of 8 years.

ट) भवन के निर्माण के दौरान या उसके बाद किसी भी समय स्थल पर ऐसी कोई भी लाइट या लाइटो का संयोजन नहीं लगाया जाएगा जिसकी तीव्रता, आकृति या रंग के कारण वैमानिक ग्राउन्ड लाइटों के साथ भ्रम उत्पन्न हो। विमान के सुरक्षित प्रचालन को प्रभावित करने वाली कोई भी गतिविधि मान्य नहीं होगी।

i. No light or a combination of lights which by reason of its intensity, configuration or colour may cause confusion with the aeronautical ground lights of the Airport shall be installed at the site at any time, during or after the construction of the building. No activity shall be allowed which may affect the safe operations of flights.

ठ) आवेदक द्वारा विमानपत्तन पर या उसके आसपास विमान से उत्पन्न शोर, कंपन या विमान प्रचालन से हुई किसी भी क्षति के विरुद्ध कोई शिकायत/दावा नहीं किया जाएगा।

j. The applicant will not complain/claim compensation against aircraft noise, vibrations, damages etc. caused by aircraft operations at or in the vicinity of the airport.

ड) डे मार्किंग तथा सहायक विद्युत आपूर्ति सहित नाइट लाइटिंग (डीजीसीए भारत की वेबसाइट [www.dgca.nic.in](http://www.dgca.nic.in) पर उपलब्ध) नागर विमानन आवश्यकताएं श्रंखला 'बी' पार्ट I सैक्शन-4 के चैप्टर 6 तथा अनुलग्नक 6 में विनिर्दिष्ट दिशानिर्देशों के अनुसार उपलब्ध कराई जाएंगी।

k. Day markings & night lighting with secondary power supply shall be provided as per the guidelines specified in chapter 6 and appendix 6 of Civil Aviation Requirement Series 'B' Part I Section 4, available on DGCA India website: [www.dgca.nic.in](http://www.dgca.nic.in)

ढ) भवन के नक्शे के अनुमोदन सहित अन्य सभी वैधानिक अनापत्ति, संबंधित प्राधिकरणों से लेना आवेदक की जिम्मेदारी होगी, क्योंकि इस उँचाई हेतु अनापत्ति प्रमाणपत्र लेने का उद्देश्य सुरक्षित एवं नियमित विमान प्रचालन सुनिश्चित करना है तथा इसे भूमि के स्वामित्व आदि सहित किसी अन्य उद्देश्य/ दावे के लिए दस्तावेज के रूप में प्रयोग नहीं किया जा सकता।

l. The applicant is responsible to obtain all other statutory clearances from the concerned authorities including the approval of building plans. This NOC for height clearances is only to ensure safe and regular aircraft operations and shall not be used as document for any other purpose/claim whatsoever, including ownership of land etc.

bedrooms. So, too, in American middle-class neighbourhoods, on afternoons the line between children's playground and home may be defined as backstage by mothers, who pass along it wearing jeans, loafers, and a minimum of make-up. ... And, of course, a region that is thoroughly established as a front region for the regular performance of a particular routine often functions as a back region before and after each performance, for at these times the permanent fixtures may undergo repairs, restoration, and rearrangement, or the performers may hold dress rehearsals. To see this we need only glance into a restaurant, or store, or home, a few minutes before these establishments are opened to us for the day. (1959: 128)

### Clock time

In modern societies, the zoning of our activities is strongly influenced by clock time. Without clocks and the precise timing of activities, and thereby their coordination across space, industrialized societies could not exist (Mumford 1973). The measuring of time by clocks is today standardized across the globe, making possible the complex international transport systems and communications we now depend on. World standard time was first introduced in 1884 at a conference of nations held in Washington. The globe was then partitioned into 24 time zones, each one hour apart, and an exact beginning of the universal day was fixed.

Fourteenth-century monasteries were the first organizations to try to schedule the activities of their inmates precisely across the day and week. Today, there is virtually no group or organization that does not do so – the greater the number of people and resources involved, the more precise the scheduling must be. Eviatar Zerubavel (1979, 1982) demonstrated this in his study of the temporal structure of a large modern hospital. A hospital must operate on a 24-hour basis, and coordinating the staff and resources is a highly complex matter. For instance, the nurses work for one time

### Interaction in time and space

Understanding how activities are distributed in time and space is fundamental to analysing encounters, and also to understanding social life in general. All interaction is situated – it occurs in a particular place and has a specific duration in time. Our actions over the course of a day tend to be 'zoned' in time as well as in space. Thus, for example, most people spend a zone – say, from 9.00 a.m. to 5.00 p.m. – of their daily time working. Their weekly time is also zoned: they are likely to work on weekdays and spend weekends at home, altering the pattern of their activities on the weekend days. As we move through the temporal zones of the day, we are also often moving across space as well: to get to work, we may take a bus from one area of a city to another, or perhaps commute in from the suburbs. When we analyse the contexts of social interaction, therefore, it is often useful to look at people's movements across time-space.

The concept of **regionalization** will help us understand how social life is zoned in time-space. Take the example of a private house. A modern house is regionalized into rooms, hallways and floors if there is more than one storey. These spaces are not just physically separate areas, but are zoned in time as well. The living rooms and kitchen are used most in the daylight hours, the bedrooms at night. The interaction that occurs in these regions is bound by both spatial and temporal divisions. Some areas of the house form back regions, with 'performances' taking place in the others. At times, the whole house can become a back region. Once again, this idea is beautifully captured by Goffman:

Of a Sunday morning, a whole household can use the wall around its domestic establishment to conceal a relaxing slovenliness in dress and civil endeavour, extending to all rooms the informality that is usually restricted to kitchen and



# भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

KOLK/EAST/B/082121/572005

ण) इस अनापत्ति प्रमाणपत्र आईडी का मूल्यांकन Behala, Kolkata विमानक्षेत्रों के संबंध में किया गया है। यह अनापत्ति प्रमाणपत्र भारतीय विमानपत्तन प्राधिकरण के विमानक्षेत्रों और अन्य लाइसेंस प्राप्त सिविल विमानक्षेत्रों, जो जी. एस. आर. 751 (ई) जी. एस. आर. 770 (ई) द्वारा संशोधित के अनुसूची - III, अनुसूची - IV (भाग- I), अनुसूची- IV (भाग -2; केवल RCS हवाई अड्डे) और अनुसूची- VII में सूचीबद्ध हैं, के लिए जारी किया गया है।

m. This NOC ID has been assessed with respect to the Behala, Kolkata Airports. NOC has been issued w.r.t. the AAI Aerodromes and other licensed Civil Aerodromes as listed in Schedule – III, Schedule – IV(Part-I), Schedule- IV (Part-2; RCS Airports Only) and Schedule-VII of GSR 751(E) amended by GSR770(E)

त) यदि स्थल रक्षा विभाग के विमान क्षेत्र के अधिकार क्षेत्र में आता है, जैसा कि जीएसआर 751 (ई) की अनुसूची-V में सूचीबद्ध है, तो आवेदक को रक्षा विभाग से अलग से अनापत्ति प्रमाणपत्र लेना होता है। जीएसआर 751 (ई) जी. एस. आर. 770 (ई) द्वारा संशोधित के नियम 13 के अनुसार, आवेदकों को उन स्थलों के लिये, जो जीएसआर 751 (ई) जी. एस. आर. 770 (ई) द्वारा संशोधित के अनुसूची- IV (भाग -2; आरसीएस हवाई अड्डों के अलावा) के रूप में सूचीबद्ध बिना लाइसेंस वाले विमान क्षेत्र के अधिकार क्षेत्र में आता है, तो संबंधित राज्य सरकार से भी अनापत्ति प्रमाणपत्र लेने की आवश्यकता है।

n. Applicant needs to seek separate NOC from Defence, if the site lies within the jurisdiction of Defence Aerodromes as listed in Schedule – V of GSR 751 E amended by GSR770(E). As per rule 13 of GSR 751 E amended by GSR770(E), applicants also need to seek NOC from the concerned state government for sites which lies in the jurisdiction of unlicensed aerodromes as listed in Schedule-IV (Part-2; other than RCS airports) of GSR 751 E amended by GSR770(E)

थ) अनापत्ति प्रमाण पत्र (एनओसी) की किसी भी त्रुटि/व्याख्या की स्थिति में अंगरेजी अनुवाद ही मान्य होगा।

o. In case of any discrepancy/interpretation of NOC letter, English version shall be valid.

द) स्थल की ऊँचाई और/या संरचना की ऊँचाई के किसी भी विवाद में अनुमन्य अधिकतम ऊँचाई एएमएसएल में ही मान्य होगी।

p. In case of any dispute with respect to site elevation and/or AGL height, Permissible Top Elevation in AMSL shall prevail.

conversation and keeping any movements

to a minimum.

In the interval between this and the final

scene, the nurse again plays the role of

stagehand, helping the patient to become a

full person once more. After the doctor has

left the room, the two may again engage in

conversation, the patient expressing relief

that the examination is over. Having

addressed and re-groomed herself, the

patient is ready to face the concluding

scene. The doctor re-enters the room and,

in discussing the results of the examination,

again treats the patient as a complete and

responsible person. Resuming his polite,

professional manner, he conveys that his

reactions to her are in no way altered by the

intimate contact with her body. The

epilogue is played out when she leaves the

doctor's surgery, taking up again her iden-

tity in the outside world. The patient and

the doctor have thus collaborated in such a

way as to manage the interaction and the

impression each participant forms of the

other.

## Personal space

There are cultural differences in the defini-

tion of personal space. In Western culture,

people usually maintain a distance of at

least three feet when engaged in focused

interaction with others; when standing side

by side, they may stand more closely

together. In the Middle East, people often

stand closer to one another than is thought

acceptable in the West. Westerners visiting

that part of the world are likely to find them-

selves disconcerted by this unexpected

physical proximity.

Edward T. Hall, who has worked exten-

sively on non-verbal communication,

distinguishes four zones of personal space,

*intimate distance*, of up to one and a half

feet, is reserved for very few social contacts,

Only those involved in relationships in

which regular bodily touching is permitted,

such as lovers or parents and children, oper-

ate within this zone of private space.

*Personal distance*, from one and a half to

four feet, is the normal spacing for encoun-

ters with friends and close acquaintances.

Some intimacy of contact is permitted, but

this tends to be strictly limited. *Social*

*distance*, from four to twelve feet, is the zone

usually maintained in formal settings such

as interviews. The fourth zone is that of

*public distance*, beyond twelve feet,

preserved by those who are performing to

an audience.

In ordinary interaction, the most frequen-

ly used zones are those of intimate and personal

distance. If these zones are invaded, people

try to recapture their space. We may stare at

the intruder as if to say, 'Move away!' or

elbow him aside. When people are forced

into proximity closer than they deem desir-

able, they might create a kind of physical

boundary; a reader at a crowded library

desk might physically demarcate a private

space by stacking books around its edges

(Hall 1969, 1973).

Here, gender issues also play a role, in

much the same way as in other forms of

non-verbal communication. Men have

traditionally enjoyed greater freedom than

women in the use of space, including move-

ment into the personal space of women who

may not necessarily be intimates or even

close acquaintances. A man who guides a

woman by the arm when they walk together,

or who places a hand on her lower back

when showing her through a door, may be

doing so as a gesture of friendly care or

politeness. The reverse phenomenon,

however – a woman entering a man's

personal space – is often construed as flirta-

tion or a sexual advance. New laws and stan-

dards regarding sexual harassment in many

Western countries seek to protect people's

personal space – both men and women –

from unwanted touching or contact by

others.





# भारतीय विमानपत्तन प्राधिकरण AIRPORTS AUTHORITY OF INDIA

KOLK/EAST/B/082121/572005

क्षेत्र का नाम / Region Name: पूर्व/EAST

22/09/21

पदनामित अधिकारी/Designated Officer नाम/ पदनाम/दिनांक सहित हस्ताक्षर Name/Designation/Sign with date	राजेश्वर सिंह लहौरिया/R S Lahauria महाप्रबंधक (ए.टी.एम.) प्र.अ. / General Manager (ATM) ER भारतीय विमानपत्तन प्राधिकरण/Airports Authority of India ने.सु.च.अ. हवाई अड्डा/NSCBI Airport कोलकाता/Kolkata 700052
द्वारा तैयार Prepared by	 23.09.21
द्वारा जांचा गया Verified by	 23.09.21

ईमेल आईडी / EMAIL ID : gmatmer@aai.aero  
फोन/ Ph: 033-25111293

ANNEXURE/अनुलग्नक

### Distance From Nearest Airport And Bearing/निकटतम विमानक्षेत्र से दूरी और बीयरिंग

Airport Name/ विमानक्षेत्र का नाम	Distance (Meters) from Nearest ARP/निकटतम विमानक्षेत्र संदर्भ बिंदु से दूरी (मीटर मे)	Bearing(Degree) from Nearest ARP/निकटतम विमानक्षेत्र संदर्भ बिंदु से बीयरिंग (डिग्री)
Behala	22040.83	48.47
Kolkata	2022.06	151.22
NOCID	KOLK/EAST/B/082121/572005	



The division between front and backstage of social life is vividly depicted here by two doctors relaxing together after a busy day in the hospital.

Goffman's approach is usually described as 'dramaturgical'; that is, it is an approach based on an analogy with the theatre, with its front and backstage regions. However, we have to bear in mind that this is an analogy. Goffman is *not* suggesting that the social world really *is* a stage, but that, using the dramaturgical analogy, we can study certain aspects of it and learn more about why people behave in the ways they do.

### Critical points

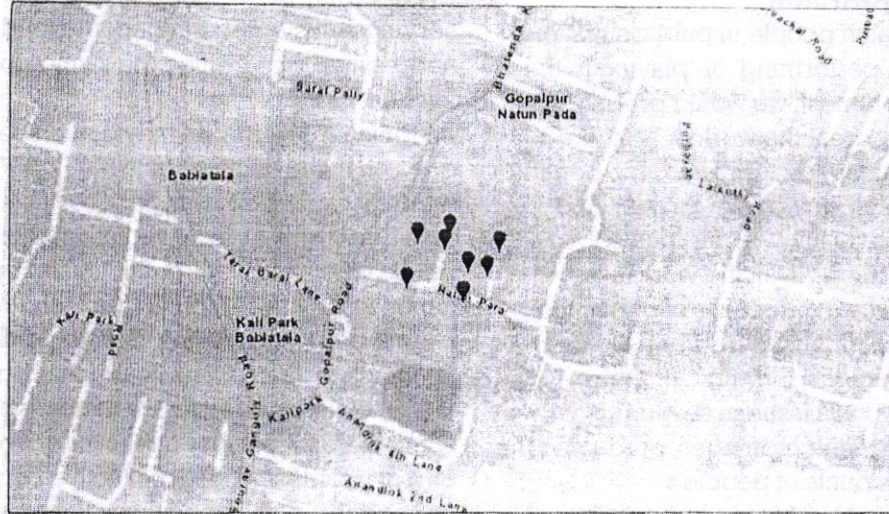
Critics of Goffman's approach make some similar points to those levelled at other microsociologies. Perhaps he does not give enough recognition to the role that power plays in shaping social relations, tending to understand interactions from the participants' point of view. The dramaturgical analogy can also be questioned. This may be a good model for studies of organizations and 'total institutions', but may not be so useful elsewhere. Similarly, Goffman's theatrical analogy works best in modern Western societies which have developed a division between the public and the private realms of life (front and back stages). But

in other societies, this division is either less pronounced or just does not exist in the same form (see discussion of the !Kung on page 272); Goffman's perspective may not have quite the same purchase on life within these societies.

### Contemporary significance

Goffman's work has had a profound influence not only on sociology as a discipline, but on numerous scholars, who have been inspired to become professional sociologists after reading his works. He is widely acknowledged to have made some of the most thoughtful and stimulating contributions to the discipline. Many sociologists today continue to refer to his original works for examples of how to carry out microsociological work and the concepts he developed (stigma, master status, front and back stage, and so on), have become part of the very fabric of sociology in a variety of fields. For example, his work is discussed in many places in this book, including chapter 10, 'Health, Illness and Disability', chapter 21, 'Crime and Deviance' and chapter 8, 'The Life-Course'.

Street View



August 21, 2021

Satellite View



August 21, 2021

**Classic Studies 7.2 Erving Goffman on the drama of everyday life**

**The research problem**

Very often we watch people in public situations who seem to be 'performing' or 'playing to the crowd'. If we are honest, we would probably admit that we also treat the world a little like a stage at times, putting on a show for the benefit of other people. But why do we do this? And when we do it, is it really *us* – our 'real selves' – doing the performing? If 'all the world's a stage', what happens *behind the scenes* of public life? And what is the relationship between the front and backstage regions? Erving Goffman (1922–82) studied this issue in several publications and research studies, producing the most detailed accounts of people's 'performances' and backstage behaviour.

**Goffman's explanation**

Much of social life, Goffman suggests, can be divided into front regions and back regions. **Front regions** are social occasions or encounters in which individuals act out formal roles; they are essentially, 'on-stage performances'. *Teamwork* is often involved in creating front-region performances. Two prominent politicians in the same party may put on an elaborate show of unity and friendship before the television cameras, even though each privately detests the other. A wife and husband may take care to conceal their quarrels from their children, preserving a front of harmony, only to fight bitterly once the children are safely tucked up in bed.

The **back regions** are where people assemble the props and prepare themselves for interaction in the more formal settings. Back regions resemble the backstage of a theatre or the off-camera activities of filmmaking. When they are safely behind the scenes, people can relax and give vent to feelings and styles of behaviour they keep in check when on stage. Back regions permit 'profanity, open sexual remarks, elaborate griping ... rough informal dress, "sloppy" sitting and standing posture, use of dialect or substandard speech, mumbling and shouting, playful aggressiveness and "kidding," inconsiderateness for the other in minor but potentially symbolic acts, minor self-involvement such as humming, whistling, chewing, nibbling, belching and flatulence' (Goffman 1959). Thus, a

waitress may be the soul of quiet courtesy when serving a customer, but become loud and aggressive once behind the swing doors of the kitchen. Probably few people would continue to patronize restaurants if they could see all that goes on in the kitchens.

American sociologist, Spencer Cahill, led a research team studying social interaction in the public toilets (or 'bathrooms') of shopping centres, college campuses, bars and restaurants (Cahill et al. 1985). Using Goffman's idea of front and back regions, Cahill found that what Goffman (1959) called 'performance teams' would sometimes retreat into public toilets to conceal embarrassment when a collective performance goes wrong. Cahill recounts a conversation between three young women in the bathroom of a student centre on a college campus:

- A: That was sooo embarrassing! I can't believe that just happened. [*general laughter*]
- B: He must think we are the biggest bunch of losers.
- A: I can't believe I just screamed loud enough for everyone to hear.
- C: It really wasn't all that loud. I'm sure he didn't hear you.
- B: —, we didn't see him right away, and I did try to tell you but you were so busy talking that I ...
- A: I can't believe that just happened. I feel like such an asshole.
- B: Don't worry 'bout it. At least he knows who you are now. Are you ready?
- A: I'm so embarrassed. What if he's still out there?
- B: You're going to have to see him at some point.

Such defensive strategies buy individuals and teams the time to gather themselves before going out to face the 'audience' again.

Goffman (1959) argued that performance teams routinely use backstage regions for such purposes. They also discuss and rehearse the performance before it actually takes place. At times, backstage discussions will be concerned with morale of particular individuals or of the whole team.