রেজিস্টার্ড নং ডি এ-১ "জাতির পিতা বঙ্গবন্ধু শেখ মুজিবুর রহমানের
জন্মশতবার্ষিকী উদ্‌যাপন সফল হোক"

বাংলাদেশ গেজেট

অতিরিক্ত সংখ্যা

কর্তৃপক্ষ কর্তৃক প্রকাশিত

মঙ্গলবার, ফেব্রুয়ারি ১৫, ২০২২

[বেসরকারি ব্যক্তি এবং কর্পোরেশন কর্তৃক অর্থের বিনিময়ে জারীকৃত বিজ্ঞাপন ও নোটিশসমূহ]

Civil Aviation Authority of Bangladesh

Gazette

Dhaka, 15 Agrahyun 1428/30 November 2021

No. CAAB 30.31.0000.111.33.043.21—In exercise of the power conferred by Section 4.7, read with Section 14 of the Civil Aviation Act, 2017 (Act No. 18 of 2017), hereinafter referred as the "Act", the Chairman of the Civil Aviation Authority of Bangladesh is pleased to issue the following Air Navigation Order ANO (AOC)-Air Operator Certification and Continued Compliance.

2. It shall come into force immediately.

Air Vice Marshal M Mafidur Rahman,
BBP, BSP, BUP, ndu, afwc, psc
Chairman
Civil Aviation Authority of Bangladesh

মূল্য : টাকা ২২৪.০০

1.1 SHORT TITLE AND COMMENCEMENT

This Air Navigation Order (ANO) may be called the ANO (AOC)-Air Operator Certification and Continued Compliance issued in accordance with the Annex-6 and 18 to the Chicago Convention and referred herein as the ANO (AOC).

1.1.1 APPLICABILITY

i. ANO (AOC) applies to the carriage of passengers, cargo or mail by aircraft for remuneration/payment or promise of remuneration/ payment or hire by person(s) whose principal place of business or permanent residence is located in BANGLADESH.

ii. This ANO prescribes requirements for the original certification and continued compliance of air operator certificate (AOC) issued by BANGLADESH.

iii. Except where specifically noted, ANO (AOC) applies to all commercial air transport operations by AOC holders for which BANGLADESH is the State of the Operator under the definitions provided in Annex 6 to the Convention on International Civil Aviation.

1.1.2 ABBREVIATIONS

The following abbreviations are used in ANO (AOC).

(a) **AOC** – Air Operator Certificate

(b) **OPS SPEC**- Operations Specifications

(c) **AMO** – Approved Maintenance Organization

(d) **MRO**- Maintenance Repair and Overhaul

(e) **CAMO**-Continuing Airworthiness Management Organization

(f) **CAME**-Continuing Airworthiness Management Exposition

(g) **MOE**-Maintenance Organization Exposition

(h) **ATP** – Air Transport Pilot

(i) **CAT** – Commercial Air Transport

(j) **CDL** – Configuration Deviation List

(k) **IFR** – Instrument Flight Rules

(l) **IMC** – Instrument Meteorological Conditions

(m) **MEL** – Minimum Equipment List

(n) **PIC** – Pilot-In-Command

(o) **SMS** – Safety Management System

(p) **UN** – United Nations

(q) **VFR** – Visual Flight Rules

(r) **VMC** – Visual Meteorological Conditions

1.1.3 DEFINITIONS

For the purpose of ANO (AOC), the following definitions shall apply—

(a) **Accepted.** A statement or notification does not need to be issued.

(b) **Accountable manager.** The person acceptable to the CAAB who has corporate authority for ensuring that all operations and maintenance activities can be financed and carried out to the standard required by the CAAB, and any additional requirements defined by the operator.

(c) **Acceptance checklist.** A document used to assist in carrying out a check on the external appearance of packages of dangerous goods and their associated documents to determine that all appropriate requirements have been met.

(d) **Acceptable Means of Compliance** (AMC). A non-binding standard of CAAB. The AMC serves as a means by which the requirements contained in ANO can be met. However, applicants may decide to show compliance with the requirements using other means. Both CAAB and applicant/organization may propose alternative means of compliance. 'Alternative Means of Compliance' are those that propose an alternative to an existing AMC. Those Alternative Means of Compliance proposals must be accompanied by evidence of their ability to meet the intent of the requirement of ANO.

(e) **Aeroplane.** Means an engine-driven fixed-wing aircraft heavier than air that is supported in flight by the dynamic reaction of the air against its wings;

(f) **Air Operator Certificate (AOC).** A certificate authorizing an operator to carry out specified commercial air transport operations.

(g) **Air operator.** Any organization which undertakes to engage in domestic commercial air transport or international commercial air transport, whether directly or indirectly or by a lease or any other arrangement. (Law)

(h) **Aircraft operating manual.** A manual, acceptable to the State of the Operator, containing normal, abnormal and emergency procedures, checklists, limitations, performance information, details of the aircraft systems, and other material relevant to the operation of the aircraft.

(i) **Aircraft technical log.** Documentation for an aircraft that includes the maintenance record for the aircraft and a record for each flight made by the aircraft. The aircraft technical log is comprised of a journey records section and a maintenance section.

(j) **Approved.** A statement or certificate must be issued.

(k) **Approved by the Authority.** Approved by the Authority directly or in accordance with a procedure approved by the Authority.

(l) **Cabin crew member.** A crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the pilot-in-command of the aircraft, but who shall not act as a flight crew member.

Note: Cabin crew may or may not be licensed by the CAAB.

(m) **Cargo aircraft.** Any aircraft carrying goods or property but not passengers. In this context the following are not considered to be passengers:

(i) A crewmember.

(ii) An operator's employee permitted by, and carried in accordance with, the instructions contained in the Operations Manual.

(iii) An authorized representative of CAAB.

(iv) A person with duties in respect of a particular shipment on board.

(n) **Certificate of Airworthiness.** A certificate, issued by the State of Registry, when the aircraft has been deemed fit and safe for flight and in conformity with the type design approved by the State of Design and maintained in accordance with the continuing airworthiness requirements of the State of Registry.

(o) **Certificate of release to service**. A document which contains a certification confirming that the maintenance work to which it relates has been completed in a satisfactory manner, either in accordance with the approved data and the procedures described in the maintenance organization’s procedures manual or under an equivalent system.

Note. The responsibility for each step of the accomplished maintenance is borne by the person signing that step and the maintenance release certifies the entire maintenance work package. This arrangement in no way reduces the responsibility of licensed aircraft maintenance engineer (AME) and/or maintenance organizations for maintenance functions or tasks they perform. The air operator is obligated to designate, by name or occupational title, each licensed AME and/or maintenance organization authorized to execute the certificate of release to service.

(p) **Commercial operation.** Any operation of an aircraft, in return for remuneration or other valuable consideration, which is available to the public or when not made available to the public, which is performed under a contract between an operator and a customer where the later has no control over the operator.

(q) **Commercial air transport (CAT).** Any aircraft operation involving the transport of passengers, cargo or mail for remuneration or hire.

(r) **Configuration deviation list (CDL).** A list established by the organization responsible for the type design with the approval of the State of Design which identifies any external parts of an aircraft type which may be missing at the commencement of a flight, and which contains, where necessary, any information on associated operating limitations and performance correction.

(s) **Consignment**. One or more packages of dangerous goods accepted by an operator from one shipper at one time and at one address, receipted for in one lot and moving to one consignee at one destination address.

(t) **Continuing Airworthiness Management Exposition (CAME)**. A document that describes the operator's procedures necessary to ensure that all scheduled and unscheduled maintenance is performed on the operator's aircraft on time and in a controlled and satisfactory manner.

(u) **Crew member**. A person assigned by an operator to duty on an aircraft during a flight duty period. (Annex 6)

(v) **Damp Lease:** A lease arrangement whereby a lessor provides an aircraft with partial crew to the lessee.

(w) **Dangerous goods.** Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the ICAO Technical Instructions (see definition below) or which are classified according to those Instructions. (Annex 6)

Note.-Dangerous goods are classified in Annex 18, Chapter 3.

(x) **Dangerous goods accident**. An occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major property damage.

(y) **Dangerous goods incident**. An occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardizes an aircraft or its occupants is deemed to constitute a dangerous goods incident.

(z) **Dangerous goods transport document**. A document specified by the ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air. It is completed by the person who offers dangerous goods for air transport and contains information about those dangerous goods. The document bears a signed declaration indicating that the dangerous goods are fully and accurately described by their proper shipping names and UN numbers (if assigned) and that they are correctly classified, packed, marked, labeled and in a proper condition for transport.

(aa) **Design Service Goal (DSG)/ Design Service Objectives (DSO)/ Economic Service Life (ESL).** The minimum period of service (interms of flight cycle and flight hours) during which primary structure is defined to be essentially free of detectable fatigue cracks.

(bb) **Directly in charge**. A person assigned to a position in which he or she is responsible for the work of a shop or station that performed maintenance, preventive maintenance, or modifications, or other functions affecting aircraft airworthiness.

(cc) **Dry Lease:** A lease arrangement whereby a lessor provides an aircraft without crew to the lessee.

(dd) **Enhanced Vision System (EVS).** A system to display electronic real-time images of the external scene achieved through the use of image sensors.

(ee) **Exception**. A provision in ICAO Annex 18 which excludes a specific item of dangerous goods from the requirements normally applicable to that item.

(ff) **Flight crew member**. A licensed crew member charged with duties essential to the operation of an aircraft on the flight deck during a flight duty period.

(gg) **Flight operations officer/flight dispatcher**. A person designated by the operator to engage in the control and supervision of flight operations, whether licensed or not suitably qualified in accordance with Annex 1, who supports, briefs and/or assists the pilot-in-command in the safe conduct of the flight.

(hh) **Freight container in the case of radioactive material transport.** An article of transport equipment designed to facilitate the transport of packaged goods, by one or more modes of transport without intermediate reloading. It must be of a permanent enclosed character, rigid and strong enough for repeated use, and must be fitted with devices facilitating its handling, particularly in transfer between aircraft and from one mode of transport to another. A small freight container is that which has either an overall outer dimension less than 1.5 m, or an internal volume of not more than $3m^3$. Any other freight container is considered to be a large freight container.

(ii) **Ground handling**. Services necessary for an aircraft's arrival at, and departure from, and airport, other than air traffic services.

(jj) **Guidance Material** (GM). A non-binding explanatory and interpretation material on how to achieve the requirements contained in ANO, AMCs and the CSs. It contains information, including examples, to assist the user in the interpretation and application of requirements of ANO, AMCs etc.

(kk) **Handling agent**. An agency which performs on behalf of the operator some or all of the latter's functions including receiving, loading, unloading, transferring or other processing of passengers or cargo.

(ll) **Head-Up Display (HUD).** A display system that presents flight information into the pilot's forward external field of view.

(mm) **Helicopter**. Means a heavier-than-air aircraft supported in flight chiefly by the reactions of the air on one or more power-driven rotors on substantially vertical axes;

(nn) **Holdover time**. The estimated time deicing/anti-icing fluid will prevent the formation of frost or ice and the accumulation of snow on the protected surfaces of an aircraft. Holdover time begins when the final application of deicing or anti-icing fluid commences and expires when the deicing or anti-icing fluid applied to the aircraft loses its effectiveness.

(oo) **Human factors principles**. Principles which apply to aeronautical design, certification, training, operations and maintenance and which seek safe interface between the human and other system components by proper consideration to human performance.

(pp) **Incompatible**. Describing dangerous goods, which if mixed, would be liable to cause a dangerous evolution of heat or gas or produce a corrosive substance.

(qq) **Instruction**. Means instruction issued under this ANO (AOC).

(rr) **Instrument Meteorological Condition (IMC).** Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, less than the minima specified for visual meteorological conditions.

(ss) **Interchange agreement**. A leasing agreement which permits an air carrier to dry lease and take or relinquish operational control of an aircraft at an airport.

(tt) **Lease:** An agreement by a person (the lessor) to furnish an aircraft to another person (the lessee) to be used for compensation or hire purposes.

(uu) **Lessee:** The party using the aircraft under the provisions of a lease.

(vv) **Lessor:** The party furnishing the aircraft under a lease.

(ww) **Limit of Validity (LoV)**. The point (usually measured in cycles) in the structural life of an aeroplane where the engineering basis for the maintenance actions contained in the Airworthiness Limitations Sections of the Instructions for Continued Airworthiness are no longer a valid predictor of future structural.

(xx) **Maintenance organization exposition.** Maintenance organization exposition means the document or documents that contain the material specifying the scope of work deemed to constitute approval and showing how the organization intends to comply with the requirements of ANO (AW) Part-145.

(yy) **Maintenance procedures manual**. A document endorsed by the head of the maintenance organization which details the maintenance organization's structure and management responsibilities, scope of work, description of facilities, maintenance procedures and quality assurance or inspection systems.

(zz) **Operational control**. The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of safety of the aircraft and the regularity and efficiency of the flight.

(aaa) **Operational flight plan**. The operator's plan for the safe conduct of the flight based on consideration of aircraft performance, other operating limitations and relevant expected conditions on the route to be followed and at the aerodromes/heliports concerned.

(bbb) **Operations manual**. A manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.

(ccc) **Operator**. A person, organization or enterprise having an Air Operator Certificate (AOC) engaged in aircraft operations to carry out specific commercial air transport operations.

(ddd) **Order**. Means order issued under this ANO (AOC).

(eee) **Over pack**. An enclosure used by a single shipper to contain one or more packages and to form one handling unit for convenience of handling and stowage.

(fff) **Package**. The complete product of the packing operation consisting of the packaging and its contents prepared for transport.

(ggg) **Packaging**. Receptacles and any other components or materials necessary for the receptacle to perform its containment function.

(hhh) **Passenger aircraft**. An aircraft that carries any person other than a crew member, an operator's employee in an official capacity, an authorized representative of an appropriate national authority or a person accompanying a consignment or other cargo.

(iii) **Pre-flight inspection/Pre-departure check.** The inspection carried out before flight to ensure that the aircraft is fit for the intended flight.

(jjj) **Principal place of business.** The head office or the registered office of the undertaking within which the principal financial functions and operational control of the activities referred to in this Regulation are exercised.

(kkk) **Proper shipping name**. The name to be used to describe a particular article or substance in all shipping documents and notifications and, where appropriate, on packaging.

(lll) **Quality assurance**. Quality assurance, as distinguished from quality control, involves activities in the business, systems, and technical audit areas. A set of predetermined, systematic actions which are required to provide adequate confidence that a product or service satisfies quality requirements.

(mmm) **Quality system**. The organizational structure, responsibilities, procedures, processes and resources for implementing quality management.

(nnn) **Safety Management System (SMS).** A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures.

(ooo) **Schedule of events.** A list of items, activities, aircraft, and/or facility acquisitions, which must be accomplished or made ready, including the dates on which they will be ready for inspection by the officials of CAAB.

(ppp) **Serious injury**. An injury which is sustained by a person in an accident and which:

(i) Requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received;

(ii) Results in a fracture of any bone (except simple fractures of fingers, toes or nose);

(iii) Involves lacerations which cause severe hemorrhage, nerve, muscle or tendon damage;

(iv) Involves injury to any internal organ;

(v) Involves second- or third-degree burns, or any burns affecting more than 5% of the body surface; or

(vi) Involves verified exposure to infectious substances or injurious radiation.

(qqq) **State of design.** The State having jurisdiction over the organization responsible for the type design.

(rrr) **State of manufacture.** The State having jurisdiction over the organization responsible for the final assembly of the aircraft.

(sss) **State of occurrence.** The State in the territory of which an accident or incident occurs.

(ttt) **State of the operator.** The State in which the operator's principal place of business is located, or, if there is no such place of business, the operator's permanent residence.

(uuu) **State of origin.** As relating to dangerous goods, the State in which dangerous goods were first loaded on an aircraft. (ICAO Annex 18)

(vvv) **State of registry.** The State on whose register an aircraft is entered.

Note: In the case of the registration of aircraft of an international operating agency on other than a national basis, the States constituting the agency are jointly and severally bound to assume the obligations which, under the Chicago Convention, attached to a State of Registry. See, in this regard the Council Resolution of 14 December 1967 on Nationality and Registration of Aircraft Operated by International Operating Agencies which can be found in Policy and Guidance Material on the Economic Regulation of International Air Transport (Doc 9587).

(www) **State safety program.** An integrated set of regulations and activities aimed at improving safety.

(xxx) **Technical instructions**. The latest effective edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc. 9284-AN/905), including the supplement and any addendum, approved and published by decision of the Council of the ICAO. The term "Technical Instructions" is used in this Part.

(yyy) **Training to proficiency**. The process of the check airman administering each prescribed maneuver and procedure to a pilot as necessary until it is performed successfully during the training period.

(zzz) **Type certificate.** A document issued by a Contracting State to define the design of an aircraft type and to certify that this design meets the appropriate airworthiness requirements of that State.

(aaaa) **UN number**. The four-digit number assigned by the United Nations Committee of Experts on the Transport of Dangerous Goods to identify a substance or a particular group of substances.

(bbbb) **Unit load device**. Any type of freight container, aircraft container aircraft pallet with a net or aircraft pallet with a net over an igloo.

(cccc) **Visual meteorological conditions**. Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, equal to or better than specified minima.

(dddd) **Wet Lease:** A lease arrangement whereby a lessor provides an aircraft with crew to the lessee.

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1.1.4 INTERPRETATION

i. In these orders, unless there is anything repugnant in the subject or context, the definitions contained in each order shall apply in respect of that order.

ii. These orders contain minimum requirements, and it is essential that they be interpreted and applied against a background of civil aviation knowledge.

iii. These orders are arranged in such a way which is considered as ANO (AOC) and in descending orders as Sub-Part, Sections, Paragraphs, Sub-paragraphs, Implementing Standard (IS) and appendices.

iv. For the purpose of these orders, mandatory clauses are denoted by use of the words "shall" or "must", whereas the words "may" or "should" are used for permissive or recommended clauses.

v. Where there is any doubt of the technical content or interpretation of these orders, the ruling of the Chairman, CAAB shall be final.

1.1.5 COMPLIANCE WITH AN AIR OPERATOR CERTIFICATE

i. No operator shall operate an aircraft in commercial air transport unless that operator holds an AOC for the operations being conducted.

ii. No person shall operate an aircraft in commercial air transport operations which are not authorized by the terms and conditions of its AOC.

iii. Each AOC holder shall carry a certified true copy of the air operator certificate and a copy of the operations specifications relevant to the aircraft type, issued in conjunction with the certificate on board its aircraft.

iv. Each AOC holder shall not operate an aircraft in commercial air transport in any route unless authorized by CAAB.

v. Each AOC holder shall not operate an aircraft in commercial air transport beyond the frequencies authorized by CAAB.

vi. Each AOC holder shall, at all times, continue in compliance with the AOC terms, conditions of issuance, and airworthiness management & maintenance requirements in order to hold that certificate.

1.1.6 CONTENTS OF AIR OPERATOR CERTIFICATE

i. The AOC will consist of two documents:

(a) A one-page certificate for public display signed by the CAAB, and

(b) Operations specifications containing the terms and conditions applicable to the AOC holder's certificate.

ii. The CAAB will issue an AOC which will contain:

(a) The State of the Operator and the issuing authority;

(b) The Air Operator Certificate number and its expiration date;

(c) The operator name, trading name (if different) and address of the principal place of business;

(d) The date of issue and the name, signature and title of the CAAB representative, and

(e) The location, in a controlled document carried on board, where the contact details of operational management can be found.

iii. IS 1.1.6 is for the layout and content of the Air Operator Certificate and the operations specifications which shall contain the authorizations, conditions, limitations and approvals issued by the CAAB in accordance with the standards

iv. Air operator certificates and their associated operations specifications first issued from implementation date of this ANO (AOC) shall follow the layouts of IS 1.1.6.

1.1.7 DURATION OF AN AIR OPERATOR CERTIFICATE

i. An AOC issued by the CAAB is effective for 12 (twelve) months unless:

   (a) The CAAB amends, suspends, revokes or otherwise cancels the certificate; or

   (b) The AOC holder surrenders it to the CAAB; or

   (c) The AOC holder suspends operations for more than 60 days.

ii. An AOC may be renewed by the CAAB for not exceeding 24(twenty-four) months unless:

   (a) The CAAB amends, suspends, revokes or otherwise cancels the certificate; or

   (b) The AOC holder surrenders it to the CAAB; or

   (c) The AOC holder suspends operations for more than 60 days.

iii. An AOC holder shall make application for renewal of an AOC at least 60 days before the end of the existing period of validity.

iv. Facilities of each AOC holder shall be completely reviewed for compliance with ANO (AOC) and other associated applicable requirements at period not exceeding 24 (twenty-four) months.

1.1.8 CATEGORIES OF AOC

Based on the type and class of operations, Air Operator Certificate is categorized as mentioned below and shall include:

Category A1: Schedule and/or non-schedule operations (passenger & cargo) both in international and domestic sectors by Aeroplane.

Category A2: Schedule and/or non-schedule operations (passenger & cargo) in domestic sectors by Aeroplane.

Category B1: Schedule and/or non-schedule operations (passenger & cargo) both in international and domestic sectors by Helicopter.

Category B2: Schedule and/or non-schedule operations (passenger & cargo) in domestic sectors by Helicopter.

Category C1: Schedule and/or non-schedule operations (all cargo) both in international and domestic sectors by Aeroplane.

Category C2: Schedule and/or non-schedule operations (all cargo) in domestic sectors by Aeroplane.

Note 1: Requirements for issue of AOC mentioned in this ANO shall be applicable for all categories. Type and class of operation shall not be exchanged from one category to another. AOC holder in the category A2 or B2 shall be entitled to attain Category-A1 or B1 respectively (A2 to A1, B2 to B1) subject to fulfillment of minimum 01 (one) year of satisfactory domestic operations. However, upon application of an applicant/operator, CAAB may issue an AOC in the category C1 or C2 directly subject to comply with the applicable requirements of CAAB.

Note 2: The applicant for category C1 must register an aircraft in Bangladesh whose maximum take-off weight (MTOW) is not less than 50,000 kg.

Note 3: Notwithstanding with the requirement of Note 2, Chairman, CAAB may consider for category C1 in special case based on the detail analysis of an applicant/AOC holder on the proposed routes, frequencies, operational and commercial need, feasibility study, selection of aircraft etc.

*Note 4: The terminology "*passenger & cargo" *mentioned in the category A1, A2, B1 & B2 allows the AOC holder to operate an aircraft designed to carry passengers and passengers' belongings along with the allowable cargo in the cargo compartment. On the other hand, the terminology "*all cargo" *mentioned in the category C1 & C2 allows the AOC holder to operate an aircraft designed to carry cargo only.*

Note 5: In addition to the mentioned above, in case of international operation, AOC holder shall comply with the applicable requirements of ANO on air transportation.

1.1.9 PRIVILEGES OF AIR OPERATOR CERTIFICATE

i. To operate any scheduled/non-scheduled flight by the aircraft available in its operations specifications as per the category of the AOC subject to comply with the applicable requirements of CAAB.

ii. To arrange ground training to the aircraft operated or intended to be operated.

iii. To arrange flight training appropriate to the aircraft operated or intended to be operated.

iv. To test or check flights to determine the competence of flight crew.

v. To tests or checks to determine the competence of other persons providing the operations/services or carrying out the operations/services listed in the AOC holder's Operations Manual, CAME, MOE etc.

vi. To establish aircraft maintenance facilities to be maintained the aircraft available in its fleet subject to the availability of the necessary spaces at the airport premises of Bangladesh and comply with the applicable requirements of CAAB.

vii. To establish ground handling facilities to be utilized for the aircraft operating under the AOC subject to the availability of the necessary spaces at the airport premises in Bangladesh and comply with the applicable requirements of CAAB.

1.1.10 LIMITATION OF AIR OPERATOR CERTIFICATE

AOC holder shall not operate any scheduled/non-scheduled flight by any aircraft which is not available in its operations specifications.

1.1.11 APPLICATION FOR AN AIR OPERATOR CERTIFICATE

i. An applicant intended to establish an air operator in Bangladesh shall submit a letter of intent to CAAB. The applicant shall have to obtain a No Objection Certificate (NOC) from CAAB for attaining AOC prior to submission of a formal application for an AOC. Applicant is required to apply for NOC in a format prescribed in Appendix-A of ANO (AOC) along with the required documents. Upon satisfactory result of the evaluation of the NOC application package, CAAB will conduct a preliminary audit at the applicant's office accommodations to verify the information given with the Appendix-A.

ii. An applicant shall have to submit a feasibility study report along with other documents as per Appendix-A for obtaining NOC. The feasibility study report shall contain the information at least as prescribed in IS 1.1.11.

iii. CAAB will not issue a NOC until CAAB finds that the applicant has established a principal place of business in Bangladesh and has minimum qualified personnel to prepare a practicable schedule of events and to work on the formal application process.

iv. NOC shall remain valid for a period of 01 (one) year only.

v. An applicant shall submit a schedule of events as per Appendix-B of ANO (AOC) within 01 (one) month of issuance of NOC.

vi. After acceptance of the schedule of events by CAAB, the operator shall submit a formal application along with all required documents, manuals & associated application(s) as per Appendix-C of ANO (AOC) within 02 (two) months of the issuance of NOC.

vii. The applicant shall ensure full compliance with the relevant requirements of CAAB for obtaining AOC within maximum 10 (ten) months period of submission of the formal application.

viii. The issued NOC shall be cancelled automatically if the applicant fails to comply with the time line specified in this section of ANO (AOC).

1.1.12 AIR OPERATOR CERTIFICATION PHASES

Air operator certification activities are divided into the following phases:

i. Pre-Application Phase:

The applicant may visit Member (Flight Standard & Regulations) of CAAB to enquire the requirements of CAAB for obtaining an AOC. Upon received of a letter of intent of the applicant, CAAB may hold a pre-application meeting with the applicant and its technical officials to learn the applicant's plan and to inform the relevant requirements of CAAB. Later on, the applicant is required to submit the application for NOC as per Appendix-A to attain an AOC. This phase is ended up with the issue of NOC and the submission of schedule of events by the applicant acceptable to the CAAB. The applicant shall submit schedule of events as per Appendix-B.

ii. Formal Application Phase:

The applicant shall submit formal application along with all required documents, manuals & associated applications as per Appendix-C in compliance with the applicable requirements of this ANO and associated ANOs of operations, airworthiness and ground handling. CAAB will then make a formal assessment of the completeness of the application and invite the applicant for a Formal Application meeting. The applicant may apply for obtaining NOC as per Appendix-T for importation of aircraft in this phase.

iii. Document Evaluation Phase:

Documents, manuals & associated applications submitted during Formal Application phase to be evaluated by the concerned inspectors to ensure compliance with the relevant requirements of CAAB. The inspectors shall ensure conformity of the submitted compliance statement and checklists. The phase is ended up with the satisfactory result of the review and evaluation of all of the submitted documents/manuals etc.

iv. Demonstration and Inspection Phase:

(a) The operator demonstrates implementation of the reviewed process, procedures to ensure readiness for the proposed operation.

(b) Qualifications and experience of the nominees for nominated post holders will be evaluated, assessed and interviewed. All other required personnel shall also be evaluated, assessed and interviewed as necessary in compliance with the relevant requirements of CAAB.

(c) Aircraft, all operational facilities including ground handling, maintenance facilities and/or arrangements and CAMO facilities, training facilities in operational and maintenance aspects will be audited/inspected and approved/accepted. Training facilities, program and training personnel will be evaluated and approved/accepted. With prior coordination with CAAB, the applicant shall arrange emergency evacuations demonstration, ditching demonstration, demonstration flight etc. in this phase. The phase is ended up with the satisfactory inspection/audit report of the concerned inspectors.

v. Certification Phase:

Review of the entire certification packages to ensure the completeness of the certification activities. The phase is ended up with the issue of AOC & OPS SPECS and the development of a comprehensive surveillance program for the operator.

1.1.13 ISSUANCE OR DENIAL OF AIR OPERATOR CERTIFICATE (AOC) AND/ OR OPERATIONS SPECIFICATIONS (OPS SPECS)

i. The CAAB may issue an AOC if, after investigation, the CAAB finds that the applicant—

(a) Meets the applicable regulations and standards for the holder of an AOC;

(b) Is properly and adequately equipped for safe operations in commercial air transport and maintenance of the aircraft; and

(c) Holds the economic authority issued by the Register of Joint Stock Companies & Firms under the provisions of the relevant regulations of Bangladesh and have adequate financial strength to run the organization.

(d) Has registered at least 01 (one) aircraft in Bangladesh and the aircraft is having valid Airworthiness Certificate and Airworthiness Review Certificate (ARC) issued by CAAB or CAAB's authorized organization.

(e) Complies with the General Requirements outlined in IS 1.1.13

ii. The CAAB may deny application for an AOC if the CAAB finds that—

(a) The applicant is not properly or adequately equipped or is not able to conduct safe operations in commercial air transport;

(b) The applicant previously held an AOC which was revoked; or

(c) An individual that contributed to the circumstances causing the revocation process of an AOC obtains a substantial ownership or is employed in a position required by this regulation.

(d) any owner/shareholder of an organization/entity having unpaid financial debt of CAAB.

(e) Any organization/entity having unpaid financial debt of CAAB.

iii. The CAAB may issue an OPS SPEC (an integral part of an AOC) in respect of an aircraft of an AOC holder if the CAAB finds that—

(a) Meets the applicable regulations and standards for the holder of an AOC;

(b) An aircraft is issued with a valid Certificate of Registration, Certificate of Airworthiness & Airworthiness Review Certificate (ARC), and found a continuing airworthiness management organization (CAMO) having valid CAAB's certificate with an appropriate scope which is responsible for airworthiness management of the aircraft;

(c) In case of scheduled flight operation by the aircraft at a new destination for the applicant or AOC holder, result of the station facility inspection is satisfactory;

(d) Required actions have been satisfactorily accomplished as outlined in Appendix-Q of the ANO (AOC).

(e) Satisfactorily complied with the applicable requirements of ANO (OPS) Part-SPA.

iv. The CAAB may deny application for an OPS SPECS if the CAAB finds that—

(a) Any of the requirements of the paragraph-iii of this section is not satisfactorily complied with.

1.1.14 SPECIFIC APPROVAL

i. The Civil Aviation Authority of Bangladesh (CAAB) is the authority for issuing a specific operations approval:

(a) to AOC holder of Bangladesh.

(b) for aircraft registered in Bangladesh when used in non-commercial operations.

ii. No person or AOC holder shall conduct special flight operation as specified in ANO (OPS) Part-SPA unless CAAB issues specific operations approval.

iii. A person or AOC holder shall comply with the requirement of specific approval of CAAB outlined in ANO (OPS) Part-SPA for specific approval.

iv. For specific operation approval under ANO (OPS) Part-SPA, each AOC holder shall submit Appendix-C of ANO (AOC) with proper information and a compliance checklist {*compliance checklist shall at least include the relevant requirements of ANO (OPS) Part-SPA, reference proposed procedure in compliance with the requirements, authorized signature*} to ensure full compliance with the relevant requirements of ANO (OPS) Part-SPA.

1.1.15 Amendment of an Air Operator Certificate (AOC) AND/OR OPERATIONS SPECIFICATION (OPS SPECS)

i. The CAAB may amend any AOC and/or OPS SPECS if—

(a) The CAAB determines that safety in commercial air transport and the public interest require the amendment; or

(b) The AOC holder applies for an amendment, and the CAAB determines that safety in commercial air transport and the public interest allows the amendment.

ii. If the CAAB stipulates in writing that an emergency exists requiring immediate amendment in the public interest with respect to safety in commercial air transportation, such an amendment is effective without stay on the date the AOC holder receives notice.

iii. An AOC holder may appeal the amendment, but shall operate in accordance with it, unless it is subsequently withdrawn.

iv. Amendments proposed by the CAAB, other than emergency amendments, become effective 30 days after notice to the AOC holder, unless the AOC holder appeals the proposal in writing prior to the effective date. The filing of an appeal stays the effective date until the appeal process is completed.

v. Amendments proposed by the AOC holder shall be made at least 60 (sixty) days prior to the intended date of any operation under that amendment. However, if applicable, the provision of Appendix-R of the ANO (AOC) shall be complied with.

vi. No person may perform a commercial air transport operation for which an AOC amendment is required, unless it has received notice of the approval from the CAAB.

vii. AOC holder shall submit Appendix-C (Formal Application Form) with proper information for any change in an AOC and/or OPS SPECS.

viii. AOC holder shall submit Appendix-C and Appendix-Q (for inclusion of aircraft in the OPS SPECS) with proper information for inclusion of an aircraft in an OPS SPECS.

ix. AOC holder shall submit Appendix-C with proper information and a compliance checklist for specific operation approval under ANO (OPS) Part-SPA and changes in the OPS SPECS.

x. AOC holder shall apply to the CAAB for amendment of OPS SPECS within 21 (twenty-one) days of de-registration of its aircraft from the civil aircraft registry of Bangladesh.

1.1.16 RENEWAL OF AIR OPERATOR CERTIFICATE

i. The holder of the AOC shall submit an application (Appendix-C) for renewal of the AOC together with statement and documents as per Appendix –E. The application shall be submitted to the Chairman at least 60 (sixty) days prior to the expiry date of the AOC, along with a statement in the application regarding the current capability and competency of the Operator. The capability and competency shall be assessed by conducting a thorough audit/inspection by CAAB in the areas of AOC Management, Finance, Operations and Airworthiness in accordance with the compliance checklist (CCL) of ANO (AOC) and its associated/referenced requirements of CAAB. CAAB will renew the AOC on the basis of the satisfactory audit report. In case of findings (non-compliances to the CAAB's requirements), CAAB will inform the AOC holder to take appropriate corrective actions up to the level of satisfaction of CAAB. Renewal of AOC will be denied in case the AOC holder fails to come up with adequate corrective actions/ corrective action plans to the best satisfaction of CAAB.

ii. Each AOC holder shall comply with all of the relevant requirements of ANO (AOC) and the General Requirements outlined in IS 1.1.13 for renewal of AOC.

1.1.18 SCHEDULED FLIGHT OPERATION AT A DESTINATION

i. No person or AOC holder shall operate scheduled flight at a destination unless the station facilities are inspected by the nominated inspectors of AOC Cell and other concerned section (s) of Flight Standard & Regulations division of CAAB and properly authorized.

ii. Furthermore, the nominated inspectors as mentioned in paragraph (i) shall conduct necessary surveillance/ audit/inspection at each station facilities of an AOC holder. Such surveillance/audit/inspection shall be conducted at least once in a year at the station facilities located in Bangladesh and at least once in two years at the station facilities located outside of Bangladesh.

iii. A concerned person or AOC holder shall make necessary arrangement for such initial audit/inspection or subsequent surveillance/audit/inspection.

iv. A concerned person or AOC holder shall apply to CAAB as per Appendix-C at least 60 (sixty) days before commencing scheduled flight operation by commercial air transport at a new destination or a destination not operated since the last 02 (two) years (from the date of last flight at a destination to the resuming date of the flight).

v. Each AOC holder shall establish a system acceptable to CAAB through continuous execution of the following actions (but not limited to) at each station where scheduled flights are planned to ensure safe operation:

(a) To ensure the adequacy of staff to handle the required support functions;

(b) To ensure the competent performance of the staff;

(c) To ensure that staffs are provided necessary initial and recurrent training to follow the proper procedures for the functions they perform;

(d) To ensure the quality of the fuel taken on board is in a satisfactory condition where fuel is uplifted.

(e) To ensure quality monitoring of fuel supplies including supplier checks and uplift contamination checks; the effectiveness and completion of fuel tank water drain checks;

(f) To ensure availability of the necessary de-icing/ anti-icing facilities and accomplish the relevant actions effectively.

(g) To arrange necessary facilities in connection with the services associated with aircraft arrival, turnaround, and dispatch.

(h) To ensure that the responsibilities for the following typical matters are defined:

(i) opening and securing of aircraft hold doors: securing and locking when loading is complete;

(ii) draining of water from aircraft fuel tanks;

(iii) maintaining communication between the flight deck and ground personnel.

(i) To ensure compliance with company approved practices for cargo restraint, load distribution, and spreading, such that the approved modifications for cargo configurations are observed;

(j) To ensure the satisfactory condition of cargo/ baggage compartments and their linings, cargo handling, and restraint equipment, and special provisions for the carriage of livestock and attendants;

(k) To ensure correct completion of sector record pages and their transmission to technical records;

(l) To ensure satisfactory rectification of defects for their deferral under the MEL and company procedures. The recording of component details and stores control numbers, cross-referencing to deferred defect records and additional worksheets where appropriate, and the inclusion of rectification details in the Sector Record Page;

(m) To ensure that all company manuals and documents, both technical and procedural, are kept up to date.

(n) To ensure cleanliness, state of repair, correct functioning, and maintenance of ground support equipment including ground de-icing/anti-icing equipment;

(o) To ensure care and maintenance of cargo containers, freight nets, pallets, and other cargo equipment;

(p) To ensure implementation of guidance and procedure on the aircraft servicing;

(q) To ensure recording external damage to the aircraft which has been inspected and is considered safe for further operation.

(r) To ensure the adequacy of aircraft manuals and other technical information appropriate to each aircraft type, including engines, propellers, and other equipment, and the continuing receipt of revisions and amendments;

(s) To ensure the effectiveness of any sub-contracted arrangements for ground handling, servicing, and maintenance support and compliance with the AOC holder’s contracted arrangements;

(t) To ensure scope and effectiveness of locally raised technical instructions and the procedure for bringing them to the notice of maintenance personnel;

(u) To ensure the adequacy of special tools and equipment appropriate to each type of aircraft, including engines, propellers, and other equipment;

(v) To ensure availability of adequate maintenance guidance and procedure manuals for the level of maintenance to be performed;

(w) To ensure availability of qualified maintenance personnel to accomplish the level of maintenance to be performed;

(x) To ensure the adequacy of stores and storage conditions for rotable components, small parts, perishable items, flammable fluids, engines, and bulky assemblies;

(y) To ensure compliance with required reporting procedures in the event of flights taking place after rectification of defects without the issue of a Certificate of Release to Service;

(z) To ensure satisfactory performance on passenger ticketing and baggage handling;

(aa) To ensure weighing of passengers and baggage before emplaning;

(bb) To ensure satisfactory performance on the handling of passenger enplaning and deplaning;

(cc) To ensure availability of adequate guide persons in case of using designated walk route to ensure passenger ramp safety if a jetway was not used;

(dd) To ensure that marshaling of aircraft performed satisfactorily;

(ee) To monitor the availability of proper marking of the ramp and gate areas for towing, taxiing, and parking position;

(ff) To ensure that the aircraft parking area is clear of carts and other vehicles during the parking of the aircraft;

(gg) To ensure satisfactory performance of the towing of the aircraft;

(hh) To ensure implementation of the procedures for identification and seat allocation for handicapped persons;

(ii) To ensure implementation of the procedure on seat allocation for infants and children;

(jj) To ensure utilization of proper scales for weighing baggage and cargo;

(kk) To ensure proper control of loose articles in the cabin (carry-on baggage);

(ll) To ensure the aircraft is properly lighted and identifiable at the parking location in case of overnight parking;

(mm) To ensure implementation of guidance and procedure on mass, balance & performance computations;

(nn) To ensure implementation of guidance and procedure on flight planning;

(oo) To ensure availability of emergency response procedure and concerned personnel are trained on it.

Note: Actions mentioned in this paragraph are not exhaustive and may vary among AOC holders, categories of AOC, operational nature and from station to station.

1.1.19 SUSPENSION or CANCELLATION OR REVOCATION OF AN AIR OPERATOR CERTIFICATE

i. An AOC shall remain suspended automatically:

(a) Once there is no aircraft with valid Airworthiness Certificate and/or Airworthiness Review Certificate (ARC) in its operations specifications; or

(b) when validity of the AOC exceeds; or

(c) when validity of CAMO certificate of AOC holder exceeds; or

ii. An AOC shall be automatically cancelled:

(a) if there is no Bangladeshi registered aircraft in its operations specifications; or

(b) if an AOC holder is unable to submit application along with required documents for renewal of the AOC within maximum 06 (six) months of its expiry.

iii. In the interest of safety, CAAB shall have right to suspend/ cancel/revoke any AOC and/or part thereof and/or privileges any time.

iv. An AOC shall be suspend/cancelled/revoked as a result of an enforcement action.

v. Any AOC cancelled or revoked must be surrendered to the Chairman, CAAB within 15 (fifteen) days of cancellation or revocation.

Note 1: In case of suspension, privileges of the AOC mentioned in 1.1.9 (i), (iii) & (iv) shall remain suspended.

Note 2: In case of revival of a suspended AOC, CAAB shall preserve the right to decide, case by case taking into account the situation, the actions to be taken.

Note 3: In case of revival of a cancelled/revoked AOC, the applicant/entity shall have to submit a fresh application for NOC to attain a new AOC.

1.1.20 ACCESS FOR SURVEILLANCE, AUDIT, INSPECTION AND ANY OTHER REGULATORY PURPOSE

i. To determine continued compliance with the applicable regulations, the applicant/AOC holder shall—

(a) ensure CAAB's access to its organizations, facilities, safety/security activities, aircraft and the applicant/ AOC holder shall facilitate the CAAB to discharge regulatory duties and responsibilities.

(b) ensure CAAB's access to its contracted/sub-contracted facilities associated with commercial air transport operations, airworthiness management and maintenance of aircraft; and

(c) ensure CAAB's free and uninterrupted access to the flight deck of the aircraft during flight operations.

ii. Each AOC holder shall provide to the CAAB a forward observer's seat on each of the AOC holder's aircraft from which the flight crew's actions and conversations may be easily observed.

Note: The suitability of the seat location and the ability to monitor crewmember actions, conversations and radio communications is determined by the CAAB.

1.1.21 CONDUCTING SURVEILLANCE, AUDIT AND INSPECTIONS

i. The CAAB will conduct required surveillance, audit, inspections, visit at the operators' facilities as deemed necessary to determine the regulatory compliances during the initial certification. After the issuance of AOC, through surveillance/audit/inspections at operator's facilities, CAAB will ensure that the AOC holder complies with the applicable requirements taking into account the operational and maintenance aspects.

ii. CAAB will conduct surveillance, audit, inspections, visit on the operations/activities of AOC holders as per the consolidated checklists outlined with the CCL of ANO (AOC). In case of findings (non-compliance to the CAAB requirements), CAAB will inform the AOC holder accordingly. The AOC holders shall take the necessary corrective actions in order to ensure continuous compliance of the regulatory requirements. Failure of taking timely corrective action and/or non-conformance or contravention with the regulatory requirement will result in enforcement action.

iii. The applicant or AOC holder shall allow the CAAB to conduct surveillance, audit, inspections, visit, at any time or place, to determine whether an AOC holder is complying with the applicable laws, regulations and AOC terms and conditions.

iv. The applicant or AOC holder shall make available at its principal base of operations—

(a) All portions of its current Air Operator Certificate;

(b) All portions of its manuals in connection with operations, continuing airworthiness management and maintenance;

(c) A current listing that includes the location and individual positions responsible for each record, document and report required to be kept by the AOC holder under the applicable aviation law, regulations or standards.

v. The applicant or AOC holder shall ensure accomplishment of necessary action(s) to allow CAAB at the contracted/sub-contracted (local and/or foreign) facilities for audit, inspections, surveillance, visit.

1.1.22 EXPENDITURES FOR CONDUCTING SURVEILLANCE, AUDIT, INSPECTION, MEETING

i. An applicant or AOC holder shall make necessary arrangement for the nominated CAAB officials to attend meeting and/or conduct surveillance, audit, inspection as necessary at the operator's facilities located at home and/or abroad as deemed necessary by CAAB.

ii. Each AOC holder shall have to arrange at its own expenditure or borne the costs/expenditures to be involved for air tickets, transportations, accommodations, per diem, travel insurance, security pass etc. of the CAAB's nominated officials to conduct surveillance/audit/ inspection/meeting etc.

iii. In case of visit abroad for the purpose mentioned in this section, as per appropriate regulations of the competent authority, applicant or AOC holder shall deposit necessary costs/expenditures into the CAAB's appropriate bank account minimum 07 (seven) working days (or as prescribed by the Chairman) before the planned departure date.

1.2 AIR OPERATOR CERTIFICATION AND CONTINUED VALIDITY

1.2.1 APPLICABILITY

Subpart 1.2 provides requirements applicable to the certification and continued validity of all AOC holders.

1.2.2 ADMINISTRATION

1.2.2.1 BASE OF OPERATIONS

i. Each AOC holder shall maintain a principal base of operations in Bangladesh.

ii. Each AOC holder that is authorized to conduct maintenance under CAAB ANO (AW) Part-145 requirements shall maintain a principal base of operations and principal base of maintenance either at the same location or at separate locations in Bangladesh.

iii. Each AOC holder shall provide written notification of intent to the CAAB at least 60 (sixty) days before it proposes to establish or change the location of either base.

1.2.2.2 MANAGEMENT PERSONNEL REQUIRED FOR COMMERCIAL AIR TRANSPORT OPERATIONS

i. Each AOC holder shall have an accountable manager, acceptable to the CAAB, who has corporate authority for ensuring that all flight operations, continuing airworthiness management and maintenance activities can be financed and carried out to the highest degree of safety standards required by the CAAB.

ii. Each AOC holder shall have post holders with proven qualification, competency and experience in civil aviation, available and serving full-time in the such positions or their equivalent, as applicable. The mentioned post holders shall have to be approved by CAAB before assigning for the following positions:

(a) Head of Flight Operations

(b) Head of Safety

(c) Head of Training

(d) Head of Technical (Operations)

(e) Head of Cabin Safety (if applicable)

(f) Head of Ground Operations/Handling (if applicable)

(g) Head of Dangerous Goods Handling (if applicable)

(h) Head of Airlines Security

(i) Head of Engineering of CAMO

(j) Head of Maintenance of Part-145 organization (Not applicable when the operator is not authorized to conduct maintenance)

(k) Head of Quality Assurance.

(l) Head of Safety Management System (other than accountable manager).

(m) Airworthiness Review Staff (if applicable).

Note 1: "Competency in civil aviation" means that an individual shall have academic & technical qualification and management experience acceptable to the CAAB for the position served in compliance with relevant requirements of ANO (OPS) B.2, CAAB ANO (AW)Part-M, CAAB ANO (AW)Part-145 and ANO on GHSP etc. or subsequent requirements issued in its place or any other circular/directives of CAAB.

Note 2:

(i) No person shall be responsible for more than 01(one) position of this section in an AOC of category-A1. However, upon application with proper justification and complying with (v) & (vi) of the note-2, Chairman, CAAB may consider a qualified person, in terms of complying with the appropriate requirements of CAAB, to be responsible for maximum 02 (two) positions in case of the availability of not more than 02 (two) aircraft in the operator's fleet.

(ii) No person shall be responsible for more than 01(one) position of this section in an AOC of category-A2. However, upon application with proper justification and complying with (v) & (vi) of the note-2, Chairman, CAAB may consider a qualified person, in terms of complying with the appropriate requirements of CAAB, to be responsible for maximum 02 (two) positions in case of the availability of not more than 04 (four) aircraft in the operator's fleet.

(iii) In case of category-C1 of an AOC, a person may be allowed to take the responsibility of maximum 02 positions of this section subject to comply with the relevant requirements of CAAB for both the positions concerning qualification, knowledge, competency & experience and complying with (v) & (vi) of the note-2.

(iv) In case of category B1, B2 and C2 of an AOC, a person may be allowed to take the responsibility of maximum 02 positions of this section subject to comply with the relevant requirements of CAAB for both the positions concerning qualification, knowledge, competency & experience and complying with (v) & (vi) of the note-2. However, upon application with proper justification, depending of the size of the organization, Chairman, CAAB may allow an individual for more than 02 (two) positions.

(v) No person shall be responsible for more than 01 (one) position where conflict of interest exists. (For example: person responsible as head of quality/safety shall not involve with any activities on which he/she is responsible for quality assurance through auditing)

(vi) Each AOC holder shall ensure compliance with the objective of human factor principal while assigning a person for specific responsibilities.

iii. The CAAB may approve positions or numbers of positions in addition to those listed in the paragraph-ii of this section, if the AOC holder is able to show that it can perform the operation with the highest degree of safety considering the followings:

(a) The kind of operations/activities involved;

(b) The number of aircraft used; and

(c) The area of operation.

iv. The individuals who serve in the positions required or approved under this section and anyone in a position to exercise control over operations/activities conducted under the AOC must:

(a) Be qualified through training, experience, and expertise as per CAAB approved procedure;

(b) Discharge their duties to meet applicable legal requirements and to maintain safe operations; and

(c) Have, to the extent of their responsibilities, a full understanding of the following materials with respect of the AOC holder's operation:

(i) Aviation safety standards and safe operating practices;

(ii) The ANO (AOC);

(iii) The AOC holder's operations specifications;

(iv) All appropriate maintenance and airworthiness requirements of this Part;

(v) The manuals requirements of this Part.

(vi) Each AOC holder must:

(d) State in the general policy provisions of the operations manual/CAME/MOE/GHSM etc. the duties, responsibilities and authority of personnel required by this section;

(e) List in the operations manual/CAME/MOE/GHSM etc. the names and business addresses of the individuals assigned to those positions; and

1.2.2.3 QUALITY SYSTEM

i. Each AOC holder shall establish quality system and designate head of quality to monitor compliance with, and adequacy of, procedures required to ensure safe operational practices and airworthy aircraft. Compliance monitoring shall include a feedback system to the accountable manager to ensure corrective action as necessary.

ii. Each AOC holder shall ensure that the quality system includes a quality assurance program that contains procedures designed to verify that all operations are being conducted in accordance with all applicable requirements, standards and procedures.

iii. The quality system, and the head of quality, shall be acceptable to the CAAB for necessary approval.

iv. Each AOC holder shall describe the quality system in relevant documentation as outlined in IS: 1.2.2.3.

v. Notwithstanding paragraph (i) above, the CAAB may accept the nomination of two head of Quality assurance departments, one for operations and one for CAMO. Head of quality assurance for operation may be known as head of safety.

vi. Where the AOC holder is also an AMO, the AOC holder's quality management system may be combined with the requirements of an AMO and submitted for acceptance to the CAAB.

1.2.2.4 SUBMISSION AND REVISION OF POLICY AND PROCEDURE MANUALS

i. Each manual required by this ANO must:

(a) Include instructions and information necessary to allow the personnel concerned to perform their duties and responsibilities with a high degree of safety;

(b) Be in a form that is easy to revise and contains a system which allows personnel to determine the current revision status of each manual;

(c) Have a date of the last revision on each page concerned;

(d) Not be contrary to any applicable BANGLADESH regulation and the AOC holder's operations specifications; and

(e) include a reference to appropriate civil aviation regulations.

ii. Each AOC holder shall submit the proposed policy or procedure to the CAAB at least 60 days prior to the date of intended implementation.

1.2.2.5 RETENTION OF RECORDS

i. Each AOC holder shall retain the following records for the period specified in IS: 1.2.2.5.

(a) Flight and duty records.

(b) Flight crew records.

(c) Other AOC holder personnel for which a training program is required.

(d) Fuel and oil records.

(e) Maintenance records of the aircraft.

(f) Operational flight plan.

(g) Flight Preparation forms listed below —

(i) Completed load manifests.

(ii) Mass and balance records.

(iii) Dispatch releases.

(iv) Flight plans.

(v) Passenger manifests.

(vi) Weather reports.

(h) Aircraft technical logbook, including the following sections listed below:

(i) Journey records section.

(ii) Maintenance records section.

(iii) Flight recorder records.

(iv) Quality system records.

(v) Dangerous goods transport document.

(vi) Dangerous goods acceptance checklist.

(vii) Records on cosmic and solar radiation dosage.

(viii) Other records as may be required by the CAAB.

ii. For the records identified in paragraph (i)(a), (b) and (c) above, the AOC holder shall maintain:

(a) Current records which detail the qualifications and training of all its employees, and contract employees, involved in the operational control, flight operations, ground operations and maintenance of the air operator.

(b) Records for those employees performing crew member or flight operations officer duties in sufficient detail to determine whether the employee meets the experience and qualification for duties in commercial air transport operations.

iii. Each AOC holder shall maintain records in a manner acceptable to the CAAB.

1.2.2.6 COCKPIT VOICE AND FLIGHT DATA RECORDER RECORDS

i. Each AOC holder shall retain:

(a) The most recent flight data recorder calibration, including the recording medium from which this calibration is derived; and

(b) The flight data recorder correlation for one aircraft of any group of aircraft operated by the AOC holder—

(i) That are of the same type;

(ii) On which the model flight recorder and its installation are the same; and

(iii) On which there is no difference in type design with respect to the original installation of instruments associated with the recorder.

Note: The flight data recorder calibration and the flight data recorder correlation will be kept as part of the maintenance records for aircraft and its components.

ii. An Operator shall have to maintain documentation concerning parameter allocation, conversion equations, periodic calibration and other serviceability/maintenance information. The documentation needs to be sufficient to ensure that accident investigation authorities have the necessary information to read out the data in engineering units.

iii. In the event of an accident or incident requiring immediate notification of the CAAB, the AOC holder shall remove and keep recorded information from the cockpit voice recorder and flight data recorder for at least 60 days or, if requested by the CAAB, for a longer period.

1.2.2.7 AIRCRAFT OPERATED BY THE AOC HOLDER

i. The AOC holder shall list in its operations specifications the aircraft make, model and series with the following list of authorizations, conditions and limitations:

(a) Issuing Authority contact details;

(b) Operator name and AOC number;

(c) Date of issue and signature of the Authority representative;

(d) Aircraft model;

(e) Types and areas of operations, and

(f) Special limitations and authorizations.

ii. Each AOC holder shall apply to the CAAB for an amendment to its operations specification in advance of any intended change of aircraft.

iii. Aircraft of another AOC holder operated under an interchange agreement shall be incorporated to the operations specifications as required by paragraph (i) above.

1.2.2.8 AIRCRAFT TECHNICAL LOG

i. Each AOC holder shall have an aircraft technical log that is carried on the aircraft that contains a journey records section and an aircraft maintenance record section. The journey records section is further described in 1.3.6 and the aircraft maintenance record section is further described in 1.4.8.

ii. There are examples of aircraft technical log in IS 1.2.2.8.

Note: The aircraft technical log may be computerized. The journey records section and the maintenance record section may be combined.

1.2.2.9 COMPANY PROCEDURES INDOCTRINATION

i. No person may serve nor may any AOC holder use a person in its employ unless that person has completed the company indoctrination curriculum approved by the CAAB, appropriate to that person's duties and responsibilities.

ii. The indoctrination curriculum shall include training in knowledge and skills related to human performance, including co-ordination with other AOC personnel.

1.2.2.10 SAFETY MANAGEMENT

i. The AOC, CAMO, AMO shall implement a safety management system acceptable to the CAAB that as a minimum:

(a) Identifies safety hazards;

(b) Ensures the implementation of remedial action necessary to maintain agreed safety performance;

(c) Provides for continuous monitoring and regular assessment of the safety performance; and

(d) Aims at a continuous improvement of the overall performance of the safety management system.

ii. The safety management system shall clearly define lines of safety accountability throughout the approved training organization, including a direct accountability for safety on the part of senior management.

iii. The safety management system shall contain the components and elements listed in IS 1.2.2.10.

1.2.2.11 FLIGHT SAFETY DOCUMENT SYSTEM

i. An AOC holder shall establish a flight safety document system, approved by the CAAB, for the use and guidance of operational personnel.

ii. The development and organization of a flight safety document system shall contain the minimum elements of the outline provided in the IS: 1.2.2.11.

1.2.3 AIRCRAFT

1.2.3.1 ACQUISITION OF AIRCRAFT:

For Inclusion of any aircraft (New Type/Existing Type) in the Operations Specification, the applicant or AOC holder shall apply to CAAB with the Appendix-Q and required information & documents. An applicant or AOC holder shall comply with the provision of Appendix-R while inclusion of an aircraft.

1.2.3.2 REGISTRATION OF AN AIRCRAFT INTO THE CIVIL AIRCRAFT REGISTRY OF BANGLADESH

i. Each applicant for AOC or the existing AOC holder shall ensure that at least one aircraft is registered into the civil aircraft registry of Bangladesh to achieve AOC and/or remain AOC valid.

ii. An aircraft shall be automatically de-registered from the civil aircraft registry of Bangladesh if the aircraft does not have a valid Airworthiness Certificate and Airworthiness Review Certificate for 02 (two) successive years.

iii. Each AOC holder shall comply with the requirements outlined in ANO on registration and de-registration of aircraft for registration, de-registration, change of ownership etc. of an aircraft.

1.2.3.3 AIRCRAFT DESIGN STANDARDS AND CERTIFICATION

i. No aircraft shall enter into the civil aircraft registry of Bangladesh unless the type of the aircraft is either certified or validated or accepted by CAAB in accordance with the Airworthiness Code of Bangladesh outlined in ANO on "Aircraft Design Standards".

ii. Primary Design Standards -Aircraft, Engines and Propellers

The primary airworthiness design standards in respect of aircraft, engines and propellers are:

Normal, Utility, Acrobatic and Commuter (small or Light Aero plane)	FAR part 23 or EASA CS – 23 Or CS-VLA as applicable
Transport category aero planes (Large Aero plane)	FAR part 25 or EASA CS - 25
Small rotorcraft (Normal or Light category)	FAR part 27 or EASA CS – 27 Or CS-VLR as applicable
Large rotorcraft (transport category)	FAR part 29 or EASA CS – 29
Engines	FAR part 33 or EASA CS- E
Propellers	FAR part 35 or EASA CS - P
Auxiliary power unit	EASA CS –APU
Sailplanes or Powered sailplanes	FAR part 23 or EASA CS - 22
Manned free balloons	FAR part 31
Hot Air Balloons	EASA CS -31 HB

iii. The Chairman, CAAB may issue a type certificate or validate/ accept a type certificate issued by the competent authority of the state of design of the aircraft in respect of an aircraft type upon satisfactory result of the inspection by nominated CAAB inspectors at the aircraft manufacturing facility.

1.2.3.4 NO OBJECTION TO IMPORT AN AIRCRAFT

i. No person and/or AOC holder shall proceed to import a civil aircraft in Bangladesh unless CAAB issues a No Objection Certificate (NOC) in respect of the aircraft. The applicant or AOC holder shall have to apply to CAAB as per Appendix-T for such NOC along with the appropriate documents to learn the current status of the aircraft in compliance with the design standard and to conform the compliance with the requirements on "Age Restriction of an Aircraft to be imported in Bangladesh".

ii. Upon satisfactory submission of the required information/ documents by the applicant/AOC holder, CAAB may issue a NOC to import the aircraft in Bangladesh.

iii. A NOC shall be valid only for 03 (three) months from its issuance date.

iv. In case of failure of an applicant or AOC holder to import the aircraft in Bangladesh within the validity period of the NOC, the applicant or AOC holder shall have to submit a fresh application as per sub-para (i) & (ii) of this Paragraph-1.2.3.4 of this ANO (AOC) for another NOC to import the aircraft.

v. After receiving a NOC in respect of an aircraft, an applicant or AOC holder is allowed to import the aircraft in Bangladesh under foreign registration subject to the comply with the following requirement:

(a) If an applicant or AOC holder wants to import an aircraft in Bangladesh under foreign registration for the purpose of registration in Bangladesh, the applicant or AOC holder shall submit to the CAAB a non-judicial stamp (as applicable) with a declaration that the aircraft (Foreign Registration Marks:…., Manufacturer Serial Number:…..) shall be taken back immediately from Bangladesh to any other country under the expenditure and arrangement of the applicant or AOC holder in case of failure of the applicant or AOC holder to comply with the requirements of CAAB for Certificate of Registration and Certificate of Airworthiness within 120 (one hundred and twenty) days of the first landing of the aircraft at an airport of Bangladesh.

vi. After receiving a NOC in respect of an aircraft, if an applicant or AOC holder wants to import the aircraft under Bangladeshi registration, the applicant or AOC holder shall have to comply with the requirement outlined in paragraph-1.2.3.5 of this ANO (AOC).

1.2.3.5 RESTRICTED CERTIFICATE OF REGISTRATION & AIRWORTHINESS

i. CAAB may issue restricted certificate of registration and restricted certificate of airworthiness in respect of an aircraft to be registered in Bangladesh subject to the submission of the following documents by an applicant or AOC holder:

(a) NOC issued by CAAB in respect of the aircraft under paragraph-1.2.3.4 of this ANO.

(b) Confirmation of allocation of temporary registration marks by CAAB in respect of the aircraft;

(c) In case of used aircraft, document/certificate of cancellation/de-registration of the aircraft from the foreign civil aircraft registry;

(d) In case of new aircraft, manufacturer's statement to confirm that the aircraft has never been registered or document/certificate of cancellation/de-registration of the aircraft from the foreign civil aircraft registry;

(e) In case of a foreign registered aircraft, Export Certificate of Airworthiness issued by the competent authority of a state where the aircraft was registered at last.

(f) In case of an aircraft never registered anywhere, Export Certificate of Airworthiness issued by the competent authority of the manufacturer of the aircraft.

(g) Insurance certificate of the aircraft in favor of the applicant or AOC holder.

(h) Radio station license issued by the competent authority of Bangladesh in respect of the aircraft.

(i) A non-judicial stamp (as applicable) with a declaration that the aircraft (Temporary Registration Marks:., Manufacturer Serial Number:……..) shall be removed immediately from the airport premises of Bangladesh under the expenditure and arrangement of the applicant or AOC holder in case of failure of the applicant or AOC holder to comply with the requirements of CAAB for Certificate of Registration and Certificate of Airworthiness within 120 (one hundred and twenty) days of first landing of the aircraft at an airport of Bangladesh.

ii. Such Restricted Certificate of Registration and Restricted Certificate of Airworthiness shall only be utilized to ferry the aircraft in/from Bangladesh and shall be valid for 125 (one hundred and twenty-five) days from the date of the first landing at an airport of Bangladesh.

iii. Any other requirements, provisions of CAAB in connection with the issue of restricted/temporary Certificate of Registration and restricted/temporary Certificate of Airworthiness shall be considered superseded.

1.2.3.6 AGE RESTRICTION OF AN AIRCRAFT TO BE IMPORTED IN BANGLADESH

i. No person shall import an aircraft on purchase/dry/wet lease arrangement for the operation under an AOC issued or to be issued by CAAB unless the aircraft meets the following requirements of CAAB on age restriction of an aircraft.

ii. Age limit of aircraft on Commercial Air Transport Operation of Aeroplane or Commercial Air Transport Helicopter Operations:

(a) Pressurized/un-pressurized aircraft to be utilized for carriage of Persons, on Purchase / dry / wet lease arrangement shall:

not be more than 15 (fifteen) years in age or has completed not more than 70% (seventy percent) of the DSG/ DSO/ESL, anyone of the three is acceptable, in terms age or flight cycle/ flight hours, whichever is earlier.

(b) Pressurized/un-pressurized aircraft to be utilized for carriage of Cargo only, on Purchase / dry / wet lease arrangement shall:

not be more than 25 (twenty-five) years in age or has completed not more than 75% (seventy-five) of the DSG/ DSO/ESL, anyone of the three is acceptable, in terms age or flight cycle/ flight hours, whichever is earlier.

Note: If the manufacturer does not define DSG/DSO/ESL (anyone of the three is acceptable) in terms flight cycle or flight hours, in that case age restriction concerning calendar years will be applicable.

iii. Date of age of the aircraft shall be calculated on the date of submission of a complete application for No Objection Certificate/Authorization as per Appendix-T.

iv. In case of failure of submission of a complete application along with all required documents in full compliance with the Appendix-T, the age of the aircraft shall be calculated on the date of submission of total compliant documents.

1.2.3.7 Authorised Aircraft

i. No AOC holder shall operate an aircraft in commercial air transport under the privileges of AOC issued by CAAB unless that the aircraft has an appropriate current airworthiness certificate & the valid airworthiness review certificate and fit for the intended operations complying with the applicable airworthiness requirements for these operations, including those related to identification and equipment.

ii. No person or AOC holder shall operate any specific type of aircraft as commercial air transport in Bangladesh until it has completed satisfactorily the process of type certification/ validation/acceptance and included in operations specification (OPS SPEC) of an Air Operator Certificate (AOC).

iii. No person or AOC holder shall operate an aircraft unless full compliance with the applicable requirements outlined in ANO (AW) Part-21 for the issue of Airworthiness Certificate in respect of an aircraft to be operated under the privileges of the AOC.

iv. No person or AOC holder shall operate an aircraft unless full compliance with the applicable requirements outlined in ANO (AW) Part-M or subsequent requirements issued in its place for the issue/renewal of Airworthiness Review Certificate in respect of an aircraft to be operated under the privileges of the AOC.

v. No person or AOC holder shall operate an aircraft unless full compliance with the applicable requirements outlined in ANO (AW) Part-M, ANO (AW)Part-145 and ANO (AW) Part-21 or subsequent requirements issued in its place for initial issue of airworthiness certificate, airworthiness management, maintenance actions of an aircraft to be operated under the privileges of the AOC.

1.2.3.8 AIRCRAFT LEASING

i. **Any lease-in:**

(a) The operator shall seek the CAAB's approval before engaging in aircraft operational lease arrangements (i.e. dry/wet or damp leases).

(b) No applicant or AOC holder shall lease-in aircraft from any country under significant safety concern of ICAO or from an operator having operational restrictions imposed by the state of operator.

(c) An aircraft under any valid lease agreement with Bangladeshi AOC holder shall not be operated by any other operator of Bangladesh or any other state in any arrangement except sub-lease agreement.

ii. **Wet or damp lease-in:**

(a) The applicant or AOC holder for the approval of the wet or damp lease-in of an aircraft shall demonstrate to the CAAB that:

(i) An operational need has been identified;

(ii) The operator of the aircraft holds a valid AOC issued in accordance with ICAO Annex 6;

(iii) The aircraft has a valid C of A issued in accordance with ICAO Annex 8.

(b) A memorandum of understanding or agreed minutes shall be signed between CAAB and the competent authority of the state of operator and/or the state of registry (as applicable) of wet or damp leased-in aircraft on the responsibilities of the state of the operator and the state of registry including maintaining safety standard of the aircraft. Approval of wet or damp lease-in arrangement shall also be subject to the satisfactory result of the inspection to be conducted by CAAB's AOC Cell inspectors and others at the principal place of operations and maintenance of the AOC holder under which the aircraft operates.

(c) No applicant or AOC holder shall conduct wet or damp leased operation unless CAAB issues an authorization after complying all applicable requirements.

(d) The authorization shall be kept in the aircraft during its flight operation under wet lease arrangement.

(e) The authorization of CAAB shall be suspended or revoked whenever the AOC of the lessor or lessee is suspended or revoked.

iii. **Dry lease-in:**

(a) An applicant or AOC holder for the approval of the dry lease-in of an aircraft registered in a foreign country shall demonstrate to the CAAB that:

(i) An operational need has been identified;

(ii) Compliance with the applicable requirements of CAAB is ensured; and

(iii) The aircraft is equipped in accordance with the applicable requirements of CAAB for Air Operations.

(b) The approval of a dry lease-in arrangement shall be suspended or revoked whenever the certificate of airworthiness of the aircraft is suspended or revoked.

iv. **Wet or damp lease-out:**

Prior to the wet or damp lease-out of an aircraft, the AOC holder shall notify the CAAB.

v. **Dry lease-out:**

AOC holder intending to dry lease-out one of its aircraft shall apply for prior approval of the CAAB. The application shall be accompanied by copies of the intended lease agreement or description of the lease provisions, except financial arrangements, and all other relevant documentation.

vi. Applicant or AOC holder shall apply for the authorization of the flight operation under wet or damp lease agreement as per Appendix-T of the ANO (AOC).

Note: See IS: 1.2.3.7 for additional requirements on aircraft leasing.

1.2.3.9 AIRCRAFT INTERCHANGE

i. No AOC holder may interchange aircraft with another AOC holder without the approval of the CAAB.

ii. See IS: 1.2.3.8 for requirements pertaining to aircraft interchange agreements approved by the CAAB.

1.2.3.10 EMERGENCY EVACUATION DEMONSTRATION

i. AOC holder shall use an aircraft type and model in commercial air transport passenger-carrying operations unless it has first conducted, for the CAAB, an emergency evacuation demonstration for the configuration in 90 seconds or less.

ii. AOC holder shall use a land plane in extended overwater operations unless it has first demonstrated to the CAAB that it has the ability and equipment to efficiently carry out its ditching procedures.

Note:See IS: 1.2.3.9 for additional requirements concerning emergency evacuation demonstrations.

1.2.3.11 DEMONSTRATION FLIGHTS

i. No AOC holder shall operate an aircraft type in commercial air transport unless it first conducts satisfactory demonstration flights for the CAAB in that aircraft type.

ii. No AOC holder shall operate an aircraft in a designated special area, or using a specialized navigation system, unless it conducts a satisfactory demonstration flight for the CAAB.

iii. Demonstration flights required by paragraph (i) shall be conducted in accordance with the regulations applicable to the type of operation and aircraft type used.

iv. The CAAB may authorize deviations from this section if the CAAB finds that special circumstances make full compliance with this section unnecessary.

Note: See IS: 1.2.3.10 for additional requirements concerning demonstration flights.

1.2.3.12 ON BOARD DOCUMENTS

Each AOC holder shall ensure that the following documents (original) are available in the aircraft during flight operation:

i. CAAB's certified True Copy of AOC and operations specification of the particular aircraft;

ii. Certificate of Registration;

iii. Certificate of Airworthiness and Airworthiness Review Certificate;

iv. Noise Certificate;

v. Radio Station License;

vi. Insurance Certificate;

vii. Certificate of Release to Service;

viii. Aircraft Technical Log;

ix. Aircraft Flight Manual;

x. Minimum Equipment List;

xi. Operations Manual

xii. Differed Defect List;

xiii. List of the Crews on Board;

xiv. The appropriate licenses for each member of the crew;

xv. If the aircraft carries passengers, a list of their names and places of embarkation and destination;

xvi. If the aircraft carries cargo, a manifest and detailed declarations of the cargo;

xvii. Any other documents specified by CAAB time to time.

1.2.4 FACILITIES AND OPERATIONS SCHEDULES

1.2.4.1 FACILITIES

i. Each AOC holder shall maintain operational and airworthiness support facilities at the main operating base, appropriate for the area and type of operation.

ii. The applicant or Each AOC holder shall arrange appropriate ground handling facilities at each airport used to ensure the safe servicing and loading of its flights. To this effect an aircraft handling manual has to be developed which should include training requirements, contracting/subcontracting policies (if any), handling processes, procedures and practices for all ground handling operations. The applicant or AOC holder shall ensure compliance with the requirements of CAAB concerning ground handling outlined in the ANO on Ground Handling Service 2018. The privileges of AOC as mentioned in section 1.1.9 (vii) shall remain suspended in case of failure of having an appropriate valid license as per ANO on Ground Handling Service.

1.2.4.2 OPERATIONS SCHEDULES

In establishing flight operations schedules, each AOC holder conducting scheduled operations shall allow enough time for the proper servicing of aircraft at intermediate stops, and shall consider the prevailing winds en-route and cruising speed for the type of aircraft. This cruising speed may not be more than that resulting from the specified cruising output of the engines.

1.3 AOC FLIGHT OPERATIONS MANAGEMENT

1.3.1 APPLICABILITY

Subpart 1.3 provides those certification requirements that apply to management of flight operations personnel and their functions.

1.3.2 OPERATIONS MANUAL

i. Each AOC holder shall issue to the crew members and persons assigned operational control functions, an Operations Manual approved by the CAAB.

ii. The Operations Manual shall contain the overall (general) company policies and procedures regarding the flight operations it conducts.

iii. Each AOC holder shall prepare and keep current an Operations Manual which contains the operations' procedures and policies for the use and guidance of its personnel.

iv. Each AOC holder shall issue the Operations Manual, or pertinent portions, together with all amendments and revisions to all personnel that are required to use it.

v. No person may provide for use of its personnel in commercial air transport any Operations Manual or portion of this manual which has not been found approved for the AOC holder by the CAAB.

vi. Each AOC holder shall ensure that the contents of the Operations Manual include at least those subjects designated by the CAAB that are applicable to the AOC holder's operations.

vii. Unless otherwise acceptable to the CAAB, each AOC holder shall provide an Operations Manual containing information on operations administration and supervision, accident prevention and flight safety program, personnel training, flight crew and cabin crew member fatigue and flight and duty time limitations, flight operations including operational flight planning, airplane performance, routes, guides and charts, minimum flight altitudes, aerodrome operating minima, search and rescue, dangerous goods, navigation, communications, security, and human factors. The operations manual shall encompass the matters set forth above. The operations manual may be published in parts, as a single document, or as a series of volumes. Specific subjects are listed below. Subjects presented with reference to a specific section shall be addressed in accordance with the requirements of the referenced section.

(a) Training Program. (1.3.4)

(b) Aircraft Operating Manual. (1.3.5)

(c) Minimum Equipment List and Configuration Deviation List. (1.3.13)

(d) Aircraft Performance Planning Manual. (1.3.14)

(e) Route Guide. (1.3.22)

(f) Dangerous Goods Procedures.

(g) Accident/Incident Reporting Procedures.

(h) Security Procedures.

(i) Aircraft Loading and Handling Manual. (1.3.16)

(j) Cabin Crew Member Manual (if required). (1.3.19)

viii. The Operations Manual shall conform compliance to the requirements outlined in IS: 1.3.2 and ANO (OPS) B1 or subsequent requirements issued in its place.

1.3.3 FLIGHT CREW QUALIFICATIONS

i. Each AOC holder shall detail flight crew member. No person shall serve as a flight crew member, on an air transport operation, unless the person holds the appropriate license and rating as per the applicable rules of the Civil Aviation Rules and the ANOs of CAAB.

ii. Each person authorized to perform an air transport operations outside Bangladesh under an AOC issued by CAAB shall have in his or her possession the appropriate flight crew license of CAAB.

1.3.4 TRAINING PROGRAM

i. Each AOC holder shall ensure that all operations personnel are properly instructed in their duties and responsibilities and the relationship of such duties to the operation as a whole.

ii. Each AOC holder shall have a training program manual approved by the CAAB containing the general training, checking, and record keeping policies.

iii. Each AOC holder shall have approval of the CAAB prior to using a training curriculum for the purpose of qualifying a crewmember, or person performing operational control functions, for duties in commercial air transport.

iv. Each AOC holder shall submit to the CAAB any revision to an approved training program, and shall receive written approval from the CAAB before that revision can be used.

v. The training program manual shall conform to the requirements outline in IS: 1.3.4 and ANO (OPS) B1(Part-D) or subsequent requirements issued in its place.

1.3.5 AIRCRAFT OPERATING MANUAL

i. Each AOC holder or applicant shall submit proposed aircraft operating manuals for each type and variant of aircraft operated, containing the normal, abnormal and emergency procedures relating to the operation of the aircraft for approval by the CAAB.

ii. Each Aircraft Operating Manual shall be based upon the aircraft manufacturer's data for the specific aircraft type and variant operated by the AOC holder and shall include specific operating parameters, details of the aircraft systems, and of the check lists to be used applicable to the operations of the AOC that are approved by the CAAB. The design of the manual shall observe human factors principles.

iii. The Aircraft Operating Manual shall be issued to the flight crewmembers and persons assigned operational control functions to each aircraft operated by the AOC.

iv. The Aircraft Operating Manual may conform to the requirements outlined in IS: 1.3.5 and ANO 6-1 or subsequent requirements issued in its place.

1.3.6 AIRCRAFT TECHNICAL LOG ENTRIES–JOURNEY RECORDS SECTION

i. Each AOC holder shall use an aircraft technical log containing a journey records section which includes the following information for each flight: (See 1.4.8 for maintenance records section of the aircraft technical log).

(a) Aircraft nationality and registration;

(b) Date;

(c) Names of crewmembers;

(d) Duty assignments of crewmembers;

(e) Place of departure;

(f) Place of arrival;

(g) Time of departure;

(h) Time of arrival;

(i) Hours of flight;

(j) Nature of flight (private, aerial work, scheduled, non-scheduled);

(k) Incidents, observations, if any; and

(l) Signature of person in charge.

ii. Entries in the journey logbook shall be made currently and in ink.

iii. Completed journey log books shall be retained to provide a continuous record of the last 2 years operations.

1.3.7 DESIGNATION OF PIC FOR COMMERCIAL AIR TRANSPORT

i. The AOC holder shall, for each commercial air transport operation, designate in writing one pilot as the PIC.

ii. PIC and cockpit crew member shall wear a distinctive uniform other than cabin crew members that allows to perform their duties during a passenger evacuation drill.

1.3.8 REQUIRED CABIN CREW MEMBERS

i. The AOC holder shall schedule, and the PIC shall ensure, that the minimum numbers of required cabin crew members are on board for each type of airplane, based on seating capacity or the number of passengers carried, in order to effect a safe and expeditious evacuation of the airplane and the necessary functions to be performed in an emergency or in a situation requiring emergency evacuation.

ii. Cabin crew member shall wear a distinctive uniform other than cockpit crew members that allows to perform safety duties during a passenger evacuation drill; and

iii. The number of cabin crew members may not be less than the minimum established in the AOC holder's cabin crew member manual approved/accepted by CAAB or the following, whichever is greater—

(a) For a seating capacity of 20 to 50 passengers: 1 cabin crew member; and

(b) One additional cabin crew member for each unit, or part of a unit, of 50 passenger seat capacity.

iv. When passengers are on board a parked aircraft, the minimum number of flight attendants shall be one-half that required for the flight operation, but never less than one cabin crew member (or another person qualified in the emergency evacuation procedures for the aircraft).

v. The applicant or AOC holder shall ensure compliance with the CAAB's requirements on cabin safety system outlined in the ANO 6-1, Chapter-12 *or subsequent requirements issued in its place*.

Note: Where one-half would result in a fractional number, it is permissible to round down to the next whole number.

1.3.9 CARRIAGE OF SPECIAL SITUATION PASSENGERS

No AOC holder may allow the transportation of special situation passengers except:

i. As provided in the AOC holder's Operations Manual procedures; and

ii. With the knowledge and concurrence of the PIC.

1.3.10 CREW MEMBER CHECKING AND STANDARDISATION PROGRAM

i. Each AOC holder shall have a program of checking and standardization of crew members approved by the CAAB.

ii. An AOC holder shall check pilots' proficiency on those maneuvers and procedures that are prescribed by the CAAB for pilot proficiency checks, which shall include emergency procedures and, where applicable, instrument flight rules.

Note 1: A standardized process is defined to address the operator unique fleet differences and compliance methods.

Note 2: See ANO 6-1, Chapter-9 or subsequent requirements issued in its place *for specific checking requirements.*

1.3.11 RESERVED

1.3.12 COCKPIT CHECK PROCEDURE

i. Each AOC holder shall issue to the flight crews and make available on each aircraft, the checklist procedures approved by the CAAB appropriate to for the type and variant of aircraft.

ii. Each AOC holder shall ensure that approved procedures include each item necessary for flight crew members to check for safety before starting engines, taking off, or landing, and for engine and systems abnormalities and emergencies.

iii. Each AOC holder shall ensure that the checklist procedures are designed so that a flight crew member will not need to rely upon his memory for items to be checked.

iv. Each AOC holder shall make the approved procedures readily useable in the cockpit of each aircraft and the flight crew shall be required to follow them when operating the aircraft.

Note 1: Checklists are part of the Aircraft Operating Manual, which is a part of the Operations Manual of the AOC and is approved by the CAAB.

Note 2: See ANO 6-1, Chapter-4 or subsequent requirements issued in its place *for further requirements.*

1.3.13 Minimum Equipment List and Configuration Deviation List

i. Each AOC holder shall provide for the use of the flight crew members, maintenance personnel and person's assigned operational control functions during the performance of their duties, an MEL approved by the CAAB.

ii. The MEL shall be specific to the aircraft type and variant which contains the circumstances, limitations and procedures for release or continuance of flight of the aircraft with inoperative components, equipment or instruments.

iii. Each AOC holder may provide for the use of flight crew members, maintenance personnel and persons assigned operational control functions during the performance of their duties a Configuration Deviation List (CDL) specific to the aircraft type if one is provided and approved by the State of Design. An AOC Holder operations manual shall contain those procedures acceptable to the CAAB for operations in accordance with the CDL requirements.

1.3.14 PERFORMANCE PLANNING MANUAL

i. Each AOC holder shall provide for the use of the flight crew members and persons assigned operational control functions during the performance of their duties; a performance planning manual acceptable to the CAAB.

ii. The performance planning manual shall be specific to the aircraft type and variant and shall contain adequate performance information to accurately calculate the performance in all normal phases of flight operation.

Note: See ANO 6-1, Chapter-5 or subsequent requirements issued in its place *for specific on the performance planning manual.*

1.3.15 PERFORMANCE DATA CONTROL SYSTEM

i. Each AOC holder shall have a system approved by the CAAB for obtaining, maintaining and distributing to appropriate personnel current performance data for each aircraft, route and airport that it uses.

ii. The system approved by the CAAB shall provide current obstacle data for departure and arrival performance calculations.

Note: See ANO 6-1, Chapter-5 or subsequent requirements issued in its place for specific requirements.

1.3.16 AIRCRAFT LOADING, MASS AND BALANCE

i. Each AOC holder shall provide for the use of the flight crew members, ground handling personnel and persons assigned operational control functions during the performance of their duties, an aircraft handling and loading manual acceptable to the CAAB.

ii. This manual shall be specific to the aircraft type and variant and shall contain the procedures and limitations for servicing and loading of the aircraft.

iii. No person or AOC holders shall operate an aircraft unless all loads carried are properly distributed and safely secured.

iv. No person or AOC holders shall operate an aircraft unless the calculations for the mass of the Aeroplane and Centre of gravity location indicate that the flight can be conducted safely, taking into account the flight conditions expected.

v. For commercial air transport operations, no PIC shall commence a flight unless the PIC is satisfied that the loading and mass and balance calculations contained in the load manifest are accurate and comply with the aircraft limitations.

vi. No person or AOC holders shall operate an aircraft unless the aircraft has been re-weighed and complied with the applicable requirements outlined in ANO (AW) Part-M.

vii. Each AOC holder shall ensure that the period of re-weighing of the aircraft shall not be more than 05 (five) years.

1.3.17 MAXIMUM ALLOWABLE MASS TO BE CONSIDERED ON ALL LOAD MANIFESTS

i. PIC shall ensure that the takeoff mass for a flight does not exceed the maximum allowable takeoff mass—

ii. For the specific runway and conditions existing at the takeoff time; and

iii. Considering anticipated fuel and oil consumption that allows compliance with applicable en-route performance, landing mass, and landing distance limitations for destination and alternate aerodromes.

Note: Depending on the size and scope of the AOC operations, the aircraft loading and balance/handling manual may be either a stand-alone document or contained in the Aircraft Flight Manual.

1.3.18 MASS AND BALANCE DATA CONTROL SYSTEM

Each AOC holder shall have a system approved by the CAAB for obtaining, maintaining and distributing to appropriate personnel current information regarding the mass and balance of each aircraft operated.

Note: See ANO 6-1 Chapter 4.14 & ANO (OPS) B1 GM Section-14 or subsequent requirements issued in its place for further requirements

1.3.19 CABIN CREW MEMBER MANUAL

i. The AOC holder shall issue to the cabin crew members and provide to passenger agents/passenger handling agents during the performance of their duties, a cabin crew member manual acceptable to the CAAB.

ii. The cabin crew member manual shall contain those operational policies and procedures applicable to cabin crew members and the carriage of passengers.

iii. The AOC holder shall issue to the cabin crew members, a manual specific to the aircraft type and variant which contains the details of their normal, abnormal, emergency procedures and the location & operation of emergency equipment (quantity, serviceability & use), safety information briefing, procedures for handling infants and children and disabled persons, exit row seating program, cabin storage of carry-on baggage and cargo, cabin crew duties and responsibilities procedures (unruly passenger and crowed control), doors, drugs, electronic devices, dangerous goods, lights, turbulence, CRM, survival, hijacking, weapons, first aid, aviation security, SMS, oxygen: use & need, fire prevention & control, and evacuation procedure.

Note: These manuals may be combined into one manual for use by the cabin crew members.

1.3.20 PASSENGER BRIEFING CARDS

i. Each AOC holder shall carry on each passenger carrying aircraft, in convenient locations for the use of each passenger, printed cards supplementing the oral briefing and containing—

(a) Diagrams and methods of operating the emergency exits;

(b) Other instructions necessary for use of the emergency equipment, and

(c) Information regarding the restrictions and requirements associated with sitting in an exit seat row.

ii. Each AOC holder shall ensure that each card contains information that is pertinent only to the type and variant of aircraft used for that flight.

Note: See IS: 1.3.20 for specific information to be included on passenger information cards regarding exit row seating.

1.3.21 AERONAUTICAL DATA CONTROL SYSTEM

Each AOC holder shall have a system approved by the CAAB for obtaining, maintaining and distributing to appropriate personnel current aeronautical data for each route and aerodrome that it uses.

Note: See IS: 1.3.21 for the specific aerodrome information to be contained in the aeronautical data control system.

1.3.22 ROUTE GUIDE

i. Each AOC holder shall provide for the use of the flight crew members and persons assigned operational control functions during the performance of their duties, a route guide and aeronautical charts approved by the CAAB.

ii. The AOC holder shall keep the route guide and aeronautical charts current and appropriate for the proposed types and areas of operations to be conducted by the AOC holder. The route guide is issued as part of the operations manual or maybe separate.

iii. Each route guide shall contain at least the information outlined in IS: 1.3.22.

Note: See ANO (OPS) B1, Chapter-C or subsequent requirements issued in its place for specific requirements or applicable requirements of CAAB.

1.3.23 WEATHER REPORTING SOURCES

i. Each AOC holder shall use sources approved by CAAB for the weather reports and forecasts used for decisions regarding flight preparation, routing and terminal operations.

ii. For passenger carrying operations, the AOC holder shall have an approved system for obtaining forecasts and reports of adverse weather phenomena that may affect safety of flight on each route to be flown and airport to be used.

Note: See IS: 1.3.23 for sources of weather reports satisfactory for flight planning or controlling flight movement.

1.3.24 DEICING AND ANTI-ICING PROGRAM

i. Each AOC holder planning to operate an aircraft in conditions where frost, ice, or snow may reasonably be expected to adhere to the aircraft shall:

   (a) Use only aircraft adequately equipped for such conditions;

   (b) Ensure flight crew is adequately trained for such conditions; and

   (c) Have an approved ground deicing and anti-icing program.

ii. Detailed for detailed requirements pertaining to the AOC holder's deicing program is available in IS: 1.3.24.

Note: See ANO (OPS) B1 Section-4.15 & 15 (GM) or subsequent requirements issued in its place *for further requirements.*

1.3.25 FLIGHT SUPERVISION AND MONITORING SYSTEM

i. Each AOC holder shall have an adequate system approved by the CAAB for proper dispatch and monitoring of the progress of the flights.

ii. The dispatch and monitoring system shall have enough dispatch centers, adequate for the operations to be conducted, located at points necessary to ensure adequate flight preparation, dispatch and in-flight contact with the flight operations.

iii. Each AOC holder shall provide enough qualified flight operations officers at each dispatch centre to ensure proper operational control of each flight.

iv. Detailed requirements pertaining to the AOC holder's flight monitoring system is available in IS: 1.3.25.

1.3.26 MANAGING FATIGUE-RELATED SAFETY RISKS

i. For the purpose of managing fatigue-related safety risks, an AOC holder shall establish either:

(a) flight time, flight duty period, duty period and rest period limitations that are within the prescriptive fatigue management regulations of CAAB; or

(b) a Fatigue Risk Management System (FRMS) in compliance with the followings:

(i) Operators implementing an FRMS to manage fatigue-related safety risks shall, as a minimum:

a. Incorporate scientific principles and knowledge within the FRMS;

b. Identify fatigue-related safety hazards and the resulting risks on an ongoing basis;

c. Ensure that the remedial actions, necessary to effectively mitigate the risks associated with the hazards, are implemented promptly;

d. Provide for continuous monitoring and regular assessment of the mitigation of fatigue risks achieved by such actions; and

e. Provide for continuous improvement to the overall performance of the FRMS.

or,

(c) An FRMS in compliance with sub-paragraph-(b) (i) and the application requirements of CAAB for the remainder of its operations.

ii. Where the operator adopts prescriptive fatigue management regulations for part or all of its operations, the CAAB may approve, in exceptional circumstances, variations to these regulations on the basis of a risk assessment provided by the operator. Approved variations shall provide a level of safety equivalent to, or better than that achieved through the prescriptive fatigue management regulations.

iii. The CAAB shall approve an operator's FRMS before it may take the place of any or all of the prescriptive fatigue management regulations. An approved FRMS shall provide a level of safety equivalent to, or better than, the prescriptive fatigue management regulations.

iv. Operators using an FRMS must adhere to the following provisions of the FRMS approval process that allows the CAAB to ensure that the approved FRMS meets the applicable requirements:

(a) Establish maximum values for flight times and/or flight duty period(s) and duty period(s), and minimum values for rest periods that shall be based upon scientific principles and knowledge, subject to safety assurance processes.

(b) Adhere to CAAB mandates to decrease maximum values and increase in minimum values in the event that the operator's data indicates these values are too high to too low, respectively; and

(c) Provide justification to the CAAB for any increase in maximum values or decrease in minimum values based on accumulated FRMS experience and fatigue-related data before such changes will be approved by the CAAB.

v. Operators implementing an FRMS to manage fatigue-related safety risks shall, as a minimum:

(a) Incorporate scientific principles and knowledge within the FRMS;

(b) Identify fatigue-related safety hazards and the resulting risks on an ongoing basis;

(c) Ensure that the remedial actions, necessary to effectively mitigate the risks associated with the hazards, are implemented promptly;

(d) Provide for continuous monitoring and regular assessment of the mitigation of fatigue risks achieved by such actions; and

(e) Provide for continuous improvement to the overall performance of the FRMS.

Note: See detailed IS: 1. 3.26 requirements pertaining to FRMS.

1.3.27 COMMUNICATIONS FACILITIES

i. Each AOC holder's flights shall be able to have two-way radio communications with all ATC facilities along the routes and alternate routes to be used.

ii. For passenger carrying operations, each AOC holder shall be able to have rapid and reliable radio communications with all flights over the AOC's entire route structure under normal operating conditions. This radio communication system shall be independent from the ATC system.

iii. Each AOC holder engaged in international air navigation shall at all times have available for immediate communication to rescue coordination centers, information on the emergency and survival equipment carried on board any of their airplanes including, as applicable —

(a) The number, color and types of life rafts and pyrotechnics;

(b) Details of emergency water and medical supplies; and

(c) The type and frequencies of the emergency portable radio equipment.

1.3.28 ROUTES AND AREAS OF OPERATION

i. An AOC holder may conduct operations only along such routes and within such areas for which—

(a) Ground facilities and services, including meteorological services, are provided which are adequate for the planned operation;

(b) The performance of the aircraft intended to be used is adequate to comply with minimum flight altitude requirements;

(c) The equipment of the aircraft intended to be used meets the minimum requirements for the planned operation;

(d) Appropriate and current maps and charts are available;

(e) If two-engine aircraft are used, adequate airports are available within the time/distance limitations; and

(f) If single-engine aircraft are used, surfaces are available which permit a safe forced landing to be executed.

ii. No person or AOC holder may conduct commercial air transport operations on any route or area of operation unless those operations are in accordance with any restrictions imposed by the CAAB.

1.3.29 NAVIGATIONAL ACCURACY

i. Each AOC holder shall ensure, for each proposed route or area, that the navigational systems and facilities it uses are capable of navigating the aircraft—

ii. Within the degree of accuracy required for ATC; and

iii. To the airports in the operational flight plan within the degree of accuracy necessary for the operation involved.

iv. In situations without adequate navigation systems reference, the CAAB may authorize day VFR operations that can be conducted safely by pilotage because of the characteristics of the terrain.

v. Except for those navigational aids required for routes to alternate airports, the CAAB will list in the AOC holder's operations specifications non visual ground aids required for approval of routes outside of controlled airspace.

vi. Non-visual ground aids are not required for night VFR operations on routes that the certificate holder shows have reliably lighted landmarks adequate for safe operation.

vii. Operations on route segments where the use of celestial or other specialized means of navigation is required shall be approved by the CAAB.

1.4 AOC CONTINUING AIRWORTHINESS MANAGEMENT AND MAINTENANCE REQUIREMENTS

1.4.1 APPLICABILITY

This Subpart provides those certification and continuing airworthiness management & maintenance requirements that apply to an AOC holder utilizing a CAMO and/or a Part-145 approved maintenance organization.

1.4.2 AIRWORHTINESS MANAGEMENT AND MAINTENANCE RESPONSIBILITY

i. Each AOC holder is responsible for the continuing airworthiness of an aircraft and shall ensure that no flight takes place unless:

(a) The aircraft is maintained in an airworthy condition;

(b) The airworthiness certificate and the airworthiness review certificate remain valid in compliance with ANO (AW) Part-21 and ANO (AW) Part-M respectively or subsequent requirements issued in its place;

(c) Any operational and emergency equipment fitted is correctly installed and serviceable or clearly identified as unserviceable, and;

(d) The maintenance of the aircraft is performed in accordance with the approved maintenance program as specified in ANO (AW) Part-M M.A.302 or subsequent requirements issued in its place;

(e) Assuring the accomplishment of pre-departure inspections;

(f) Assuring the correction of any defect and/or damage affecting safe operation of an aircraft to an approved standard, taking into account the MEL and CDL if available for the aircraft type;

(g) The analysis of the effectiveness of the AOC holder's approved aircraft maintenance program;

(h) Assuring the accomplishment of any operational directive, airworthiness directive and any other continued airworthiness requirement made mandatory by the CAAB; and

(i) Assuring the accomplishment of modifications in accordance with an approved standard and, for non-mandatory modifications, the establishment of an embodiment policy.

ii. Each AOC holder shall ensure that the Certificate of Airworthiness and the Airworthiness Review Certificate for each aircraft operated remains valid in respect to:

(a) The requirements in paragraph (i);

(b) The expiration date of the Certificate; and

(c) Any other maintenance condition specified in the Certificate.

iii. Each AOC holder shall ensure that the requirements specified in paragraph (i) are performed in accordance with procedures approved by or acceptable to the CAAB.

iv. Each AOC holder shall ensure that the maintenance, preventive maintenance, and modification of its aircraft/aeronautical products are performed in accordance with its continuing airworthiness management exposition or equivalent and/or current instructions for continued airworthiness, and applicable aviation regulations.

v. Each AOC holder shall ensure compliance with the applicable requirements of ANO (AW) Part-145 while the AOC holder holds a CAAB Part-145 approved maintenance organization certificate.

vi. Each AOC holder may make an arrangement with another person or entity for the performance of any maintenance, preventive maintenance, or modifications; but shall remain responsible of all work performed under such arrangement. Agreement of such arrangement shall have to be approved by CAAB.

vii. Each AOC holder shall have its aircraft maintained and released to service by either an AMO certificated under ANO (AW) Part-145 requirements.

viii. Each AOC holder shall ensure compliance with the applicable requirements outlined in CAAB ANO (AW) Part-M and CAAB ANO (AW) Part-21 or subsequent requirements issued in its place.

ix. Each AOC holder operating aeroplane over 5700 kg shall establish a system acceptable to CAAB to monitor and assess maintenance and operational experience with respect to continuing airworthiness. The system shall include the provision of reporting to the state of registry of the aircraft operated by the AOC holder.

x. Each AOC holder shall establish a system acceptable to CAAB to obtain and assess continuing airworthiness information and recommendations of the aircraft type design organization.

1.4.3 APPROVAL AND ACCEPTANCE OF AOC MAINTENANCE SYSTEMS AND PROGRAM

i. An AOC holder shall not operate an aircraft, except for pre-flight inspections, unless it is maintained and released to service by an AMO.

ii. For maintenance of aircraft registered in BANGLADESH, an AMO shall be approved/accepted by the CAAB.

iii. For maintenance of aircraft not registered in BANGLADESH, an AMO will be approved/accepted by the State of Registry of the aircraft.

1.4.4 CONTINUING AIRWORTHINESS MANAGEMENT OF AIRCRAFT

i. Each AOC holder shall have a valid certificate of CAAB as Continuing Airworthiness Management Organization (CAMO) under the requirements outlined in ANO (AW) Part-M, SUBPART-G or subsequent requirements issued in its place. However, privileges of the CAMO certificate may be utilized by the 2nd AOC holder in case of both the AOCs are owned by same owner(s) or entity and the same person is the accountable manager of both the AOC holders.

ii. Each AOC holder shall ensure that the Accountable Manager of the operator must be accountable for CAMO as well.

iii. Each AOC holder shall provide to the CAAB, and to the State of Registry of the aircraft, if different from the CAAB, an AOC holder's CAME/equivalent and subsequent amendments, for the use and guidance of personnel concerned for airworthiness management, maintenance and operational activities. The CAME or equivalent shall be approved by CAAB.

iv. Each AOC holder shall prepare the CAME as per the requirements outlined in ANO (AW) Part-M, SUBPART-G, M.A. 704 or subsequent requirements issued in its place.

v. Each AOC holder shall ensure continued compliance with the CAME approved by CAAB.

vi. Each AOC holder shall employ a person or group of persons, acceptable to the CAAB, to ensure that all maintenance is carried out to an approved standard such that the maintenance requirements of 1.4.1.2 and procedures of the AOC holder's CAME are satisfied, and to ensure the functioning of the quality system.

vii. Each AOC holder shall provide suitable office accommodation at appropriate locations for the personnel specified in paragraph (vi).

viii. Each AOC holder shall establish a safety management system for the maintenance of aircraft that is accordance with the provisions of 1.2.2.10 and that is acceptable to the CAAB.

ix. No person may provide for use of its personnel in commercial air transport any CAME/equivalent or portion of this manual which has not been reviewed and approved for the AOC holder by the CAAB.

x. The AOC holder, approved as ANO (AW) Part-145 approved maintenance organization, may carry out the required maintenance of the aircraft within the scope of the CAAB Part-145 certificate.

xi. If the AOC holder is not approved as ANO (AW) Part-145 organization or the required maintenance action(s) beyond the scope of its own Part-145 certificate, the AOC holder shall carry out the required maintenance of the aircraft at the facility of any contracted AMO approved/accepted by CAAB:

(a) Through an arrangement with an AMO with a written maintenance contract agreed between the AOC holder and the contracting AMO detailing the required maintenance functions and defining the support of the quality functions approved or accepted by the CAAB.

1.4.5 RESERVED

1.4.6 RESERVED

1.4.7 MAINTENANCE RECORDS

i. Each AOC holder shall ensure that a system has been established to keep, in a form acceptable to the CAAB, the following records for the periods specified:

(a) all detailed maintenance records in respect of the aircraft and any service life- limited component fitted thereto, until such time as the information contained therein is superseded by new information equivalent in scope and detail but not less than 36 months after the aircraft or component has been released to service, and;

(b) the total time in service (hours, calendar time, cycles and landings) of the aircraft and all service life-limited components, at least 12 months after the aircraft or component has been permanently withdrawn from service, and;

(c) the time in service (hours, calendar time, cycles and landings) as appropriate, since last scheduled maintenance of the component subjected to a service life limit, at least until the component scheduled maintenance has been superseded by another scheduled maintenance of equivalent work scope and detail, and;

(d) the current status of compliance with maintenance program such that compliance with the approved aircraft maintenance program can be established, at least until the aircraft or component scheduled maintenance has been superseded by other scheduled maintenance of equivalent work scope and detail, and;

(e) the current status of airworthiness directives applicable to the aircraft and components, at least 12 months after the aircraft or component has been permanently withdrawn from service, and;

(f) details of current modifications and repairs to the aircraft, engine(s), propeller(s) and any other component vital to flight safety, at least 12 months after they have been permanently withdrawn from service.

(g) the aircraft technical log is retained for 36 months after the date of the last entry.

ii. Each AOC holder shall ensure that in the event of temporary change of operator, the records specified in paragraph (i) shall be made available to the new operator.

iii. Each AOC holder shall ensure that when an aircraft is permanently transferred from one operator to another operator, the records specified in paragraph (i) are also transferred.

Note: See ANO (AW) Part-M, M.A 305, M.A 306 & M.A 714 or subsequent requirements issued in its place for further requirements.

1.4.8 AIRCRAFT TECHNICAL LOG ENTRIES—MAINTENANCE RECORD SECTION

i. Each AOC holder shall use an aircraft technical log which includes an aircraft maintenance record section containing the following information for each aircraft:

Note: See 1.3.6 for journey records section of the aircraft technical log.

(a) Information about each previous flight necessary to ensure continued flight safety.

(b) The current aircraft certificate of release to service.

(c) The current maintenance status of the aircraft, to include maintenance due to be performed on an established schedule and maintenance that is due to be performed that is not on an established schedule except that the CAAB may agree to the maintenance statement being kept elsewhere.

(d) All deferred defects that affect the operation of the aircraft.

Note: Defects which are not airworthiness items may be deferred to a later date for rectification. When this is done, there must be a method of recording such a deferral, and normally the aircraft technical log has a section solely for this purpose. Some operators have a system of classifying deferred defects so as to allow different lengths of time, either in hours flown, number of sectors, or on return to a maintenance base, until a defect must be rectified before further flight.

ii. The aircraft technical log and any subsequent amendment shall be approved by the CAAB.

iii. Each person who takes action in the case of a reported or observed failure or malfunction of an aircraft/ aeronautical product, that is critical to the safety of flight shall make, or have made, a record of that action in the maintenance section of the aircraft technical log.

iv. Each AOC holder shall have a procedure for keeping adequate copies of required records to be carried aboard, in a place readily accessible to each flight crewmember and shall put that procedure in the AOC holder's operations manual.

1.4.9 RELEASE TO SERVICE

i. No AOC holder shall operate an aircraft unless it has a certificate of release to service (CRS), if maintenance has been performed prior to the flight, and a release certificate/ document of pre-departure inspection (PDI), as follows:

(a) Certificate of Release to Service:

(i) An AOC holder shall not operate an aircraft unless it is maintained and released to service by an organization approved/accepted by CAAB.

(ii) An AOC holder using an AMO shall not operate an aircraft after release under subparagraph (i) unless a Certificate of Release to Service has been prepared in accordance with the AOC CAME procedures and a logbook entry in the maintenance records section of the aircraft technical log has been made.

(iii) The AOC holder shall ensure that the PIC of the aircraft has reviewed the maintenance section of the aircraft technical log and determined that any maintenance performed has been appropriately documented.

ii. Detailed requirements on release to service are available in ANO (AW) Part-M, SUBPART-H or subsequent requirements issued in its place.

1.4.10 MODIFICATION AND REPAIRS

i. All modifications and repairs shall comply with airworthiness requirements acceptable to the State of Registry. Procedures shall be established to ensure that the substantiating data supporting compliance with the airworthiness requirements are retained. However, in the case of a major repair or major modification, the work must have been done in accordance with technical data approved/ accepted by the CAAB.

ii. An AOC holder shall ensure that the maintenance, preventive maintenance, and modifications of any aircraft, airframe, aircraft engine, propeller, appliance, component, or part thereof are accomplished by an AMO duly approved/ accepted by CAAB.

iii. Each AOC holder shall, promptly upon its completion, prepare a report of each major modification or major repair of an airframe, aircraft engine, propeller, or appliance of an aircraft that it operates.

iv. The AOC holder shall submit a copy of each report of a major modification to the CAAB, and shall keep a copy of each report of a major repair available for inspection.

v. The CAAB issuing an approval for the design of a modification, of a repair or of a replacement part shall do so on the basis of satisfactory evidence that the aircraft is in compliance with airworthiness requirements used for the issuance of the Type Certificate, its amendments or later requirements when determined by the State.

vi. Each AOC holder shall comply with the applicable requirements outlined in CAAB ANO (AW) Part-21 and ANO (AW) Part-M, M.A. 304 or subsequent requirements issued in its place for modification and repairs.

1.4.11 AIRCRAFT MAINTENANCE PROGRAM

i. Each AOC shall have an aircraft maintenance program either for each aircraft or each aircraft type in its fleet.

ii. Each AOC holder's aircraft maintenance program and any subsequent amendment shall be submitted to the CAAB for approval unless authorized to the CAMO.

iii. The CAAB will require an operator to include a reliability program when the CAAB determines that such a reliability program is necessary. When such a determination is made by the CAAB, the AOC holder shall provide such procedures and information in the AOC holder's CAME.

iv. Each AOC holder shall ensure that each aircraft is maintained in accordance with the AOC holder's approved maintenance program which shall include—

(a) Maintenance tasks and the intervals in which these are to be performed, taking into account the anticipated utilization of the aircraft;

(b) When applicable, a continuing structural integrity program;

(c) Procedures for changing or deviating from subparagraphs (iv)(a) and (iv)(b); and

(d) When applicable, condition monitoring and reliability program for aircraft systems, components, and power plants.

v. Repetitive maintenance tasks that are specified in mandatory intervals as a condition of approval of the type design shall be identified as such.

Note: The maintenance program should be based on maintenance program information made available by the State of Design or by the organization responsible for the type design, and any additional applicable experience.

vi. No person may provide for use of its personnel in commercial air transport a Maintenance Program or portion thereof which has not been reviewed and approved for the AOC holder by the CAAB.

vii. Each AOC holder shall have an inspection program and a program covering other maintenance, preventive maintenance, and modifications (if applicable) to ensure that:

(a) maintenance, preventive maintenance, and modifications performed in accordance with the AOC holder's CAME;

(b) each aircraft released to service is airworthy and has been properly maintained for operation.

Note: See CAAB ANO (AW) Part-M, M.A. 302 or subsequent requirements issued in its place for the detail requirements on AMP.

1.4.12 RELIABILITY PROGRAM

i. A maintenance program for each aeroplane shall contain when applicable, condition monitoring and reliability program descriptions for aircraft systems, components and power plants.

ii. Reliability program should be developed for aircraft maintenance program based upon maintenance steering groups (MSG) logic or those that include condition monitored components or that does not contain overhaul time periods for all significant system components.

iii. Reliability programs need not be developed for aircraft not considered as large aircraft or that contain overhaul time periods for all significant aircraft system components.

iv. The purpose of a reliability program is to ensure that the aircraft maintenance program tasks are effective and their periodicity is adequate.

v. The reliability program may result in the escalation or deletion of maintenance tasks, as well as de-escalation or addition of maintenance tasks.

vi. A reliability program provides an appropriate means of monitoring the effectiveness of the maintenance program.

Note: See CAAB ANO (AW) Part-M, M.A. 302 or subsequent requirements issued in its place for the detail requirements on Reliability Program.

1.4.13 AUTHORITY TO PERFORM APPROVE MAINTENANCE, PREVENTIVE MAINTENANCE, AND MODIFICATIONS

An AOC holder shall make arrangements with an AMO (appropriately rated) approved/accepted by CAAB for the performance of maintenance, preventive maintenance, or modifications of any aircraft, airframe, aircraft engine, propeller, appliance, or component, or part thereof as provided in its maintenance program and CAME.

1.4.14 REST AND DUTY LIMITATIONS FOR PERSONS PERFORMING MAINTENANCE FUNCTIONS ON AOC HOLDER'S AIRCRAFT

i. No person may assign, nor shall any person perform maintenance functions for aircraft certified for commercial air transport, unless that person has had a minimum rest period of 8 hours prior to the beginning of duty.

ii. No person may schedule a person performing maintenance functions for aircraft certified for commercial air transport for more than 12 consecutive hours of duty.

iii. In situations involving unscheduled aircraft unserviceability, persons performing maintenance functions for aircraft certified for commercial air transport may be continued on duty for:

(a) Up to 16 consecutive hours; or

(b) 20 hours in 24 consecutive hours.

iv. Following unscheduled duty periods, the person performing maintenance functions for aircraft shall have a mandatory rest period of 10 hours.

v. The AOC holder shall relieve the person performing maintenance functions from all duties for 24 consecutive hours during any 7 consecutive day period.

1.5 AOC SECURITY MANAGEMENT

Note: See ICAO Doc 9811, Manual on the Implementation of the Security Provisions of Annex 6 for a discussion of implementation of Annex 6 security standards.

1.5.1 APPLICABILITY

Subpart 1.5 provides those certification requirements that apply to the AOC holder's protection of aircraft, facilities and personnel from unlawful interference.

1.5.2 SECURITY REQUIREMENTS

Each AOC holder shall ensure that all appropriate personnel are familiar, and comply with, the relevant requirements of the national security program of the State of the operator.

1.5.3 SECURITY TRAINING PROGRAMS

i. Each AOC holder shall establish, maintain and conduct approved training program which enable the operator's personnel to take appropriate action to prevent acts of unlawful interference such as sabotage or unlawful seizure of aircraft and to minimize the consequences of such events should they occur.

ii. As a minimum, the security training program shall include:

(a) Determination of the seriousness of any occurrence;

(b) Crew communication and coordination;

(c) Appropriate self-defense responses;

(d) Use of non-lethal protective devices assigned to crew members whose use of authorized by BANGLADESH;

(e) Live situational training exercises regarding various threat conditions;

(f) Flight deck procedures to protect the aircraft;

(g) Aircraft search procedures and guidance on least-risk bomb locations where practicable;

(h) Understanding of behavior of terrorists so as to facilitate the ability of crewmembers to cope with hijacker behavior and passenger responses, and

(i) Crew preventative measures and techniques in relation to passengers, baggage, cargo, mail, equipment, stores and supplies intended for carriage on an aircraft.

Note: If the AOC is responsible for airport screening of passengers, baggage and cargo, then screening training must be included in the security training program.

1.5.4 REPORTING ACTS OF UNLAWFUL INTERFERENCE

Following an act of unlawful interference on board an aircraft the PIC or, in his absence, the AOC holder shall submit, without delay, a report of such an act to CAAB.

1.5.5 AIRCRAFT SEARCH PROCEDURE CHECKLIST

i. Each AOC holder shall ensure that all aircraft carry a checklist of the procedures to be followed for that type aircraft in searching for concealed weapons, explosives, or other dangerous devices.

ii. The checklist shall be supported by guidance on the appropriate course of action to be taken should a bomb or suspicious object be found and information on the least-risk bomb location specific to the airplane.

1.5.6 FLIGHT CREW COMPARTMENT DOORS, IF INSTALLED — SECURITY PROCEDURES

i. The flight crew compartment door on aircraft operated for the purpose of carrying passengers shall be capable of being locked from within the compartment in order to prevent unauthorized access.

ii. Each AOC holder shall have an approved means by which the cabin crew can discreetly notify the flight crew in the event of suspicious activity or security breaches in the cabin.

iii. All passenger carrying airplanes should be equipped with an approved flight crew compartment door, where practicable, that is designed to resist penetration by small arms fire and grenade shrapnel, and to resist forcible intrusions by unauthorized persons. This door should be capable of being locked and unlocked from either pilot's station.

(a) The door should be closed and locked from the time all external doors are closed following embarkation until any such door is opened for disembarkation, except when necessary to permit access and egress by authorized persons; and

(b) Means should be provided for monitoring from either pilot's station the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behavior or potential threat.

1.5.7 FLIGHT CREW COMPARTMENT DOORS, LARGE AEROPLANES—SECURITY PROCEDURES

i. All airplanes certificated with a maximum certificated take-off mass in excess of 45 500 kg or with a passenger seating capacity greater than 60 shall be equipped with an approved flight crew compartment door that is designed to resist penetration by small arms fire and grenade shrapnel, and to resist forcible intrusions by unauthorized persons. This door should be capable of being locked and unlocked from either pilot's station.

(a) The door shall be closed and locked from the time all external doors are closed following embarkation until any such door is opened for disembarkation, except when necessary to permit access and egress by authorized persons; and

(b) Means shall be provided for monitoring from either pilot's station the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behavior or potential threat.

1.5.8 CARRIAGE OF WEAPONS

Where an operator accepts the carriage of weapons removed from passengers, the airplane should have provision for stowing such weapons in a place so that they are not accessible to any person during flight time.

1.6 AOC DANGEROUS GOODS MANAGEMENT

1.6.1 APPLICABILITY

Subpart 1.6 provides those certification requirements that apply to management and transport of dangerous goods.

1.6.2 APPROVAL TO TRANSPORT DANGEROUS GOODS

No AOC holder may transport dangerous goods unless approved to do so by the CAAB.

1.6.3 SCOPE

i. Each AOC holder shall comply with the provisions outlined in the related Civil Aviation Rules and ANOs on all occasions when dangerous goods are carried, irrespective of whether the flight is wholly or partly within or wholly outside the territory of BANGLADESH. Where dangerous goods are to be transported outside the territory of BANGLADESH, the AOC holder shall review and comply with the appropriate variations noted by contracting states contained in Attachment 3 to the Technical Instructions.

ii. Articles and substances which would otherwise be classified as dangerous goods are excluded from the provisions of Subpart 1.6, to the extent specified in the Technical Instructions, provided they are—

(a) Required to be aboard the aircraft for operating reasons;

(b) Carried as catering or cabin service supplies;

(c) Carried for use in flight as veterinary aid or as a humane killer for an animal; or

(d) Carried for use in flight for medical aid for a patient, provided that—

(i) Gas cylinders have been manufactured specifically for the purpose of containing and transporting that particular gas;

(ii) Drugs, medicines and other medical matter are under the control of trained personnel during the time when they are in use in the aircraft;

(iii) Equipment containing wet cell batteries is kept and, when necessary secured, in an upright position to prevent spillage of the electrolyte; and

(iv) Proper provision is made to stow and secure all the equipment during take-off and landing and at all other times when deemed necessary by the PIC in the interests of safety; or

(v) They are carried by passengers or crewmembers.

iii. Articles and substances intended as replacements for those in paragraph (b) (1) may be transported on an aircraft as specified in the Technical Instructions.

1.6.4 LIMITATIONS ON THE TRANSPORT OF DANGEROUS GOODS

i. Each AOC holder shall take all reasonable measures to ensure that articles and substances that are specifically identified by name or generic description in the Technical Instructions as being forbidden for transport under any circumstances are not carried on any aircraft.

ii. Each AOC holder shall take all reasonable measures to ensure that articles and substances or other goods that are identified in the Technical Instructions as being forbidden for transport in normal circumstances or infected live animals are transported only when—

(a) They are exempted by the States concerned under the provisions of the Technical Instructions; or

(b) The Technical Instructions indicate they may be transported under an approval issued by the State of Origin.

1.6.5 CLASSIFICATION, PACKING, MARKING, LEBELING, TRAINING ETC.

Each AOC holder shall ensure full compliance with the related Civil Aviation Rules, ANOs in all aspects of safe transportation of dangerous goods by air.

1.7 INSURANCE COVERAGE

Each AOC holder shall maintain valid insurance to cover its liability towards passengers & their baggage, crew, cargo, hull loss, third-party liability etc. in compliance with the requirements of the "The Carriage by Air (Montreal Convention 1999) Act, 2020" or any other applicable law.

1.8 EXPORT/IMPORT OF AERONAUTICAL PRODUCTS (SPARE PARTS)

i. No person or AOC holder may export or import an aeronautical product (spare parts) of the civil aircraft from/to Bangladesh unless CAAB issues a No Objection Certificate/letter in this respect.

ii. AOC holder shall comply with the Civil Aviation Circular (CAC-AIR) 06/2020 and its any amendment thereof while applying for the No Objection Certificate/Letter.

1.9 BUSINESS OR TRADING NAME

i. Each AOC holder shall conduct its air operations using and displaying the trading or business name that appears on the holder's AOC.

ii. No person shall perform a public air transport operations unless the trading or business name of the holder conducting the operation is displayed in such a manner that it is clearly identifiable, visible, and legible to any intending passenger before they board the aircraft.

iii. The holder shall clearly identify, when it advertises any air transport operations conducted by it, the business or trading name that appears on the AOC.

1.10 MANDATORY OCCURRENCE REPORTING

i. Each AOC/CAMO/AMO holder shall report to CAAB the occurrences which may represent a significant risk to aviation safety and which fall into the following categories:

(a) occurrences related to the operation of the aircraft, such as:

(i) collision-related occurrences;

(ii) take-off and landing-related occurrences;

(iii) fuel-related occurrences;

(iv) in-flight occurrences;

(v) communication-related occurrences;

(vi) occurrences related to injury, emergencies and other critical situations;

(vii) crew incapacitation and other crew-related occurrences;

(viii) meteorological conditions or security-related occurrences;

(ix) any occurrence related to transportation of dangerous goods either in air or on-ground.

(b) occurrences related to technical conditions, maintenance and repair of aircraft, such as:

(i) structural defects;

(ii) system malfunctions;

(iii) maintenance and repair problems;

(iv) propulsion problems (including engines, propellers and rotor systems) and auxiliary power unit problems;

(v) occurrences related to air navigation services and facilities, such as:

(vi) collisions, near collisions or potential for collisions;

(vii) specific occurrences of air traffic management and air navigation services (ATM/ANS);

(viii) ATM/ANS operational occurrences;

(c) occurrences related to aerodromes and ground services, such as:

(i) occurrences related to aerodrome activities and facilities;

(ii) occurrences related to handling of passengers, baggage, mail and cargo;

(iii) occurrences related to aircraft ground handling and related services.

ii. Each AOC/CAMO/AMO holder shall established a mandatory reporting system acceptable to CAAB to facilitate the collection of details of occurrences referred above.

iii. Reports shall be made by AOC holder/CAMO/AMO as soon as practicable, but in any case, within 72 hours of the operator identifying the condition to which the report relates, unless exceptional circumstances prevent this.

iv. Each AOC holder shall report occurrences in a format acceptable to CAAB.

v. Each AOC holder shall establish a system acceptable to CAAB to investigate the reportable occurrences.

vi. Where relevant, the operator shall produce a follow-up report to provide details of actions it intends to take to prevent similar occurrences in the future, as soon as these actions have been identified. This report shall be produced in a form and manner acceptable to the CAAB.

vii. AOC Holder/CAMO/AMO shall also report to the organization responsible for the design of the aircraft any incident, malfunction, technical defect, exceeding of technical limitations or occurrence that would highlight inaccurate, incomplete or ambiguous information contained in the operational suitability data or other irregular circumstance that has or may have endangered the safe operation of the aircraft and that has not resulted in

1.11 IMMEDIATE REACTION TO A SAFETY PROBLEM

Each AOC/CAMO/AMO holder shall implement:

i. Any safety measures mandated by the CAAB; and

ii. Any relevant mandatory safety information issued by the CAAB, including airworthiness directives

iii. an accident or serious incident.

1.12 CONTRACTED ACTIVITIES

i. The operator shall ensure that when contracting or purchasing any part of its activity, the contracted or purchased service or product conforms to the applicable requirements.

ii. When the AOC/CAMO/AMO contracts any part of its activity to an organization that is not itself certified or authorized in accordance with this Part to carry out such activity, the contracted organization shall work under the approval of the operator/CAMO/AMO. The contracting organization shall ensure that the CAAB is given access to the contracted organization, to determine continued compliance with the applicable requirements.

1.13 CODE-SHARE AGREEMENTS

i. AOC holder may enter into a code-share agreement with an AOC holder of another state only after:

(a) having verified by CAAB that the other country's operator complies with the applicable ICAO standards; and

(b) When implementing the code-share agreement the operator shall monitor and regularly assess the ongoing compliance of the other country's AOC holder with the applicable ICAO standards.

(c) AOC holder shall not sell and issue tickets for a flight operated by other country's operator when the other country's operator is subject to an operating ban by the state of operator or any other international agency and/or is failing to maintain compliance with the applicable ICAO standards.

ii. CODE-SHARE AUDIT PROGRAM

Operators should establish a code share audit program for monitoring continuous compliance of the third country operator with the applicable ICAO standards. Such a code share audit program should include:

(a) The audit methodology (audit report + compliance statements);

(b) Details of the specific operational areas to audit;

(c) Criteria for defining satisfactory audit results;

(d) A system for reporting and correcting findings;

(e) A continuous monitoring system;

(f) Auditor qualification and authorization; and

(g) The frequency of audits.

iii. The other country's code share operator should be audited at periods not exceeding 24 months. The beginning of the first 24 month oversight planning cycle is determined by the date of the CAAB Decision Consolidated first audit and should then determine the start and end dates of the recurrent 24 month planning cycle. The interval between two audits should not exceed 24 months.

iv. AOC holder should ensure a renewal audit of each other country's code share operator prior to the audit expiry date of the previous audit. The audit expiry date for the previous audit becomes the audit effective date for the renewal audit provided the closing meeting for the renewal audit is within 150 days prior to the audit expiry date for the previous audit. If the closing meeting for the renewal audit is more than 150 days prior to the audit expiry date from the previous audit, then the audit effective date for the renewal audit is the day of the closing meeting of the renewal audit. Renewal audits are valid for 24 consecutive months beginning with the audit effective date and ending with the audit expiry date.

v. A code share audit could be shared by several operators. In case of a shared audit, the report should be made available for review by all duly identified sharing operators by any means.

vi. After closure of all findings identified during the audit, the AOC holder should submit an audit compliance statement to the CAAB demonstrating that the other country's operator meets all the applicable safety standards.

1.14 NON-COMMERCIAL OPERATIONSOF AIRCRAFT LISTED IN THE OPERATIONS SPECIFICATIONS BY THE AOC HOLDER

i. The holder of an AOC may conduct non-commercial operations with an aircraft otherwise used for commercial air transport operations that is listed in the operations specifications of its AOC, provided that the operator:

(a) Describes such operations in detail in the operations manual, including:

(i) identification of the applicable requirements;

(ii) a clear identification of any differences between operating procedures used when conducting commercial air transport and non-commercial operations;

(iii) a means of ensuring that all personnel involved in the operation are fully familiar with the associated procedures;

(b) submits the identified differences between the operating procedures referred to in (i)(a)(ii) to the CAAB for prior approval.

ii. An AOC holder conducting operations referred to in (a) shall not be required to submit a declaration in accordance with this Part.

1.15 EMPLOYEE RECRUITMENT POLICY OF AOC HOLDER

i. Each applicant or AOC holder shall develop necessary policy & procedure concerning recruitment and retention of its' employee in compliance with the labor law of Bangladesh.

ii. Each applicant or AOC holder shall submit the policy, procedure and related employment contract (if any) of flight crews and AMEs, including any subsequent changes, for best knowledge and acceptance of CAAB.

1.16 CHANGES TO THE AIR OPERATOR

i. In order to enable CAAB to determine continued compliance with this Part, the AOC holder shall notify it of any proposal to carry out any of the following changes, before such changes take place:

(a) the name of the organization;

(b) the location of the organization;

(c) additional locations of the organization;

(d) the accountable manager;

(e) any of the persons specified in section-1.2.2.2;

(f) the aircraft, facilities, equipment, procedures, work scope etc. that could affect the approval.

ii. AOC holder shall notify the CAAB within 10 days of any change in personnel or any vacancy in any position listed in section-1.2.2.2 of this ANO.

iii. AOC holder shall immediately notify CAAB in case of non-availability of a number of employees which could result affect to continue its day-to-day activities under the AOC.

iv. AOC holder shall immediately notify CAAB in case of non-availability of a number of employees which could lower the safety standard and possibly hazard the flight safety.

1.17 FINDINGS

i. After receipt of notification of any findings from CAAB, each AOC holder shall:

(a) Identify the root cause of the non-compliance;

(b) Define a corrective action plan accepted by CAAB; and

(c) Demonstrate corrective action implementation to the satisfaction of the CAAB within a period agreed.

ii. CAAB's audit findings will be categorized as either Level-1 or Level-2.

iii. A level-1 finding shall be issued by CAAB when any significant non-compliance is detected with the applicable civil aviation rules, ANOs, directives, etc. of CAAB, with the organisation's procedures and manuals or with the terms of an approval or certificate which **lowers safety or seriously hazards flight safety**.

The level-1 findings shall include:

(a) failure to give the CAAB access to the organisation's facilities during normal operating hours and after two written requests;

(b) obtaining or maintaining the validity of the organisation certificate by falsification of submitted documentary evidence;

(c) evidence of malpractice or fraudulent use of the organisation certificate; and

(d) the lack of an accountable manager.

iv. A level-2 finding shall be issued by the CAAB when any non-compliance is detected with the civil aviation rules, ANOs, directives, etc. and with the organisation's procedures and manuals or with the terms of an approval or certificate which **could lower safety or hazard flight safety**.

v. In the case of level-1 findings, the CAAB will take immediate and appropriate action to prohibit or limit activities and, if appropriate, it will take action to revoke the certificate or specific approval or to limit or suspend it in whole or in part, depending upon the extent of the level-1 finding, until successful corrective action has been taken by the organisation.

vi. In the case of level-2 findings, CAAB may grant the organisation a corrective action implementation period appropriate to the nature of the finding that in any case initially shall not be more than 03 (three) months. At the end of this period, and subject to the nature of the finding, CAAB may extend up to the 03 (three) months period subject to a satisfactory corrective action plan agreed;

vii. Where an organisation fails to submit an acceptable corrective action plan, or to perform the corrective action within the time period accepted or extended by CAAB, the finding shall be raised to a level-1 and action(s) shall be taken as laid down in section-(v) of this sub-part.

1.18 ENFORCEMENT

CAAB shall have the right to take necessary enforcement action(s) under the provision of the section-11 of the Civil Aviation Act' 2017 in case of contravention with any requirements of this ANO and associated rules of Civil Aviation Rules made by any person working under Air Operator Certificate and/or AOC holder, its associated organization under CAAB's certification, its contractor/sub-contractor etc.

1.19 REFERENCED REGULATIONS

i. ANO (Ops) Part-SPA (Specific Approval)

ii. ANO (Ops) B-1 (Operation Manual) or subsequent requirements issued in its place

iii. ANO (Ops) B-2 (Flight Operation Requirements) or subsequent requirements issued in its place

iv. ANO 6-1 (Operations) or subsequent requirements issued in its place

v. ANO 18 (Safe Transportation of Dangerous Goods by Air)

vi. ANO on Ground Handling Service Provider (GHSP) 2018

vii. ANO (AW) Part-M (Continuing Airworthiness Management requirements) or subsequent requirements issued in its place

viii. ANO(AW) Part-145 (Approved Maintenance Organization Requirements) or subsequent requirements issued in its place

ix. ANO (AW) Part-21 (Airworthiness and Environmental Certification) or subsequent requirements issued in its place

x. ANO-7 (Registration/Deregistration of aircraft) or subsequent requirements issued in its place

1.20 FEES, SECURITY MONEY AND PAID-UP CAPITAL

i. An applicant or AOC holder shall submit the evidences of deposition of the requisite fees as mentioned below and the applicable VAT & TAX imposed by the Government of the People's Republic of Bangladesh along with an application.

ii. CAAB shall consider an application as not submitted, if required evidences of deposition of the requisite fees, VAT& TAX are not available with the application.

iii. Application processing fees for NOC to attain AOC, issue and renewal of AOC are given below. Submission of the fees shall not guarantee of achieving any certificate unless comply with the safety & security requirements of CAAB.

APPLICATION PROCESSING FEES FOR				
Sl	Category of AOC	NOC to attain AOC	Issuance of AOC	Renewal of AOC (For 01-year validity)
01	Category –A1	Tk. 50.000.00 (Fifty Thousand)	Tk. 5, 00,000.00 (Five Lac)	Tk. 2, 50,000.00 (Two Lac Fifty Thousand)
02	Category –A2	Tk. 50,000.00 (Fifty Thousand)	Tk. 1, 00,000.00 (One Lac)	Tk. 50,000.00 (Fifty Thousand)
03	Category –B1	Tk. 50,000.00 (Fifty Thousand)	Tk. 1, 00,000.00 (One Lac)	Tk. 50,000.00 Fifty Thousand)
04	Category –B2	Tk. 50.000.00 (Fifty Thousand)	Tk. 1, 00,000.00 (One Lac)	Tk. 50,000.00 (Fifty Thousand)
05	Category –C1	Tk. 50,000.00 (Fifty Thousand)	Tk. 3, 00,000.00 (Three Lac)	Tk. 1,50,000.00 (One Lac Fifty Thousand)
06	Category –C2	Tk. 50,000.00 (Fifty Thousand)	Tk. 3, 00,000.00 (Three Lac)	Tk. 1,50,000.00 (One Lac Fifty Thousand)

iv. During the application for renewal of AOC, each AOC holder shall submit a No Objection Letter of the Finance Division of CAAB stating that there is no objection to renew the AOC from the view point of finance and accounts.

v. Each AOC holder shall deposit the required security money as mentioned in the following table either to the CAAB's appropriate bank account or in the form of a valid Bank Guarantee in respect of all aircraft available or in a process to be available in the fleet. Such a bank guarantee must be valid all the time.

Sl	Category of AOC	For each aircraft MTOW <50,000kgs	For each aircraft MTOW between 50,000Kgs–1,00,000Kgs	For each aircraft MTOW more than 1,00,000Kgs
01	Category– A1	Tk. 1,00,00,000.00 (One Crore)	Tk. 2,00,00,000.00 (Two Crore)	Tk. 4,00,00,000.00 (Four Crore)
02	Category– A2	Tk. 50,00,000.00 (Fifty Lac)	Tk. 1,00,00,000.00 (One Crore)	Tk. 2,00,00,000.00 (Two Crore)
03	Category –B1	Tk. 20,00,000.00 (Twenty Lac)	Tk. 50,00,000.00 (Fifty Lac)	-------
04	Category –B2	Tk. 20,00,000.00 (Twenty Lac)	Tk. 50,00,000.00 (Fifty Lac)	-------
05	Category –C1	Tk. 25,00,000.00 (Twenty-Five Lac)	Tk. 50,00,000.00 (Fifty Lac)	Tk. 2,00,00,000.00 (Two Crore)
06	Category –C2	Tk. 25,00,000.00 (Twenty-Five Lac)	Tk. 50,00,000.00 (Fifty Lac)	Tk. 2,00,00,000.00 (Two Crore)

vi. The applicant shall have the following amount of Paid-up Capital supported by a certified copy of the Article of Association issued from the Registrar, Joint Stock Companies & Firms, Government of Bangladesh along with the copy from the banker or chartered accountant to confirm the paid-up capital of the company, dedicated for use by the airline as determined by Chairman, for the specific categories of operation with types and number of aircraft to be undertaken:

	Category of AOC	Paid-up Capital (in BDT)
01	Category –A1	Tk. 20,00,00,000 (Twenty Crore)
02	Category –A2	Tk. 20,00,00,000 (Twenty Crore)
03	Category –B1	Tk. 2,00,00,000 (Two Crore)
04	Category –B2	Tk. 2,00,00,000 (Two Crore)
05	Category –C1	Tk. 5,00,00,000 (Five Crore)
06	Category –C2	Tk. 5,00,00,000 (Five Crore)

Note 1: Each AOC holder shall have to pay to CAAB all aeronautical and non-aeronautical bills on regular basis. After the due date of payment, charges will be deducted from the Security Money to settle the outstanding bills. AOC holder shall require depositing full amount of Security Money once the initial deposited Security amount being adjusted, Failure of which shall lead to suspend the operation without any prior notice.

1.21 REPEAL AND SAVINGS

i. As soon as may be after the commencement of this ANO, the ANO (AT) A2, shall stand repealed.

ii. Despite such repeal under section (i),

(a) any act done, measures taken, works done, any order, circular, or notice issued, certificate, license or permit given or any agreement entered into or document signed under the said ANO (AT) A.2 shall be deemed to have done, taken, entered, issued, given, made or signed under this ANO;

(b) any proceeding, going on or pending, shall, in so far as possible, be disposed of under this ANO; and

iii. any suit and other legal proceedings instituted before any court shall, if pending, be disposed of in such way as if the said ANO (AT) A2 had not been repealed.

1.22 ORDERS AND INSTRUCTIONS IN PURSUANT TO ANO (AOC)

Any order or instruction issued by the Chairman not inconsistent with the provision this ANO and its amendments thereto shall be treated as the integral part and shall be mandatorily complied with.

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CIVIL AVIATION AUTHORITY OF BANGLADESH

ANO (AOC) (VOLUME II)— AIR OPERATOR CERTIFICATION AND CONTINUED COMPLAINCE

IMPLEMENTING STANDARD

ISSUE-01

BANGLADESH

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IS 1.1.6 CONTENTS OF AIR OPERATOR CERTIFICATE AND OPS SPEC

i. The AOC and its associated operations specifications shall contain the minimum information required in paragraphs (iii) and (iv) respectively, in a standardized format.

ii. The air operator certificate and its associated operations specifications shall define the operations for which an operator is authorized.

iii. The AOC shall be based on the following template:

<table>
<tr><td colspan="3">AIR OPERATOR CERTIFICATE</td></tr>
<tr><td></td><td>BANGLADESH</td><td>CIVIL AVIATION</td></tr>
<tr><td rowspan="2"></td><td>CIVIL AVIATION AUTHORITY</td><td>HEADQUARTERS
Kurmitola, Dhaka-1229,
Bangladesh
Tel: 88028901406
Fax: 88028901418
Email: mfsr@caab.gov.bd</td></tr>
<tr><td>(Name of the Operator)
(DBA: if any)

Operator address:

Telephone:
Fax:
E-mail:</td><td>OPERATIONAL POINTS OF CONTACT
(Designation)
(Name of the Operator)
(Address)
Phone:
Fax:
Email:</td></tr>
<tr><td>AOC No. XX

Expiry date:
DD- MM- YY</td><td colspan="2"></td></tr>
<tr><td colspan="3">This certificate certifies that (Name of the operator) is authorized to perform scheduled and/or non-scheduled operations (passenger & cargo/ all cargo) in international/domestic sectors by aeroplane/helicopter as AOC Cetegory-A1/A2/B1/B2/C1/C2 under ANO (AOC)- Air Operator Certification and Continued Compliance as defined in the attached operations specifications, in accordance with Rule of Civil Aviation Rules, Air Navigation Order-ANO (AOC) and the operations manual issued thereof.</td></tr>
<tr><td>Date of Issue
(DD-MM-YY)

Date of Initial Issue
(DD-MM-YY)</td><td colspan="2">(Name)
Chairman</td></tr>
</table>

iv. The operations specifications layout shall be as follows:

OPERATIONS SPECIFICATIONS
(Subject to approved conditions in the operations manual)

CIVIL AVIATION AUTHORITY OF BANGLADESH
Headquarters, Kurmitola, Dhaka-1229, Bangladesh
Telephone: 880 2 890 1406 Fax: 880 2 890 1418 E-mail: mfsr@caab.gov.bd

AOC No. XX
Operator: (Name of the Operator)
Dba trading name: (if any)
Date: **(date of issue)**

Signature: _____
(Name)
Member, Flight Standard & Regulations

Aircraft Model	Registration Mark and MSN

Types of operation: Commercial air transportation ☐ Passengers & Cargo ☐ All Cargo ☐ Other

Area(s) of operation:

Name of the destination(s)/station(s) where scheduled flight operation to be conducted by the aircraft:

Special limitations:

SPECIFIC APPROVAL	YES	NO	DESCRIPTION	REMARKS
Dangerous goods	☐	☐		
Low visibility operations Approach and landing Take-off Operational Credit(s)	☐ ☐ ☐	☐ ☐ ☐	CAT:_____RVR:_____m DH:_____ft RVR:____m	
RVSM ☐ N/A	☐	☐		
EDTO ☐ N/A	☐	☐	Threshold time:_____minutes Maximum diversion time:____minutes	
AR Navigation specification for PBN operations	☐	☐		
Continuing airworthiness				
EFB	☐	☐		
Other	☐	☐		

Issue-XX, Date: DD-MM-YY

IS 1.1.11 FEASIBILITY STUDY REPORT

i. A feasibility study report should contain the following basic element:

(a) **The project scope:** The first step is to clearly define the airline business problem/opportunity that has to be addressed. The project scope has to definitive and to the point. Make sure to also define the parts of the business that would be affected either directly or indirectly.

(b) **The current market analysis:** A detail information on the current market of proposed airline business. From this analysis, an applicant should discover the strengths and weaknesses of the current market. Conducting a current analysis and identifying the pros and cons of the proposed category of the AOC.

(c) **The requirements:** A detail information on the compliance approach with the requirements of CAAB.

(d) **Evaluation:** A detail information on the cost effectiveness to establish an airline in the proposed category and the estimated total cost of the project. Return on investment, cost/benefit analysis etc. should be highlighted.

(e) **Conclusion:** A conclusion on the proposal of the airline considering the total information, data, analysis etc.

ii. A feasibility study report should have detailed descriptions, as applicable, but not limited to, at least on the following topics:

Company overview	Fleet composition
Shareholding structure	Selection of aircraft
Board of directors	Configuration passengers/payload capacity
Key management personnel	Active vs storage status of aircraft
Managing director/accountable manager	Type of aircraft
Nominated post holders as required by CAAB	Background
Sister concerns (if any)	Design overview
Deamand for passenger carrier in Bangladesh	Flight systems
Demand for air cargo in Bangladesh	Conversion of aircraft (if any)
Global passenger carrier historical demand	Upgrade solutions for cockpit
Global air cargo historical demand	Availability of spares of aircraft type
Global passenger carrier demand forecast	Availability of maintenance facility
Global air cargo demand forecast	Environmental effects of the aircraft
Passenger carrier Bangladesh perspective	Financial feasibility
Air cargo Bangladesh perspective	Financial highlights
Passengers transportation to/from Bangladesh	Project cost & means of financials
Export import air cargo of Bangladesh	Projected balance sheet
Demand from primary source	Financial highlights (up to 4th year)
Airline operations	Ratio analysis
Route selection	Project viability
Route selection- domestic operation	Marketting Strategy; Distribution channel
Route selection- international operation	Pax/cargo segments; Market segment
Flight frequency international routes	Risk & mitigation plan; Bankruptcy protection
Flight frequency (domestic routes)	Conclusion

iii. CAAB may require more information if deemed necessary.

IS 1.1.13 GENERAL REQUIREMENTS

1. Each AOC holder shall submit flight schedule for operation of air transport services on specified routes well in advance for approval of the Chairman.

2. Each AOC holder shall submit for prior approval of the Chairman, all proposals for fare/tariff to be charged for the carriage of passengers and freight on each route to be operated by it. Such fare/tariff shall not be published without prior approval of the Chairman.

3. No alteration in the route(s), the flight schedule and fare/tariff shall be made without approval of the Chairman, and any proposal for their change shall be submitted to the Chairman well in advance for approval.

4. The Operator shall conduct its operations so as not to involve breach of any obligations imposed upon the Government of Bangladesh under any international agreement.

5. Grant of the AOC or any modification of its Operations Specification shall not be construed as in any way absolving any person from the obligation of complying with the Civil Aviation Act, 2017 and its any amendment thereof, or with the rules made there under or with any other statutory provisions governing aviation.

6. The Operator shall at all times, effect adequate insurance as required by the ""“The Carriage by Air (Montreal Convention 1999) Act, 2020” or any other applicable law and its any amendment thereof or with the rules made there under, including 'Third Party' risks to cover claims related to damage to personnel or property resulting from the crash or operation of its aircraft.

7. The officials of the Civil Aviation Authority, as may be authorized by the Chairman, shall have the right of access, in normal course of discharge of their duties, to the Operator's aircraft, maintenance facility, workshop, stores and offices, aircraft records and other relevant documents required for operation of aircraft.

8. The Operator shall submit monthly return of statistics on movement of traffic, passengers, cargo and mail in the prescribed form to the Chairman within 10th day of the following month.

9. The Operator shall conduct its business in accordance with the Companies Act, 2020 and shall comply with the instructions, which may be issued to the Company either by the Government direct or through the Chairman.

10. The financial accounts of the Company (Operator) shall be properly maintained and duly audited every year by Chartered Accountant and a copy in duplicate of the Annual Accounts and Auditor's Report shall be submitted to the Chairman.

11. The operator shall have adequate financial strength to run the organization.

12. No purchase of aircraft or engine by the Operator and no sale thereof shall be affected without prior approval of the Chairman.

13. No appointment to any high executive post requiring technical or flying experiences shall be made without prior approval/ acceptance of the Chairman.

14. The operator shall be liable for any expenses incurred by the Authority or Government in connection with air/sea Search & Rescue operations resulting from improper or negligent operation of the aircraft.

15. Charges/Expenses for the attributable damages to be made good by the Operator.

16. The Operator shall pay all aeronautical and non-aeronautical charges according to the rates prescribed by the Chairman.

17. The Operator shall not, as of right, be entitled to the extension/renewal of the period of the AOC granted if, for any reason, the Company wholly or partially ceases to operate their services or Chairman thinks that the continuation of operation of flights is not possible remaining within the framework of the policy made by the Government for the class of operation or non-compliance of Civil Aviation Rules and related Air Navigation Orders issued there under; and any of the conditions of this AOC.

18. Nothing in the Operations Specification and this General Regulations shall be construed as conferring upon the holder of this AOC, on its expiry any right to the issue of a new AOC for the operation of service or to the continuance of any other benefits arising from the provisions of this AOC or any privileges granted there under.

19. Under section-11 of Civil Aviation Act' 2017, Chairman may revoke or suspend for such period as he thinks fit, this AOC, if he is satisfied that any of the conditions thereof has not been complied with or that the failure to comply is due to any willful act or omission on the part of the holder of this AOC, or has been so frequent, or is due to such negligence on his part that the AOC should in the public interest be revoked, or as the case may be, suspended.

20. Operation of aircraft procured on wet leased shall be complied with the provision of Article 83bis of Chicago Convention (if applicable), applicable rule of the Civil Aviation Rules and Air Navigation Orders made there under.

21. All aircraft mentioned above, while flying, shall carry all the documents mentioned in the appropriate rule & requirement of CAR and ANO (AOC) respectively and a certified true copy of the Air Operator Certificate and copy of the Memorandum of Understanding regarding the responsibility of flight safety oversight of the aircraft while operating with the wet leased aircraft under Article 83bis of the Convention.

22. The aircraft and its component parts, accessories and appliances shall be maintained in an airworthy condition in accordance with the maximum time limits set forth in the approved Aircraft Maintenance Program (AMP) including Component Operating and Storage Limit (COSL) for the accomplishment of the overhaul, periodic inspections, and routine checks of the aircraft and its component parts, accessories and appliances as per the requirement of CAA, Bangladesh.

23. The operator is authorized to carry out required maintenance as specified by CAAB subject to the comply with the relevant requirements of CAAB.

24. Control of aircraft mass and balance including periodic aircraft weighing, determination of mass of passengers/crew/baggage, loading schedules and loading instruction are set forth in Operators Weight and Balance Manual and Flight Operations Manual and shall be complied with.

25. For wet lease in operation, the operator shall have to obtain an authorization certificate of CAAB.

26. For leasing out of any aircraft mentioned in the Operations Specification, Operator shall apply to Chairman, CAAB and decision will be taken on case by case.

27. Operation shall be liable to be discontinued/suspended for any one of the following reasons:

(a) Failure to comply operational & airworthiness requirements.

(b) Absence of airworthy aircraft/helicopter registered in Bangladesh in the name of the Operator.

(c) Disregard of safety and operating procedures by the Operator.

(d) Non-compliance of Civil Aviation Rules and related Air Navigation Orders.

(e) Failing to make payment of the bills raised by CAAB within the period specified.

28. AOC shall be liable to be cancelled or suspended for any one of the following reasons:

(f) Failure to register the required number of aircraft/ helicopter within one year period from the date of suspension of operation.

(g) Disregard of safety and operating procedures by the Operator.

(h) Non-compliance of Civil Aviation Rules and related Air Navigation Orders.

(i) Running into heavy debt or being unable to meet the day-to-day liabilities by the Operator.

(j) Failing to make payment of the bills raised by CAAB within the period specified.

(k) Breach of any of the conditions mentioned above.

IS: 1.2.2.3 QUALITY SYSTEM

In order to show compliance with 1.2.2.3, an AOC holder should establish its quality system in accordance with the instruction and information contained in the following paragraphs.

1.0. General.

1.1 Terminology.

The terms used in the context of the requirement for an AOC's quality system have the following meaning:

(a) Accountable Manager. The person acceptable to the CAAB who has corporate authority for ensuring that all operations and maintenance activities can be financed and carried out to the standard required by the CAAB, and any additional requirements defined by the operator.

(b) Quality Assurance. The term quality assurance, as distinguished from quality control, involves activities in the business, systems, and technical audit areas. A set of predetermined, systemic actions which are required to provide adequate confidence that a product or service satisfies quality requirements.

1.2 Quality Policy.

1.2.1 An operator shall establish a formal, written quality policy statement that is a commitment by the accountable manager as to what the quality system is intended to achieve. The quality policy should reflect the achievement and continued compliance with the CAR together with any additional standards specified by the operator.

1.2.2 The accountable manager is an essential part of the operator's management organization. The term "accountable manager" is intended to mean the Chief Executive/President/Managing Director/ General Manager, etc. of the operator's organization, who by virtue of his or her position has overall responsibility (including financial) for managing the organization.

1.2.3 The accountable manager will have overall responsibility for the operator's quality system, including the frequency, format and structure of the internal management evaluation activities as prescribed in paragraph 3.9 below.

1.3 Purpose of the Quality System.

1.3.1 The quality system should enable the operator to monitor compliance with the ANO (AOC), the operator's manual system, and any other standards specified by the operator, or the CAAB, to ensure safe operations and airworthy aircraft.

1.4 Quality Manager.

1.4.1 The function of the quality manager to monitor compliance with, and the adequacy of, procedures required to ensure safe operational practices and airworthy aircraft as required by this ANO (AOC) may be carried out by more than one person by means of different, but complementary, quality assurance program.

1.4.2 The primary role of the quality manager is to verify, by monitoring activity in the fields of flight operations, maintenance, crew training and ground operations, that the standards required by the CAAB, and any additional requirements defined by the operator, are being carried out under the supervision of the relevant required management personnel.

1.4.3 The quality manager should be responsible for ensuring that the quality assurance program is properly established, implemented and maintained.

1.4.4 The quality manager should:

i. report to the accountable manager;

ii. not be one of the required management personnel; and

iii. have access to all parts of the operator's, and as necessary, any sub-contractor's organization.

1.4.5 In the case of small/very small operators, the posts of the Accountable Manager and quality manager may be combined.

2.0 Quality System.

2.1 Introduction.

2.1.1 The operator's quality system should ensure compliance with and adequacy of operational and maintenance activities requirements, standards, and operational procedures.

2.1.2 The operator should specify the basic structure of the quality system applicable to the operation.

2.1.3 The quality system should be structured according to the size and complexity of the operation to be monitored.

2.1.4. The operator may have a combined quality assurance system for both operations and CAMO in compliance with both of the operations and ANO (AW) Part-M requirements or,

The operator may have separate quality assurance system for operations and CAMO.

2.2 Scope.

2.1.4 As a minimum, the quality system should address the following:

i. The provisions of the ANO (AOC);

ii. The operator's additional standards and operating practices;

iii. The operator's quality policy;

iv. The operator's organizational structure;

v. Responsibility for the development, establishment and management of the quality system;

vi. Documentation, including manuals, reports and records;

vii. Quality procedures;

viii. Quality assurance program;

ix. The required financial, material and human resources;

x. Training requirements.

2.2.2 The quality system should include a feedback system to the accountable manager to ensure that corrective actions are both identified and promptly addressed. The feedback system should also specify who is required to rectify discrepancies and non-compliance in each particular case, and the procedure to be followed if corrective action is not completed within an appropriate timescale.

2.3 Relevant Documentation.

2.3.1 Relevant documentation includes the relevant part of the operator's manual system.

2.3.2 In addition, relevant document should include the following:

i. Quality policy;

ii. Terminology;

iii. Specified operational standards;

iv. A description of the organization;

v. The allocation of duties and responsibilities;

vi. Operational procedures to ensure regulatory compliance;

vii. Accident prevention and flight safety program;

viii. The quality assurance program, reflecting;

ix. Schedule of the monitoring process;

x. Audit procedures;

xi. Reporting procedures;

xii. Follow-up and corrective action procedures;

xiii. Recording system;

xiv. The training syllabus; and

xv. Document control.

3.0 Quality Assurance Program.

3.1 Introduction.

3.1.1 The quality assurance program should include all planned and systematic actions necessary to provide confidence that all operations and maintenance are conducted in accordance with all applicable requirements, standards and operational procedures.

3.1.2 When establishing a quality assurance program, consideration should be given to at least the following:

i. Quality inspection;

ii. Audit;

iii. Auditors;

iv. Auditor's independence;

v. Audit scope;

vi. Audit scheduling;

vii. Monitoring and corrective action;

viii. Management evaluation.

3.2 **Quality Inspection.**

3.2.1 The primary purpose of a quality inspection is to observe a particular event/action/document, etc. in order to verify whether established operational procedures and requirements are followed during the accomplishment of that event and whether the required standard is achieved.

3.2.2 Typical subject areas for quality inspections are:

i. Actual flight operations;

ii. Ground deicing/anti-icing;

iii. Flight support services;

iv. Load control;

v. Continuing Airworthiness Management;

vi. Maintenance;

vii. Technical standards; and

viii. Training standards.

3.2.3 Typical methods for quality inspections for maintenance include:

i. Product sampling - the part inspection of a representative sample of the aircraft fleet;

ii. Defect sampling - the monitoring of defect rectification performance;

iii. Concession sampling - the monitoring of any concession to not carry out maintenance on time;

iv. On time maintenance sampling - the monitoring of when (flying hours/calendar time/flight cycles, etc.) aircraft and their components are brought in for maintenance;

v. Sample reports of unairworthy conditions and maintenance errors on aircraft and components.

3.3 Audit.

3.3.1 An audit is a systematic, and independent comparison of the way in which an operation is being conducted against the way in which the published operational procedures say it should be conducted.

3.3.2 Audits should include at least the following quality procedures and processes:

i. A statement explaining the scope of the audit;

ii. Planning and preparation;

iii. Gathering and recording evidence; and

iv. Analysis of the evidence.

3.3.3 Techniques that contribute to an effective audit are:

i. Interviews or discussions with personnel;

ii. A review of published documents;

iii. The examination of an adequate sample of records;

iv. The witnessing of the activities that make up the operation; and

v. The preservation of documents and the recording of observations.

3.4. Auditors.

3.4.1 An operator should decide, depending upon the complexity of the operations, whether to make use of a dedicated audit team or a single auditor. In any event, the auditor or audit team should have relevant operational and/or maintenance experience.

3.4.2 The responsibilities of the auditors should be clearly defined in the relevant documentation.

3.5 Auditor's Independence.

3.5.1 Auditors should not have any day-to-day involvement in the area of the operation and/or maintenance activity that is to be audited. An operator may, in addition to using the services of full-time dedicated personnel belonging to a separate quality department, undertake the monitoring of specific areas or activities by the use of part-time auditors. An operator whose structure and size does not justify the establishment of full-time auditors, may undertake the audit function by the use of part-time personnel from within its own organization or from an external source under the terms of an agreement acceptable to the CAAB. In all cases the operator should develop suitable procedures to ensure that persons directly responsible for the activities to be audited are not selected as part of the auditing team. Where external auditors are used, it is essential that any external specialist is familiar with the type of operation and/or maintenance conducted by the operator.

3.5.2 The operator's quality assurance program should identify the persons within the company who have the experience, responsibility and authority to:

i. Perform quality inspections and audits as part of ongoing quality assurance;

ii. Identify and record any concerns or findings, and the evidence necessary to substantiate such concerns or findings;

iii. Initiate or recommend solutions to concerns or findings through designated reporting channels;

iv. Verify the implementation of solutions within specific timescales;

v. Report directly to the quality manager.

3.6 Audit Scope.

3.6.1 Operators are required to monitor compliance with the operational and maintenance procedures they have designed to ensure safe operations, airworthy aircraft and the serviceability of both operational and safety equipment. In doing so they should as a minimum, and where appropriate, monitor:

i. Organization;

ii. Plans and company objectives;

iii. Operational procedures;

iv. Flight safety;

v. Operator certification (AOC/Operations specifications);

vi. Supervision;

vii. Aircraft performance;

viii. All weather operations;

ix. Communications and navigational equipment and practices;

x. Mass, balance and aircraft loading;

xi. Instruments and safety equipment;

xii. Manuals, logs, and records;

xiii. Flight and duty time limitations, rest requirements, and scheduling;

xiv. Aircraft maintenance/operations interface;

xv. Use of the MEL;

xvi. Maintenance programs and continued airworthiness;

xvii. Airworthiness directives management;

xviii. Maintenance accomplishment;

xix. Defect deferral;

xx. Flight crew;

xxi. Cabin crew;

xxii. Dangerous goods;

xxiii. Security;

xxiv. Training.

3.7 Audit Scheduling.

3.7.1 A quality assurance program should include a defined audit schedule and a periodic review cycle area by area. The schedule should be flexible, and allow unscheduled audits when trends are identified. Follow-up audits should be scheduled when necessary to verify that corrective action was carried out and that it was effective.

3.7.2 An operator should establish a schedule of audits to be completed during a specified calendar period. All aspects of the operation should be reviewed within every 12 month period in accordance with the program unless an extension to the audit period is accepted as explained below. An operator may increase the frequency of audits at its discretion but should not decrease the frequency without the agreement of the CAAB. Audit frequency should not be decreased beyond a 24 month period interval.

3.7.3 When an operator defines the audit schedule, significant changes to the management, organization, operation, or technologies should be considered as well as changes to the regulatory requirements.

3.8 Monitoring and Corrective Action.

3.8.1 The aim of monitoring within the quality system is primarily to investigate and judge its effectiveness and thereby to ensure that defined policy, operational, and maintenance standards are continuously complied with. Monitoring activity is based upon quality inspections, audits, corrective action and follow-up. The operator should establish and publish a quality procedure to monitor regulatory compliance on a continuing basis. This monitoring activity should be aimed at eliminating the causes of unsatisfactory performance.

3.8.2. Any non-compliance identified as a result of monitoring should be communicated to the manager responsible for taking corrective action or, if appropriate, the accountable manager. Such non-compliance should be recorded, for the purpose of further investigation, in order to determine the cause and to enable the recommendation of appropriate corrective action.

3.8.3 The quality assurance program should include procedures to ensure that corrective actions are taken in response to findings. These quality procedures should monitor such actions to verify their effectiveness and that they have been completed. Organizational responsibility and accountability for the implementation of corrective action resides with the department cited in the report identifying the finding. The accountable manager will have the ultimate responsibility for resourcing the corrective action and ensuring, through the quality manager, that the corrective action has re-established compliance with the standard required by the CAAB, and any additional requirements defined by the operator.

3.8.4 Corrective action. Subsequent to the quality inspection/audit, the operator should establish:

i. The seriousness of any findings and any need for immediate corrective action;

ii. The origin of the finding;

iii. What corrective actions are required to ensure that the non-compliance does not recur;

iv. A schedule for corrective action;

v. The identification of individuals or departments responsible for implementing corrective action;

vi. Allocation of resources by the accountable manager, where appropriate.

3.8.5 The quality manager should:

i. Verify that corrective action is taken by the manager responsible in response to any finding of non-compliance;

ii. Verify the corrective action includes the elements outlined in paragraph 3.8.4 above;

iii. Monitor the implementation and completion of corrective action'

iv. Provide management with an independent assessment of corrective action; implementation and completion;

v. Evaluate the effectiveness of corrective action through follow-up process.

3.9 Management Evaluation.

3.9.1 A management evaluation is a comprehensive, systematic, documented review by the management of the quality system, operational policies and procedures, and should consider:

i. The results of quality inspections, audits and any other indicators;

ii. The overall effectiveness of the management organization in achieving stated objectives.

3.9.2 A management should identify and correct trends, and prevent, where possible, future non-conformities. Conclusions and recommendations made as a result of an evaluation should be submitted in writing to the responsible manager for action. The responsible manager should be an individual who has the authority to resolve issues and take action.

3.9.3 The accountable manager should decide upon the frequency, format and structure of internal management evaluation activities.

3.10 Recording.

3.10.1 Accurate, complete and readily accessible records documenting the results of the quality assurance program should be maintained by the operator. Records are essential data to enable an operator to analyze and determine the root causes of non-conformity, so that areas of non-compliance can be identified and addressed.

3.10.2 The following records should be retained for a period of 5 years:

i. Audit schedules;

ii. Quality inspection and audit reports;

iii. Responses to findings;

iv. Corrective action reports;

v. Follow-up and closure reports; and

vi. Management evaluation reports.

4.0 Quality Assurance Responsibility for Sub-Contractors.

4.1 Sub-Contractors.

4.1.1 Operators may decide to sub-contract out certain activities to external agencies for the provision of services related to areas such as:

i. Ground deicing/anti-icing;

ii. Maintenance;

iii. CAMO activities;

iv. Ground handling;

v. Flight support (including performance calculations, flight planning, navigation database and dispatch);

vi. Training;

vii. Manual preparation.

4.1.2 The ultimate responsibility for the product or service provided by the sub-contractor always remains with the operator. A written agreement should exist between the operator and the sub-contractor clearly defining the safety related services and quality to be provided. The sub-contractor's safety related activities relevant to the agreement should be included in the operator's quality assurance program.

4.1.3 The operator should ensure that the sub-contractor has the necessary authorization/approval when required and commands the resources and competence to undertake the task.

5.0. Quality System Training.

5.1 General.

5.1.1 An operator should establish effective, well planned and resourced quality related briefing for all personnel.

5.1.2 Those responsible for managing the quality system should receive training covering:

i. An introduction to the concept of the quality system;

ii. Quality management;

iii. The concept of quality assurance;

iv. Quality manuals;

v. Audit techniques;

vi. Reporting and recording; and

vii. The way in which the quality system will function in the company.

5.1.3 Time should be provided to train every individual involved in quality management and for briefing the remainder of the employees. The allocation of time and resources should be governed by the size and complexity of the operation concerned.

5.2 Sources of Training.

5.2.1 Quality management courses are available from the various [National] or International Standards Institutions, and an operator should consider whether to offer such courses to those likely to be involved in the management of quality systems. Operators with sufficient appropriately qualified staff should consider whether to carry out in-house training.

6.0 Organizations with 20 or Less Full-Time Employees.

6.1 Introduction.

6.1.1 The requirement to establish and document a quality system, and to employ a quality manager applies to all operators. References to large and small operators elsewhere in the ANO (AOC) are governed by aircraft capacity (i.e. more or less than 20 seats) and by mass (i.e. greater or less than 10 tons maximum take-off mass). Such terminology is not relevant when considering the scale of an operation and the quality system required. In the context of quality systems therefore, operators should be categorized according to the number of full-time staff employees.

6.2 Scale of Operation.

6.2.1 Operators who employ 5 or less full time staff are considered to be "very small" while those employing between 6 and 20 full time employees are regarded as "small" operators as far as quality systems are concerned. Full-time in this context means employed for not less than 35 hours per week excluding vacation periods.

6.2.2 Complex quality systems could be inappropriate for small or very small operators and the clerical effort required to draw up manuals and quality procedures for a complex system may stretch their resources. It is therefore accepted that such operators should tailor their quality systems to suit the size and complexity of their operation and allocate resources accordingly.

6.3 Quality System for Small/Very Small Operators.

6.3.1 For small and very small operators it may be appropriate to develop a quality assurance program that employs a checklist. The checklist should have a supporting schedule that requires completion of all checklist items within a specified timescale, together with a statement acknowledging completion of a periodic review by top management. An occasional independent overview of the checklist content and achievement of the quality assurance should be undertaken.

6.3.2 The "small" operator may decide to use internal or external auditors or a combination of the two. In these circumstances it would be acceptable for external specialists and or qualified organizations to perform the quality audits on behalf of the quality manager.

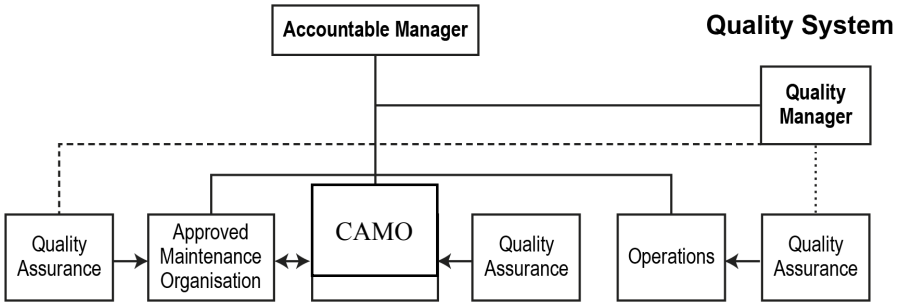
6.3.3 If the independent quality audit function is being conducted by external auditors, the audit schedule should be shown in the relevant documentation.

6.3.4 Whatever arrangements are made, the operator retains the ultimate responsibility for the quality system and especially the completion and follow-up of corrective actions.

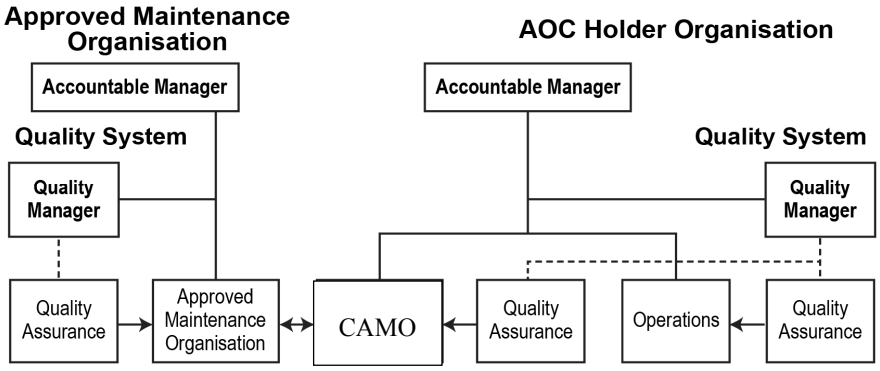
Quality System —Organization Examples

i. The following diagrams illustrate two typical examples of Quality organizations.

(a) Quality System within the AOC holder's organization when the AOC holder also holds an approval for maintenance.



ii. Quality Systems related to an AOC holder's organization where aircraft maintenance is contracted out to an approved organization which is not integrated with the AOC holder.



Note: The Quality System and Quality Audit Program of the AOC holder should assure that the maintenance carried out by the approved organization is in accordance with requirements specified by the AOC holder.

IS: 1.2.2.5 RETENTION OF RECORDS

i. An operator shall ensure that the following information or documentation is retained for the periods shown in the table below.

Table of Record Retention

Flight Crew Records	
Flight, duty and rest time	2 years
License and medical certificate	Until 12 months after the flight crew member has left the employ of the operator
Ground and flight training (all types)	Until 12 months after the flight crew member has left the employ of the operator
Route and aerodrome/heliport qualification training	Until 12 months after the flight crew member has left the employ of the operator
Dangerous good training	Until 12 months after the flight crew member has left the employ of the operator
Security training	Until 12 months after the flight crew member has left the employ of the operator
Proficiency and qualification checks (all types)	Until 12 months after the flight crew member has left the employ of the operator
Cabin Crew Records	
Flight, duty and rest time	2 years
License, if applicable	Until 12 months after the cabin crew member has left the employ of the operator

Table of Record Retention

Ground and flight training (all types) and qualification checks	Until 12 months after the cabin crew member has left the employ of the operator
Dangerous good training	Until 12 months after the cabin crew member has left the employ of the operator
Security training	Until 12 months after the cabin crew member has left the employ of the operator
Competency checks	Until 12 months after the cabin crew member has left the employ of the operator
Records for other AOC Personnel	
Training/qualification of other personnel for whom an approved training program is required in these regulations	Until 12 months after the employee has left the employ of the operator
License, if required, and medical certificate if required	Until 12 months after the employee has left the employ of the operator
Proficiency or competency checks, if required	Until 12 months after the employee has left the employ of the operator
Flight Preparation Forms	
Completed load manifest	6 months after the completion of the flight
Mass and balance reports	6 months after the completion of the flight
Dispatch releases	6 months after the completion of the flight
Flight plans	6 months after the completion of the flight
Passenger manifests	6 months after the completion of the flight
Weather reports	6 months after the completion of the flight

Table of Record Retention

Flight Recorder Records	
Cockpit voice recordings	Preserved after an accident or incident for 60 days or longer if requested by the CAAB
Flight data recordings	Preserved after an accident or incident for 60 days or longer if requested by the CAAB
Aircraft Technical Logbook	
Journey records section	36 months
Maintenance records section	36 months
Maintenance Records of the Aircraft	
Total time in service (hours, calendar time and cycles, as appropriate) of the aircraft and all life-limited components	12 months after the unit to which they refer has been permanently withdrawn from service
Current status of compliance with all mandatory continuing airworthiness information	12 months after the unit to which they refer has been permanently withdrawn from service
Appropriate details of modifications and repairs to the aircraft and its components	12 months after the unit to which they refer has been permanently withdrawn from service
Total time in service (hours, calendar time and cycles, as appropriate) since the last overhaul of the aircraft or its components subject to a mandatory overhaul life	12 months after the unit to which they refer has been permanently withdrawn from service
The detailed maintenance records to show all requirements for a maintenance release have been met	36 months after signing of the certificate of release to service

Table of Record Retention

Other Records	
Operational flight plan	6 months after the completion of the flight
Quality system records	5 years
Dangerous goods transport document	6 months after the completion of the flight
Dangerous goods acceptance checklist	6 months after the completion of the flight
Records on cosmic and solar radiation dosage, if AOC holder operates aircraft that fly above 15 000 m (49 000 ft)	Until 12 months after the crew member has left the employ of the AOC holder

Note: See 1.3.6 for details of the journey records section and 1.4.8 for details of the maintenance records section of the aircraft technical log.

IS: 1.2.2.8 AIRCRAFT TECHNICAL LOG

i. There are two examples of an aircraft technical log:

Name of the Operator[1] Address of the operator	**Flight Log**[2]	Name of Commander:	Registration:	Sheet No[3]:
	Commander's Signature[4]:	Name and duty of other Crew Member(s):	Airplane Type:	Date:

FLIGHT[5]				**CHECK**	**BLOCK TIME**			**AIRBORNE TIME**			**LOAD**		**FUEL ON BOARD**		
Nature of Flight:[6]	From:	To	No. of Ldg.: [7]	Flight Preparation:[8]	Off:	On:	Time:	Take-off:	Ldg:	Time:	No. of Pax/ Cargo (kg/lbs):	Take-off mass (kg/lbs):	Uplift:	Take-off[9] (ltrs/kg/ lbs):	Ldg:

FLIGHT DATA **BLOCK TIME** REPORT			**INCIDENTS/OCCURRENCES/OBSERVATIONS REPORT/DEFECTS NOTED**[10]
	Block Time:	Landings:	Mark type of report: Operation/Technical/Other[11]. Also note any de-/anti-icing as instructed[12]
Total per Day:			
Total Previous Report:			
Total to Report:			

FLIGHT DATA **FLIGHT TIME** REPORT			**CERTIFICATE OF RELEASE TO SERVICE**	**ACTIONS TAKEN**[13]
	Flight Time:	Next Maintenance Due:	Name of certifying staff & Part-145 (CAAB's approval/acceptance reference) (if applicable)	
Total this sheet:		Hours	Certifies that the work specified except as otherwise specified was carried out in accordance with Part-145 and in respect to that work the airplane/airplane component is considered ready for release to service.	
Total from previous sheet:		Landings	Signature	
Total to Report:		Date		

---

[1] Operator's name and address pre-printed or filled in by hand

[2] Must be filled for

- Each day; and
- Each flight crew

[3] Sheet number (e.g. yy-nn) must be pre-printed or printed by hand. All sheets must be identifiable and numbered according to a continuous system that offers the same security when hand printed as when pre-printed.

[4] The commander's signature states that everything on this sheet is correct

[5] For flights from A to A, a summary entry may be made. All other flights such as A to B etc., for each flight an entry must be made.

[6] Such as Private, Commercial, Technical, Training, Sailplane towing, etc.

[7] Number of landings if summary entry

[8] Flight Preparation according to the Operations Manual (commander's initials) state that"

1. Weight and Balance is within Limit
2. Pre-flight check is done
3. Technical status is checked and airplane accepted by the commander
4. Passengers manifest/documentation performed

[9] Total Fuel on board (state the units unless pre-printed)

[10] Incidents/Occurrences/Observations Report (Operation, Technical, Others):

- If no report needs to be made state "-NIL-"
- If a report must be made state (mark) the type of report

[11] Number each observation sequentially for each log sheet

[12] If de- or anti-icing has been applied, state time and amount and kind of fluid applied or other action take, e.g. mechanical removal of snow or ice, if oil has been filled, state the time and amount

[13] Use the same number as the corresponding observation to link report and response.

Address of Operator:	Date:	CREW	LOAD	OIL	GROUND DEICING	Sheet Number 00000001
	Aeroplane Type: Registration:	Name of Commander: _____ Name and duty of crew member _____	No. of Pax: _____ Mass (kg/lbs) Cargo:_____ Take-off:_____	Engine 1 / Engine 2 Refilled: _____/_____ Total: _____/_____	Type of fluid: _____ Mixture: _____ **Time of Deicing** Commenced: _____ Finished: _____	Last release: _____ Total aeroplane hours: _____ Total aeroplane landing: _____ **Next Maintenance Due:** In hours: _____ In landing: _____

FLIGHT				PRE-FLIGHT	BLOCK TIME		AIRBORNE TIME			FUEL ON BOARD (LTRS/KG/LBS)				
Flight Nb:	From:	To:	No. of Ldg:	Name/Signature:	Off:	On:	Time:	Take-off:	Ldg:	Time:	Uplift:	Take-off:	Ldg:	

Defects	Signature	Actions Taken	AMO Release to Service
00000001-1			Agreement number: Date: Place:
		PN: **sn off:** **sn on:**	Time: Name: Signature:
00000001-2			Agreement number: Date: Place:
		PN: **sn off:** **sn on:**	Time: Name: Signature:
00000001-3			Agreement number: Date: Place:
		PN: **sn off:** **sn on:**	Time: Name: Signature:
MEL DEFERRED DEFECT Item MEL Open Date Category Limit Date _____ _____	Captain's Acceptance	Daily Check/Maintenance done:	Agreement number: Date: Place: Time: Name: Signature:

JAR OPS 1: Attachment 1 to ACJ to Appendix 1 to JAR-OPS 1.005(a)

IS 1.2.2.10 SAFETY MANAGEMENT SYSTEM

i. The following specifies the framework for the implementation and maintenance of a safety management system (SMS) by an AOC, CAMO, AMO.

(1) Safety policy and objectives:

(i) Management commitment and responsibility.

(ii) The AOC, CAMO, AMO shall define the organization's safety policy which shall be:

(a) in accordance with international and national requirements, and

(b) signed by the accountable executive of the organization.

(ii) The safety policy shall:

(a) reflect organizational commitments regarding safety;

(b) include a clear statement about the provision of the necessary resources for the implementation of the safety policy;

(c) be communicated with visible endorsement throughout the organization;

(d) include the safety reporting procedures;

(e) clearly indicate which types of operational behaviors are unacceptable;

(f) include the conditions under which disciplinary action would not apply; and

(g) Be periodically reviewed to ensure it remains relevant and appropriate to the organization.

(h) Safety accountabilities

(iii) The AOC, CAMO, AMO shall identify, with respect to the safety performance of the SMS:

(a) the accountable executive who, irrespective of other functions, shall have ultimate responsibility and accountability, on behalf of the AOC, CAMO, AMO, for the implementation and maintenance of the SMS;

(b) the accountabilities of all members of the management, irrespective of other functions, and

(c) the employees.

(iv) The AOC, CAMO, AMO shall

(a) document safety responsibilities, accountabilities and authorities;

(b) communicate these throughout the organization, and

(c) include a definition of the levels of management authority to make decisions regarding safety risk tolerability.

(v) Appointment of key safety personnel

(a) The AOC, CAMO, AMO shall identify a safety manager to be the responsible individual and focal point or the implementation and maintenance of an effective SMS.

(vi) Coordination of emergency response planning

(a) The AOC, CAMO, AMO shall ensure that an emergency response plan that provides for the orderly and efficient transition from normal to emergency operations and the return to normal operations is properly coordinated with the emergency response plans of those organizations it must interface with during the provision of its services.

(vii) SMS documentation

The AOC, CAMO, AMO shall develop and maintain:

(a) an SMS implementation plan:

(1) endorsed by senior management of the organization, and

(2) that defines the organization's approach to the management of safety in a manner that meets the organization's safety objectives.

(b) SMS documentation describing:

(1) the safety policy and objectives,

(2) the SMS requirements,

(3) the SMS processes and procedures,

(4) the accountabilities, responsibilities and authorities for processes and procedures and the SMS outputs.

(c) a safety management systems manual (SMSM) to communicate its approach to the management of safety throughout the organization.

(2) Safety risk management:

(i) Hazard identification.

(a) The AOC, CAMO, AMO shall develop and maintain a formal process that ensures that hazards in operations are identified.

(b) The AOC, CAMO, AMO shall base its hazard identification on a combination of reactive, proactive and predictive methods of safety data collection.

(ii) Safety risk assessment and mitigation.

(a) The AOC, CAMO, AMO shall develop and maintain a formal process that ensures analysis, assessment and control of the safety risks in training operations.

(3) Safety assurance:

(i) Safety performance monitoring and measurement.

(a) The AOC, CAMO, AMO shall develop and maintain the means to:

(b) verify the safety performance of the organization, and

(c) validate the effectiveness of safety risk controls.

(d) The AOC, CAMO, AMO shall verify the safety performance of the organization in reference to the safety performance indicators and safety performance targets of the SMS.

(ii) The management of change

(a) The AOC, CAMO, AMO shall develop and maintain a formal process to:

(b) identify changes within the organization which may affect established processes and services;

(c) describe the arrangements to ensure safety performance before implementing changes, and

(d) eliminate or modify safety risk controls that are no longer needed or effective due to changes in the operational environment.

(iii) Continuous improvement of the SMS

(a) The AOC, CAMO, AMO shall develop and maintain a formal process to

(b) identify the causes of substandard performance of the SMS

(c) determine the implications of substandard performance of the SMS in operations; and

(d) eliminate or mitigate such causes.

(4) Safety promotion:

(i) Training and education

(a) The AOC, CAMO, AMO shall develop and maintain a safety training program that:

(b) ensures that all personnel are trained and competent to perform the SMS duties, and

(c) is appropriate to each individual's involvement in the SMS.

(ii) Safety communication.

(a) The AOC, CAMO, AMO shall develop and maintain formal means for safety communication that:

(b) ensures all personnel are fully aware of the SMS;

(c) conveys safety-critical information;

(d) explains why particular safety actions are taken; and

(e) explains why safety procedures are introduced or changed.

IS: 1.2.2.11 FLIGHT SAFETY DOCUMENTS SYSTEM

The following outline addresses the major elements of an operator's flight safety documents system development process, with the aim of ensuring compliance with these Regulations.

1. 0 Organization

1.1 A flight safety documents system shall be organized according to criteria, which ensure easy access to information, required for flight and ground operations contained in the various operational documents comprising the system and which facilitate management of the distribution and revision of operational documents.

1.2 Information contained in a flight safety documents system shall be grouped according to the importance and use of the information, as follows:

i. Time critical information, e.g., information that can jeopardize the safety of the operation if not immediately available;

ii. Time sensitive information, e.g., information that can affect the level of safety or delay the operation if not available in a short time period;

iii. Frequently used information;

iv. Reference information, e.g., information that is required for the operation but does not fall under b) or c) above; and

v. Information that can be grouped based on the phase of operation in which it is used.

1.3 Time critical information shall be placed early and prominently in the flight safety documents system.

1.4 Time critical information, time sensitive information, and frequently used information shall be placed in cards and quick-reference guides.

2.0 Validation. A flight safety documents system shall be validated before deployment, under realistic conditions. Validation shall involve the critical aspects of the information use, in order to verify its effectiveness. Interactions among all groups that can occur during operations shall also be included in the validation process.

3.0 Design

3.1 A flight safety documents system shall maintain consistency in terminology and in the use of standard terms for common items and actions.

3.2 Operational documents shall include a glossary of terms, acronyms and their standard definition, updated on a regular basis to ensure access to the most recent terminology. All significant terms, acronyms and abbreviations included in the flight documents system shall be defined.

3.3 A flight safety documents system shall ensure standardization across document types, including writing style, terminology, use of graphics and symbols, and formatting across documents. This includes a consistent location of specific types of information, consistent use of units of measurement and consistent use of codes.

3.4 A flight safety documents system shall include a master index to locate, in a timely manner, information included in more than one operational document.

Note.—the master index must be placed in the front of each document and consist of no more than three levels of indexing. Pages containing abnormal and emergency information must be tabbed for direct access.

3.5 A flight safety documents system shall comply with the requirements of the operator's quality system, if applicable.

4.0 Deployment. Operators shall monitor deployment of the flight safety documents system, to ensure appropriate and realistic use of the documents, based on the characteristics of the operational environment and in a way which is both operationally relevant and beneficial to operational personnel. This monitoring shall include a formal feedback system for obtaining input from operational personnel.

5. 0 Amendment.

5.1 Operators shall develop an information gathering, review, distribution and revision control system to process information and data obtained from all sources relevant to the type of operation conducted, including, but not limited to, the State of the Operator, State of design, State of Registry, manufacturers and equipment vendors.

Note: Manufacturers provide information for the operation of specific aircraft that emphasizes the aircraft systems and procedures under conditions that may not fully match the requirements of operators. Operators shall ensure that such information meets their specific needs and those of the CAAB.

5.2 Operators shall develop an information gathering, review and distribution system to process information resulting from changes that originate within the operator, including:

i. Changes resulting from the installation of new equipment;

ii. Changes in response to operating experience;

iii. Changes in an operator's policies and procedures;

iv. Changes in an operator certificate; and

v. Changes for purposes of maintaining cross fleet standardization.

Note: Operators shall ensure that crew coordination philosophy, policies and procedures are specific to their operation.

5.3 A flight safety documents system shall be reviewed:

i. on a regular basis (at least once a year);

ii. After major events (mergers, acquisitions, rapid growth, downsizing, etc.);

iii. after technology changes (introduction of new equipment); and

iv. After changes in safety regulations.

5.4 Operators shall develop methods of communicating new information. The specific methods shall be responsive to the degree of communication urgency.

Note: As frequent changes diminish the importance of new or modified procedures, it is desirable to minimize changes to the flight safety documents system.

5.5 New information shall be reviewed and validated considering its effects on the entire flight safety documents system.

5.6 The method of communicating new information shall be complemented by a tracking system to ensure currency by operational personnel. The tracking system shall include a procedure to verify that operational personnel have the most recent updates.

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IS: 1.2.3.7 AIRCRAFT LEASING

i. COMPLIANCE TO REGULATORY REQUIREMENTS

(a) When the leasing arrangement involves safety oversight by foreign Authority(s), the leasing arrangement should include information on compliance with relevant regulations of both CAAB and the foreign Authority(s).

ii. TYPES OF OPERATIONAL LEASING ARRANGEMENTS

(a) This section describes the types of operational leases. Parties involved in a leasing arrangement should note the responsibilities of each party with respect to the airworthiness and operation of the leased aircraft.

(b) In a **wet or damp lease arrangement**, the lessor assumes operational control of the aircraft operations. Aircraft operations must be in compliance with the requirements in the lessor's air operator certificate for the duration of the lease.

(i) Wet or damp Lease(out) of Bangladesh registered aircraft to a foreign operator **("Wet Lease Out")**

Regulatory requirements related to Bangladesh registered aircraft will apply. The Bangladesh AOC holder will be responsible for the operational control of the aircraft for the duration of the lease. In the case of a damp lease, the qualification and operational control of crew provided by the lessee should be addressed and aligned with the lessor's operations policies.

(ii) Wet or damp lease(in) a foreign registered aircraft by a Bangladesh AOC holder **("Wet Lease In")**

Regulatory requirements related to the foreign Authority where the aircraft is registered will apply. The lessor will be responsible for the operational control of the aircraft for the duration of the lease. In the case of a damp lease, the qualification and operational control of crew provided by the lessee should be addressed and aligned with the lessor's operations policies.

(a) AOC holder shall have an authorization of CAAB to conduct wet lease operation in addition to a valid AOC.

(b) Each AOC holder shall provide the CAAB with a copy of the wet lease agreement to be executed.

(c) The CAAB will determine which party to a wet lease agreement has operational control considering the extent and control of certain operational functions such as:

i. Initiating and terminating flights.

ii. Maintenance and servicing of aircraft.

iii. Scheduling crewmembers.

iv. Paying crewmembers.

v. Training crewmembers.

vi. Insurance.

(iii) Wet or damp lease of Bangladesh registered aircraft between Bangladeshi AOC holders ("Intra State Wet Lease")

Regulatory requirements related to Bangladesh registered aircraft applies. The lessor will continue to be responsible for the operational control of the aircraft for the duration of the lease. In the case of a damp lease, the qualification and operational control of crew provided by the lessee should be addressed and aligned with the lessor's operations policies.

(c) In a **dry lease arrangement**, the lessee usually assumes operational control of the aircraft. The aircraft is operated under the lessee's air operator certificate. Compliance to other relevant regulatory requirements would depend on the civil aviation authority of the State where the aircraft is registered.

(i) Dry lease (out) of Bangladesh registered aircraft to a foreign operator without change of aircraft registration **("Dry Lease Out")**

Regulatory requirements related to Bangladesh registered aircraft will apply. The lessee will be responsible for the operational control of the aircraft under its AOC for the duration of the lease.

(ii) Dry lease (in) of foreign registered aircraft by Bangladesh AOC holder without change of aircraft registration **("Dry Lease-In")**

The foreign regulatory requirements related to the foreign registered aircraft will apply. The Bangladesh AOC holder will be responsible for the operational control of the aircraft for the duration of the lease.

iii. AIRCRAFT REGISTERED WITH THE AUTHORITY OF THE LESSEE

(a) Parties to a dry lease agreement may register the aircraft with the Authority of the lessee. This change of registration of the leased aircraft will result in the lessee being solely responsible for the operational control and the airworthiness of the aircraft.

(i) Dry lease-(out) of Bangladesh registered aircraft to a foreign operator with change of aircraft registration

Regulatory requirements related to Bangladesh registered aircraft will not be applicable when the aircraft is de-registered from the Bangladesh registry. The leased aircraft may be re-registered back onto the Bangladesh registry at the end of the lease provided it meets all applicable CAAB requirements at the time of re-registration.

(ii) Dry lease-(in) of foreign registered aircraft by Bangladesh AOC Holder with change of aircraft registration.

This is similar to registering an aircraft by a Bangladesh AOC holder. The Bangladesh AOC holder will comply with all regulatory requirements related to a Bangladesh registered aircraft and be responsible for the operational control of the aircraft for the duration of the lease.

iv. RESPONSIBILITIES OF THE STATE OF REGISTRY AND STATE OF THE OPERATOR

(a) Operators intending to engage in leasing arrangement should familiarize themselves with the responsibilities of the State of Registry and the State of the Operator, in the event that the aircraft is registered in a State different from the State responsible for oversight of its operations. It is important that the responsibilities of the lessor and lessee to be explicitly specified in the lease agreement between the lessor and lessee, to provide for proper airworthiness and operational oversight and control of the aircraft to be leased.

(b) The State of Registry is the State on whose register the aircraft is entered. The State of Registry is responsible for the safety oversight and airworthiness standards for aircraft on its register, including those aircraft that are leased. The person or organization to which the aircraft is registered must ensure that the aircraft comply with all applicable requirements of the State of Registry. The responsibilities of the State of Registry include:

(i) notifying the State of Design that it has entered such an aircraft type on its register.

(ii) ensuring that the aircraft airworthiness standards of the State of Registry are maintained.

(iii) issuing and validating the airworthiness certificate for aircraft (C of A) on its register.

(iv) overseeing the continuing airworthiness of the aircraft according to the standards of the State of Registry, regardless of where it is operated in the world.

(v) ensuring that personnel performing maintenance work on the aircraft meets the experience, knowledge and skill requirements in accordance with the requirements of the State of Registry.

(vi) ensuring that flight crew operating the aircraft meets the experience, knowledge and skill requirements to safely operate the aircraft in accordance with the requirements of the State of Registry.

(vii) ensuring that operational personnel related with the aircraft operation continues to meet the standards required by the State of Registry.

(viii) ensuring timely and appropriate actions are in place to correct all deficiencies highlighted by the flight crew on the maintenance of the aircraft and its operation.

(ix) informing the organization responsible for the type design on the faults, malfunctions, defects and other occurrences that cause or might cause adverse effects on the continuing airworthiness of the aircraft.

(x) ensuring that mandatory continuing airworthiness information from the State of Design is assessed and appropriate action is taken in a timely manner.

(c) The **State of the Operator** is the State where the principal place of business of the operator is located, or if no such business exists, the permanent residence of the operator. The operator of the aircraft must make sure that the operations of the aircraft meet the requirements of the State of the Operator. The responsibilities of the State of the Operator include ensuring that its operators are able to:

(i) Demonstrate safe and efficient operations prior to the initiation of any flight operations.

(ii) conduct operations with respect to the original certification criteria or operational specifications on a continuing basis.

(iii) take timely and necessary actions to resolve safety issues that are found with respect to the maintenance of aircraft, flight operations and other air operator responsibilities, including the actions of the operator's personnel.

v. CAAB' LEASING POLICY

(a) To provide clarity on the safety responsibilities expected from the lessee and lessor, CAAB expects, at the minimum, the following obligations from the lessee and lessor in accordance with the respective types of leasing arrangements as shown in Table 1below.

Table-1: Obligations expected from Lessee and Lessor in Operational Leases

Scenario	Obligations
All Leases	a. The applicant will need to demonstrate the need to enter into aircraft operational leasing arrangements. b. The applicant will need to ensure that provisions are made in the leasing arrangement to enable CAAB inspectors to conduct necessary inspections.
Wet Leases	a. The lessee and lessor must hold valid air operator certificates throughout the duration of the lease. b. The lessor should retain operational control of the aircraft. c. For wet leasing arrangements among Bangladesh air operators, the lessee must ensure that the lessor maintains the aircraft as per the lessor's approved maintenance program. d. For wet-lease in arrangements, the lessee must ensure that reportable occurrences and incidents affecting the leased aircraft are reported to CAAB.
Dry Leases	a. For Dry Lease Out arrangements, the lessee must maintain the subject aircraft to Bangladesh requirements. b. For Dry Lease In arrangements, the lessee must ensure that the aircraft equipment relating to flight operations meets Bangladesh's requirements.

(b) CAAB may, on a case-by-case basis, prescribe additional requirements relating to the lease arrangement.

(c) In order to maintain effective safety oversight, CAAB will set limits to the duration of operational leases. The limit to the duration of a lease, in accordance to the type of operational lease, is stipulated in Table-2.

(d) Bangladesh AOC holders that need to lease an aircraft for a period longer than the stipulated period in Table 2 will need to provide justifications to CAAB for the requested extended lease duration.

Table 2: Durations for Operational Leases

Scenario	Duration
Wet or damp Lease In	6 (six) months and one-time renewal may be allowed for an additional 6 (six) months subject to comply with the requirements for initial approval. However, the aircraft with same MSN shall not be operated by the same AOC holder under the wet or damp lease-in agreement within next 03 (three) years period from the expiry date of the CAAB's initial/renewal approval as applicable.
Dry Lease In	Not limited.
Wet Lease Out	12 months.
Dry Lease Out	Not limited.
Intra State Wet Lease	12 months, subject to a one-time extension of an additional 12 months.

vi. **ARTICLE 83 *BIS* TO THE CHICAGO CONVENTION– TRANSFER OF STATE OF REGISTRY RESPONSIBILITIES**

(a) Article 83 *bis* to the Chicago Convention provides for the transfer of certain safety oversight responsibilities from the State of Registry to the State of the Operator. Such a transfer will be recognized by all other States which have ratified Article 83 *bis*. The transfer of responsibility may involve functions and duties under Article 12, 30, 31 or 32 a) of the Chicago Convention, which address rules of the air, radio licensing, certificates of airworthiness, and personnel licenses respectively.

(b) Where the lease arrangement involves more than one Authority, the State of Registry may, if it is unable to discharge all or part of its responsibilities as a State of Registry, transfer part or all of these responsibilities to another State. This transfer is subject to the mutual agreement of the other State (usually the State of the Operator). The instrument used to effect the transfer is an Article 83 bis agreement between the two States.

(c) CAAB generally does not transfer its safety oversight responsibilities to other Authorities. However, CAAB may accept the transfer of State of Registry responsibilities from another Authority, if it deems necessary to maintain effective oversight of the aircraft. CAAB will inform the affected Bangladesh AOC holders when CAAB has entered into an Article 83 bis agreement with the foreign Authority.

vii. **INFORMATION REQUIRED IN THE LEASE AGREEMENT**

A lease agreement shall have, but not limited to, following information:

(a) Detailed descriptions of the party(s) responsible for the operational control and continuing airworthiness for the aircraft in the lease arrangement. Depending on the complexities of the lease arrangement, CAAB may require more information in order to determine that all airworthiness and operational issues are addressed.

The minimum information required is as follows:

(i) Parties involved in the lease arrangement

(ii) Make, model the serial number of the aircraft involved in the lease arrangement

(iii) In the case of a lease-in arrangement:

a) the State of Registry and registration marks

b) name and address of the registered owner of the aircraft

c) a copy of the Certificate of Airworthiness

d) proof of the maintenance program approval from the foreign Authority

(b) Type of lease (lease-in/out, wet, damp, dry)

(c) Duration of the lease arrangement

(d) Whether the aircraft's registration will change during the lease

(e) Copy of the lease agreement or description of the lease provisions. The lease agreement or description of the provisions should include information on:

(i) Responsibility for airworthiness of aircraft, maintenance release, operations and airworthiness control etc.

(ii) Arrangements for the continuing airworthiness of the aircraft during the lease period. This would include, but is not limited to, pre- and post- lease airworthiness standards, availability of up-to-date maintenance approved data, acceptable qualifications and training of certifying staff, reporting of defects and incidents that may affect the airworthiness of the aircraft and handling of mandatory airworthiness information.

(iii) Arrangements to address any operational matters during the lease period. This would include but not limited to acceptable qualifications and training of operational personnel like pilots and cabin crew, details of how operational deficiencies will be addressed, reporting of incidents, etc.

(f) Changes to the operations specifications for AOC holders, as applicable, as a result of the lease agreement

(g) Area of operations for the aircraft including where it will be based

Note: The above information is necessary for CAAB to determine whether proper operational control and continuing airworthiness oversight for the aircraft are in place for the duration of the lease.

viii. **CAAB'APPROVAL**

(a) CAAB' approval shall be sought for lease arrangements involving Bangladesh AOC holders and/or Bangladesh registered aircraft.

(b) Approval of the lease arrangement is dependent on applicant's demonstration of the following:

(i) all the necessary changes arising from the lease arrangement are identified; and

(ii) all parties involved in the lease arrangement have sufficient knowledge and adequate resources to fulfil their roles and responsibilities with regard to the continuing airworthiness and operational control of the aircraft for the duration of the lease.

(c) Where appropriate, the attachments to the AOC (Maintenance of Leased Aircraft and Aircraft Leasing Operations will be amended to reflect the approval of the lease arrangement).

(d) AOC holders or Lessees (in case lease out) are required to carry the following documents in the aircraft at all times for the duration of the lease:

(i) a certified true copy of the lease agreement between the lessor and lessee.

(ii) a certified true copy of the AOC and its corresponding specifications.

(iii) a certified true copy of the Article 83 bis agreement, if applicable.

(iv) flight crew licenses issued or validated by the State of Registry.

IS: 1.2.3.8. AIRCRAFT INTERCHANGE

i. Before operating under an interchange agreement, each AOC holder shall show that—

(a) The procedures for the interchange operation conform with safe operating practices;

(b) Required crew members and flight operations officers meet approved training requirements for the aircraft and equipment to be used and are familiar with the communications and dispatch procedures to be used;

(c) Maintenance personnel meet training requirements for the aircraft and equipment, and are familiar with the maintenance procedures to be used;

(d) Flight crew members and flight operations officers meet appropriate route and airport qualifications;

(e) The aircraft to be operated are essentially similar to the aircraft of the AOC holder with whom the interchange is affected; and

(f) The arrangement of flight instruments and controls that are critical to safety are essentially similar, unless the CAAB determines that the AOC holder has adequate training program to ensure that any potentially hazardous dissimilarities are safely overcome by flight crew familiarization.

ii. Each AOC holder conducting an interchange agreement shall include the pertinent provisions and procedures of the agreement in its manuals.

iii. The AOC holder shall amend their operations specifications to reflect an interchange agreement.

iv. The AOC holder shall comply with the applicable regulations of the State of Registry of an aircraft involved in an interchange agreement while it has operational control of that aircraft.

IS: 1.2.3.9 EMERGENCY EVACUATION DEMONSTRATION

i. Each AOC holder shall conduct an emergency evacuation and ditching evacuation, observed by the CAAB that demonstrates the effectiveness of its crew member emergency training and evacuation procedures.

ii. Prior to conducting an emergency evacuation demonstration, the AOC holder shall apply for and obtain approval from the CAAB.

iii. Cabin crew members used in the emergency evacuation demonstrations shall—

(a) Be selected at random by the CAAB;

(b) Have completed the AOC holder's CAAB-approved training program for the type and model of aircraft; and

(c) Have passed the drills and competence check on the emergency equipment and procedures.

iv. To conduct the emergency evacuation demonstration, the AOC holder’s assigned cabin crew members shall, using the AOC holder's line operating procedures—

(a) Demonstrate the opening of 50 percent of the required floor-level emergency exits and 50 percent of the required non-floor-level emergency exits (whose opening by a cabin crew member is defined as an emergency evacuation duty) and deployment of 50 percent of the exit slides, selected by the CAAB; and

(b) Prepare for use those exits and slides within 15 seconds.

v. To conduct the ditching evacuation demonstration, the AOC holder’s assigned cabin crew members shall—

(a) Demonstrate their knowledge and use of each item of required emergency equipment;

(b) Prepare the cabin for ditching within 6 minutes after the intention to ditch is announced;

(c) Remove each life raft from storage (one life raft, selected by the CAAB, shall be launched and properly inflated or one slide life raft properly inflated); and

(d) Enter the raft (the raft shall include all required emergency equipment) and completely set it up for extended occupancy.

IS: 1.2.3.10 DEMONSTRATION FLIGHTS

i. Each AOC holder shall conduct demonstration flights for each type of aircraft, including those aircraft materially altered in design, and for each kind of operation the AOC holder intends to conduct.

(a) Definition: "Materially altered aircraft" refers to aircraft having power plants installed other than those for which it is certified; or alterations to the aircraft or its components that materially affect flight characteristics.

ii. Each AOC holder shall conduct demonstration flights to one or more destinations of intended operations, as determined by the CAAB.

iii. CAAB will decide the required demonstration flight hours, cycles and the routes taking into account:

(a) Overall experience of the operator;

(b) Differences between the newly inducted aircraft type and the existing aircraft in the operator's fleet;

(c) Complexity of the aircraft to be inducted and

(d) Any other point deemed necessary by CAAB in safety aspect.

iv. No person may carry passengers in an aircraft during demonstration flights, except for those needed to make the demonstration flight and those designated by the CAAB.

v. For those applicant/AOC holders of aircraft of less than 5700 kg, the necessity and extent of demonstration shall be at the option of the CAAB.

IS: 1.3.2 OPERATIONS MANUAL

i. Each AOC holder shall ensure that the contents and structure of the operations manual are in accordance with rules and regulations of the CAAB, and are relevant to the area(s) and type(s) of operation.

ii. An operations manual, which may be issued in separate parts corresponding to specific aspects of operations shall be organized in accordance with the following structure:

(a) General (IS: 1.3.2(e))

(b) Aircraft operating information (IS: 1.3.5)

(c) Areas, routes and aerodromes (IS: 1.3.22), and

(d) Training (IS: 1.3.4)

iii. An AOC holder may design a manual to be more restrictive than the CAAB's requirements.

iv. Each AOC holder shall ensure that the operations manual presents the items of information listed below, to meet the requirements of 1.3.2(g). The manual may consist of two or more parts containing together all such information in a format and manner based upon the outline presented in paragraph (d) below. Each part of the operations manual must contain all information required by each group of personnel addressed in that part.

(a) General Policies.

(b) Duties and responsibilities of each crewmember, appropriate members of the ground organization, and management personnel.

(c) Reference to appropriate Civil Aviation Regulations.

(d) Flight dispatching and operational control, including procedures for coordinated dispatch or flight control or flight following procedures and maintenance control procedures, as applicable.

(e) En route flight, navigation, and communication procedures, including procedures for the dispatch or release or continuance of flight if any item of equipment required for the particular type of operation becomes inoperative or unserviceable en route.

(f) Appropriate information from the en route operations specifications, including for each approved route the types of aircraft authorized, the type of operation such as VFR, IFR, day, night, etc., and any other pertinent information.

(g) Appropriate information from the airplane terminal instrument procedures and airport authorizations and limitations operations specifications, including for each airport—

(i) Its location;

(ii) Its designation;

(iii) The types of aircraft authorized;

(iv) Instrument approach procedures;

(v) Landing and take-off minimums; and

(vi) Any other pertinent information.

(h) Procedures for familiarizing passengers with the use of emergency equipment, during flight.

(i) Emergency equipment and procedures.

(j) The method of designating succession of command of flight crew members.

(k) Procedures for determining the usability of landing and take-off areas, and for disseminating pertinent information thereon to operations personnel.

(l) Procedures for operating in periods of ice, hail, thunderstorms, turbulence, or any potentially hazardous meteorological condition.

(m) Airman training program, including appropriate ground, flight, and emergency phases.

(n) Procedures for refueling aircraft, eliminating fuel contamination, protection from fire (including electrostatic protection), and supervising and protecting passengers during refueling.

(o) Methods and procedures for maintaining the aircraft weight and centre of gravity within approved limits.

(p) Where applicable, pilot and dispatcher route and airport qualification procedures.

(q) Accident notification procedures.

(r) Procedures and information to assist personnel to identify packages marked or labeled as containing hazardous materials and, if these materials are to be carried, stored, or handled, procedures and instructions relating to the carriage, storage, or handling of hazardous materials, including the following:

(i) Procedures for determining the proper shipper certification and proper packaging, marking, labeling, shipping documents, compatibility of materials, and instructions on the loading, storage, and handling.

(ii) Notification procedures for reporting hazardous material incidents.

(iii) Instructions and procedures for the notification of the pilot in command when there are hazardous materials aboard.

(s) Other information or instructions relating to safety.

v. The general part or section of the operations manual shall contain at least the following:

1.0 Administration and Control of Operations Manual

1.1 Introduction

i. A statement that the manual complies with all applicable CAAB's regulations and requirements and with the terms and conditions of the applicable Air Operator Certificate.

ii. A statement that the manual contains operational instructions that are to be complied with by the relevant personnel in the performance of their duties.

iii. A list and brief description of the various operations manual parts, their contents, applicability and use.

iv. Explanations and definitions of terms and words used in the manual.

1.2 System of Amendment and Revision

i. An operations manual shall describe who is responsible for the issuance and insertion of amendments and revisions.

ii. A record of amendments and revisions with insertion dates and effective dates is required.

iii. A statement that hand-written amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety.

iv. A description of the system for the annotation of pages and their effective dates.

v. A list of effective pages and their effective dates.

vi. Annotation of changes (on text pages and as practicable, on charts and diagrams).

vii. A system for recording temporary revisions.

viii. A description of the distribution system for the manuals, amendments and revisions.

ix. A statement of who is responsible for notifying the CAAB of proposed changes and working with the CAAB on changes requiring CAAB's approval.

2.0 Organization and Responsibilities

2.1 Organizational Structure

A description of the organizational structure including the general company organization and operations department organization. The relationship between the operations department and the other departments of the company. In particular, the subordination and reporting lines of all divisions, departments etc., which pertain to the safety of flight operations shall be shown. Instructions outlining the responsibilities of operations personnel pertaining to the conduct of flight operations.

2.2 Responsible Manager

The name of each manager responsible for flight operations, the maintenance system, crew training and ground operations shall be listed. A description of their function and responsibilities shall be included.

2.3 Responsibilities and Duties of Operations Management Personnel

A description of the duties, responsibilities and authority of operations management personnel pertaining to the safety of flight operations and with compliance with applicable regulations shall be listed.

2.4 Authority, Duties and Responsibilities of a PIC

A statement defining the authority, duties and responsibilities of the PIC shall be listed.

2.5 Duties and Responsibilities of Crew Members Other Than the PIC

A statement defining the authority, duties, and responsibilities of all required aircraft crew members shall be listed.

3.0 Operational Control and Supervision

3.1 Supervision of the Operation by the AOC Holder

A description of the system for supervision of the operation by the AOC holder shall be listed. This description shall show how the safety of flight operations and the qualifications of personnel involved in all such operations are supervised and monitored. In particular, the procedures related to the following items shall be described:

i. Specifications for the operational flight plan;

ii. Competence of operations personnel; and

iii. Control, analysis and storage of records, flight documents, additional information, and safety related data.

3.2 System of Promulgation of Additional Operational Instructions and Information

A description of any system for promulgating information which may be of an operational nature but is supplementary to that in the operations manual. The applicability of this information and the responsibilities for its promulgation shall be included.

3.3 Accident Prevention and Flight Safety Program

A description of the main aspects of the flight safety program including:

i. Programs to achieve and maintain risk awareness by all persons involved in flight operations; and

ii. Evaluation of accidents and incidents and the promulgation of related information.

3.4 Operational Control

A description of the objectives, procedures and responsibilities necessary to exercise operational control with respect to flight safety.

4.0 Quality System

A description of the quality system adopted.

5.0 Crew

5.1 Crew Composition

An explanation of the method for determining crew compositions taking into account of the following:

i. Experience (total and on type), regency and qualification of the crew members; and

ii. The designation of the PIC and, if required by the duration of the flight, the procedures for the relief of the PIC or other members of the flight crew.

iii. The flight crew for each type of operation including the designation of the succession of command.

5.2 Designation of the PIC

The rules applicable to the designation of a PIC.

5.3 Flight Crew Incapacitation

Instructions on the succession of command in the event of flight crew incapacitation.

6.0 Flight Crew, Cabin Crew, Flight Operations Officer, and Other Operations Personnel Qualifications

6.1 Qualifications

A description of the required license rating(s), qualification/competency (e.g., for routes and airports) experience, training, checking and regency of experience for operations personnel to conduct their duties. Consideration shall be given to the aircraft type, kind of operation, and composition of the crew.

6.2 Flight Crew

i. Operation on more than one type or variant.

6.3 Cabin Crew

i. Senior cabin crew member.

ii. Cabin crewmember.

(a) Required cabin crewmember,

(b) Additional cabin crewmember, and

(c) Cabin crewmember during familiarization flights.

iii. Operation on more than one type or variant.

6.4 Other Operations Personnel

7.0 Flight and Duty Time

7.1 Flight and Duty Time Limitations and Rest Schemes

i. Flight Crew

ii. Cabin Crew

iii. Flight Operations Officer/ Flight Dispatcher

8.0 Crew Health

8.1 Crew Health Precautions

The relevant regulations and guidance for crew members concerning health including:

i. Alcohol and other intoxicating liquor;

ii. Narcotics;

iii. Drugs;

iv. Sleeping tablets;

v. Pharmaceutical preparations;

vi. Immunization;

vii. SCUBA diving;

viii. Blood donation;

ix. Meal precautions prior to and during flight; Sleep and rest; and

x. Surgical operations.

9.0 Operating Procedures

9.1 Flight Preparation Instructions

As applicable to the operation:

9.1.1 Criteria for Determining the Usability of Airports

9.1.2 The method for determining minimum flight altitudes

9.1.3 The method for determining aerodrome operating minima

9.1.4 En route Operating Minima for VFR Flights

A description of en route operating minima for VFR flights or VFR portions of a flight and, where single-engine aircraft are used, instructions for route selection with respect to the availability of surfaces which permit a safe forced landing.

9.1.5 Presentation and Application of Airport and En route Operating Minima

9.1.6 Interpretation of Meteorological Information.

Explanatory material on the decoding of MET forecasts and MET reports relevant to the area of operations, including the interpretation of conditional expressions.

9.1.7 Determination of the Quantities of Fuel, Oil and Water Methanol Carried.

The specific instructions and methods by which the quantities of fuel, oil and water methanol to be carried are determined and monitored in flight. This section shall also include instructions on the measurement and distribution of the fluid carried on board. Such instructions shall take account of all circumstances likely to be encountered on the flight, including the possibility of in-flight replanting and of failure of one or more of the aircraft's power plants, and possible loss of pressurization. The system for maintaining fuel and oil records shall also be described.

9.1.8 Mass and Centre of Gravity.

The general principles of mass and centre of gravity including:

i. The policy for using either standard and/or actual masses;

ii. The method for determining the applicable passenger, baggage and cargo mass;

iii. The applicable passenger and baggage masses for various types of operations and aircraft type;

iv. General instruction and information necessary for verification of the various types of mass and balance documentation in use;

v. Last minute changes procedures;

vi. Seating policy/procedures; and

vii. List of documents, forms and additional information to be carried during a flight.

9.2 Ground Handling Arrangements and Procedures

9.2.1 Fueling Procedures.

A description of fueling procedures, including:

i. Safety precautions during refueling and defueling including when an APU is in operation or when a turbine engine is running and, if applicable, the propeller brakes are on;

ii. Refueling and defueling when passengers are embarking, on board or disembarking;

iii. Precautions to be taken to avoid mixing fuels; and

iv. Method to ensure the required amount of fuel is loaded.

9.2.2 Aircraft, Passengers and Cargo Handling Procedures Related To Safety.

A description of the handling procedures to be used when allocating seats and embarking and disembarking passengers and when loading and unloading the aircraft. Further procedures, aimed at achieving safety whilst the aircraft is on the ramp, shall also be given. Handling procedures shall include:

i. Sick passengers and persons with reduced mobility;

ii. Permissible size and weight of hand baggage;

iii. Loading and securing of items in the aircraft;

iv. Special loads and classification of load compartments (i.e., dangerous goods, live animals, etc.);

v. Positioning of ground equipment;

vi. Operation of aircraft doors;

vii. Safety on the ramp, including fire prevention, blast and suction areas;

viii. Start-up, ramp departure and arrival procedures;

ix. Servicing of aircraft;

x. Documents and forms;

xi. Multiple occupancy of aircraft seats.

9.2.3 Procedures for the Refusal of Embarkation.

Procedures to ensure that persons who appear to be intoxicated or who demonstrate by manner or physical indications that they are under the influence of alcohol or drugs, except medical patients under proper care, are refused embarkation.

9.2.4 Deicing and Anti-Icing on the Ground.

Instructions for the conduct and control of ground de-icing/anti-icing operations. A description of the deicing and anti-icing policy and procedures for aircraft on the ground. These shall include descriptions of the types and effects of icing and other contaminants on aircraft while stationary, during ground movements and during take-off. In addition, a description of the fluid types used shall be given including:

i. Proprietary or commercial names;

ii. Characteristics;

iii. Effects on aircraft performance;

iv. Precautions during usage.

9.3 Flight Procedures and Flight Navigation Equipment

A description of flight procedures, including:

i. Standard operating procedures (SOP) for each phase of flight.

ii. Instructions on the use of normal checklists and the timing of their use.

iii. Departure contingency procedures

iv. Instructions on the maintenance of altitude awareness and the use of automated or flight crew altitude call-outs.

v. Instructions on the use of autopilots and auto-throttles in IMC.

vi. Instructions on the clarification and acceptance of ATC clearances, particularly where terrain clearance is involved.

vii. Departure and approach briefings

viii. Procedures for familiarization with areas, routes, and aerodromes

ix. Stabilized approach procedure

x. Limitation on high rates of descent near the surface

xi. Conditions required to commence or to continue an instrument approach.

xii. Instructions for the conduct of precision and non-precision instrument approach procedures.

xiii. Allocation of flight crew duties and procedures for the management of crew workload during night and IMC instrument approach and landing operations.

xiv. The circumstances in which a radio listening watch is to be maintained.

xv. Instructions and training requirements for the use of head-up-displays (HUD) and enhanced vision systems (EVS) equipment as applicable.

9.3.1 Navigation Equipment

A list of the navigational equipment to be carried including any requirements relating to operations where performance-based navigation is prescribed.

9.3.2 Navigation Procedures

A description of all navigation procedures relevant to the type(s) and area(s) of operation. Consideration shall be given to:

i. Standard navigational procedures including policy for carrying out independent cross-checks of keyboard entries where these affect the flight path to be followed by the aircraft,

ii. In-flight replanting,

iii. Procedures in the event of system degradation,

iv. Where relevant to the operations, the long range navigation procedures, engine failure procedure for ETOPS and the nomination and utilization of diversion aerodromes

v. Instructions and training requirements for the avoidance of controlled flight into terrain and policy for the use of the ground proximity warning system (GPWS).

vi. Policy, instructions, procedures and training requirements for the avoidance of collisions and the use of the airborne collision avoidance system (ACAS).

vii. Information and instructions relating to the interception of civil aircraft including:

(a) Procedures for pilots-in-command of intercepted aircraft; and

(b) Visual signals for use by intercepting and intercepted aircraft.

viii. For airplanes intended to be operated above 49, 000 ft. (15,000 m)

(a) information which will enable the pilot to determine the best course of action to take in the event of exposure to solar cosmic radiation; and

(b) procedures in the event that a decision to descend is taken, covering:

(i) the necessity of giving the appropriate ATS unit prior warning of the situation and of obtaining a provisional descent clearance; and

The action to be taken in the event that communication with ATS unit cannot be established or is interrupted.

9.3.3 Policy and Procedures for In-flight Fuel Management

9.3.4 Adverse and Potentially Hazardous Atmospheric Conditions.

Procedures for operating in, and/or avoiding, potentially hazardous atmospheric conditions including:

i. Thunderstorms;

ii. Icing conditions;

iii. Turbulence;

iv. Wind shear;

v. Jet stream;

vi. Volcanic ash clouds;

vii. Heavy precipitation;

viii. Sand storms;

ix. Mountain waves; and

x. Significant Temperature inversions.

9.3.5 Operating Restrictions

i. Cold weather operations

ii. Take-off and landing in turbulence

iii. Low-level wind shear operations

iv. Cross-wind operations (including tail wind components)

v. High temperature operations

vi. High altitude operations

9.3.6 Incapacitation of Crew Members.

Procedures to be followed in the event of incapacitation of crew members in flight. Examples of the types of in capacitation and the means for recognizing them shall be included.

9.3.7 Cabin Safety Requirements.

Procedures covering:

i. Cabin preparation for flight, in-flight requirements and preparation for landing including procedures for securing cabin and galleys.

ii. Procedures to ensure that passengers are seated where, in the event that an emergency evacuation is required, they may best assist and not hinder evacuation from the aircraft;

iii. Procedures to be followed during passenger embarkation and disembarkation; and

iv. Procedures for fueling with passengers on board, embarking, or disembarking.

v. Smoking on board.

vi. Use of portable electronic equipment and cellular telephones

9.3.8 Passenger Briefing Procedures.

The contents, means and timing of passenger briefing.

9.3.9 Procedures for Use of Cosmic or Solar Radiation Detection Equipment - Airplanes.

Procedures for the use of cosmic or solar radiation detection equipment and for recording its readings including actions to be taken in the event that limit values specified in the operations manual are exceeded. In addition, the procedures, including ATC procedures, to be followed in the event that a decision to descend or re-route is taken.

9.4 All Weather Operations

9.5 Use of the Minimum Equipment and Configuration Deviation List(s)

9.6 Non Revenue Flights

Procedures and limitations for:

i. Training flights;

ii. Test flights;

iii. Delivery flights;

iv. Ferry flights;

v. Demonstration flights; and

vi. Positioning flights, including the kind of persons who may be carried on such flights.

9.7 Oxygen Requirements

An explanation of the conditions under which oxygen shall be provided and used.

10.0 Dangerous Goods and Weapons

10.1 Transport of Dangerous Goods

Information, instructions and general guidance on the transport of dangerous goods including:

i. AOC holder's policy on the transport of dangerous goods;

ii. Guidance on the requirements for acceptance, labelling, handling, stowage and segregation of dangerous goods;

iii. Procedures and actions to be taken for responding to emergency situations involving dangerous goods;

iv. Duties of all personnel involved; and

v. Instructions on the carriage of the AOC holder’s employees.

10.2 Transport of Weapons

The conditions under which weapons, munitions of war and sporting weapons may be carried.

11.0 Security

11.1 Security Policies and Procedures

A description of security policies and procedures for handling and reporting crime on board such as unlawful interference, sabotage, bomb threats, and hijacking.

11.2 Security Instructions and Guidance

Security instructions and guidance of a non-confidential nature which shall include the authority and responsibilities of operations personnel.

11.3 Preventative Security Measures and Training

A description of preventative security measures and training. (Note: Parts of the security instructions and guidance may be kept confidential.)

12.0 Handling of Accidents and Occurrences

i. Procedures for the handling, notifying and reporting of accidents and occurrences. This section shall include:

ii. Definitions of accidents and occurrences and the relevant responsibilities of all persons involved;

iii. The descriptions of which company departments, Authorities or other institutions have to be notified by which means and in which sequence in case of an accident;

iv. Special notification requirements in the event of an accident or occurrence when dangerous goods are being carried;

v. A description of the requirements to report specific occurrences and accidents;

vi. The forms used for reporting and the procedure for submitting them to the CAAB shall also be included; and

vii. If the AOC holder develops additional safety related reporting procedures for its own internal use, a description of the applicability and related forms to be used.

viii. Procedures for pilots-in-command observing an accident.

13.0 Rules of the Air

Rules of the Air including:

i. Territorial application of the Rules of the Air;

ii. The circumstances during which a radio listening watch shall be maintained;

iii. ATC clearances, adherence to flight plan and position reports;

iv. The ground/air visual codes for use by survivors, description and use of signal aids; and

v. Distress and urgency signals.

14.0 Safety Management System (SMS)

Details of the Safety Management System.

IS: 1.3.4 TRAINING PROGRAMS MANUAL

i. Each AOC holder and AOC applicant may submit and maintain training program manuals based on the following outline:

1.0 Training Syllabi and Checking Programs

1.1 General Requirements.

(a) Training syllabi and checking programs for all operations personnel assigned to operational duties in connection with the preparation and/or conduct of a flight shall be developed to meet the respective requirements of the CAAB. An AOC holder may not use, nor may any person serve in a required crewmember capacity or operational capacity unless that person meets the training and currency requirements established by the CAAB for that respective position.

1.2 Flight Crew.

The training syllabi and checking programs for flight crew members shall include:

(a) A written training program acceptable to the CAAB that provides for basic indoctrination, initial, transition, difference, and recurrent training, as appropriate, for flight deck crew members for each type of aircraft flown by that crew member. This written training program shall include both normal and emergency procedures training applicable for each type of aircraft flown by the crew member

(b) Adequate ground and flight training facilities and properly qualified instructors required to meet training objectives and needs

(c) A current list of approved training materials, equipment, training devices, simulators, and other required training items needed to meet the training needs for each type and variation of aircraft flown by the AOC holder

(d) Adequate number of ground examiner and flight check pilots to ensure adequate training and checking of flight crew members

(e) A record system acceptable to the CAAB to show compliance with appropriate training and currency requirements.

1.3 Cabin Crew

The training syllabi and checking programs for cabin crew members shall include:

(a) Basic initial ground training covering duties and responsibilities

(b) Appropriate CAAB's rules and regulations

(c) Appropriate portions of the AOC holder's operating manual

(d) Appropriate emergency training as required by the CAAB and the AOC holder's operating manual

(e) Appropriate flight training

(f) Appropriate recurrent, upgrade, or difference training, as required, to maintain currency in any type and variance of aircraft the crew member may be required to work in

(g) A current list of approved training materials, equipment, training devices, simulators, and other required training items needed to meet the training needs for each type and variation of aircraft flown by the AOC holder

(h) Adequate number of ground examiner and flight check personnel to ensure adequate training and checking of crew members, and

(i) Maintain a training record system acceptable to the CAAB to show compliance with all required training.

1.4 All Crew Members

A written training program shall be developed for all crew members in the emergency procedures appropriate to each make and model of aircraft flown in by the crew member. Areas shall include:

(a) Instruction in emergency procedures, assignments, and crew co-ordination

(b) Individual instruction in the use of onboard emergency equipment such as fire extinguishers, emergency breathing equipment, first aid equipment and its proper use, emergency exits and evacuation slides, and the aircraft's oxygen system including the use of portable emergency oxygen bottles. Flight crew members shall also practice using their emergency equipment designed to protect them in case of a cockpit fire or smoke

(c) Training shall also include instruction in potential emergencies such as rapid decompression, ditching, fire-fighting, aircraft evacuation, medical emergencies, hijacking, and disruptive passengers

(d) Scheduled recurrent training to meet CAAB's requirements.

1.5 All Operations Personnel

The training syllabi and checking programs for all operations personnel shall include:

(a) Training in the safe transportation and recognition of all dangerous goods permitted by the CAAB to be shipped by air. Training shall include the proper packaging, marking, labelling, and documentation of dangerous articles and magnetized materials

(b) All appropriate security training required by the CAAB

(c) A method of providing any required notification of an accident or incident involving dangerous good

1.6 Operations Personnel Other Than Crew Members

For operations personnel other than crew members (e.g., flight operations officer, handling personnel etc.), a written training program shall be developed that pertains to their respective duties. The training program shall provide for initial, recurrent, and any required upgrade training.

2.0 Procedures for Training and Checking

2.1 Proficiency Checking Procedures

i. Procedures to be applied in the event that personnel do not achieve or maintain the required standards.

2.2 Procedures Involving the Simulation of Abnormal or Emergency Situations

Procedures to ensure that abnormal or emergency situations requiring the application of part or all of abnormal or emergency procedures, and simulation of IMC by artificial means, are not simulated during commercial air transportation flights.

3.0 Document Retention

3.1 Documentation to be Stored and Storage Periods

An AOC holder shall retain all documentation required by the appropriate Authority, or the Authority of another State in which the AOC holder is operating for the time specified by the respective Authority, or for the time period needed to show compliance with appropriate regulations or this operations manual, whichever is longer.

IS: 1.3.5 AIRCRAFT OPERATING MANUAL

i. Each AOC applicant and AOC holder should submit and maintain an aircraft operating manual containing at least the following.

1.0 General Information and Units of Measurement

General Information (e.g., aircraft dimensions), including a description of the units of measurement used for the operation of the aircraft type concerned and conversion tables.

2.0 Limitations

2.1 Certification and Operational Limitations

A description of the certified limitations and the applicable operational limitations including:

(a) Certification status;

(b) Passenger seating configuration for each aircraft type including a pictorial presentation;

(c) Types of operation that are approved (e.g. IFR/VFR, CAT II/III, flights in known icing conditions etc.);

(d) Crew composition;

(e) Operating within mass and centre of gravity limitations;

(f) Speed limitations;

(g) Flight envelopes;

(h) Wind limits including operations on contaminated runways;

(i) Performance limitations for applicable configurations;

(j) Runway slope;

(k) Limitations on wet or contaminated runways;

(l) Airframe contamination; and

(m) Post landing

3.0 Normal Procedures

The normal procedures and duties assigned to the crew, the appropriate checklists, the system for use of the checklists and a statement covering the necessary co-ordination procedures between flight and cabin crew. The following normal procedures and duties shall be included:

(a) Pre-flight;

(b) Pre-departure and loading;

(c) Altimeter setting and checking;

(d) Taxi, Take-off and Climb;

(e) Noise abatement;

(f) Cruise and descent;

(g) Approach, landing preparation and briefing;

(h) VFR approach;

(i) Instrument approach;

(j) Visual approach and circling (if applicable):

(k) Missed approach;

(l) Normal landing;

(m) Post landing; and

(n) Operation on wet and contaminated runways.

3.1 Specific Flight Deck Procedures

(a) Determining airworthiness of aircraft

(b) Obtaining flight release

(c) Initial cockpit preparation

(d) Standard operating procedures

(e) Cockpit discipline

(f) Standard call-outs

(g) Communications

(h) Flight safety

(i) Push-back and towing procedures

(j) Taxi guidelines and ramp signals

(k) Take-off and climb out procedures

(l) Choice of runway

(m) Take-off in limited visibility

(n) Take-off in adverse weather

(o) Use and limitations of weather radar

(p) Use of landing lights

(q) Monitoring of flight instruments

(r) Power settings for take-off

(s) Malfunctions during take-off

(t) Rejected take-off decision

(u) Climb, best angle, best rate

(v) Sterile cockpit procedures

(w) En route and holding procedures

(x) Cruise control

(y) Navigation log book

(z) Descent, approach and landing procedures

(aa) Reporting maintenance problems

(bb) How to obtain maintenance and service en route

4.0 Abnormal and Emergency Procedures

4.1 Abnormal and Emergency Procedures and Duties

The manual shall contain a listing of abnormal and emergency procedures assigned to crew members with appropriate check-lists that include a system for use of the check-lists and a statement covering the necessary co-ordination procedures between flight and cabin crew. The following abnormal and emergency procedures and duties shall be included:

(a) Crew incapacitation;

(b) Fire and smoke drills;

(c) Unpressurised and partially pressurized flight; as applicable

(d) Exceeding structural limits such as overweight landing;

(e) Exceeding cosmic radiation limits; as applicable

(f) Lightning strikes

(g) Distress communications and alerting ATC to emergencies;

(h) Engine failure;

(i) System failures;

(j) Guidance for diversion in case of serious technical failure;

(k) Ground proximity warning;

(l) ACAS warning;

(m) Windshear; and

(n) Emergency landing/ditching.

(o) Aircraft evacuation

(p) Fuel Jettisoning (as applicable) and Overweight Landing:

(q) General considerations and policy

(r) Fuel jettisoning procedures and precautions

(s) Emergency Procedures:

(t) Emergency descent

(u) Low fuel

(v) Dangerous goods incident or accident

(w) Interception procedures

(x) Emergency signal for cabin crew members

(y) Communication Procedures

(z) Radio listening watch

5.0 Performance Data

Performance data shall be provided in a form in which it can be used without difficulty.

5.1 Performance Data

Performance material which provides the necessary data to allow the flight crew to comply with the approved aircraft flight manual performance requirements shall be included to allow the determination of—

(a) Take-off climb limits - Mass, Altitude, Temperature;

(b) Take-off field length limits (dry, wet, contaminated);

Net flight path data for obstacle clearance calculation or, where applicable, take-off

(c) flight path;

(d) The gradient losses for banked climb outs;

(e) En route climb limits;

(f) Approach climb limits;

(g) Landing climb limits;

(h) Landing field length limits (dry, wet, contaminated) including the effects of an in-flight failure of a system or device, if it affects the landing distance;

(i) Brake energy limits; and

(j) Speeds applicable for the various flight stages (also considering wet or contaminated runways).

5.1.1 Supplementary Performance Data

Supplementary data covering:

(a) Flights in icing conditions

(b) The maximum crosswind and tailwind components for each aeroplane type operated and the reductions to be applied to these values having regard to gust, low visibility, runway surface conditions, crew experience, use of autopilot, abnormal or emergency circumstances, or any other relevant operational factors.

(c) Any certified performance related to an allowable configuration, or configuration deviation, such as anti-skid inoperative, shall be included.

5.1.2. Other Acceptable Performance Data

If performance data, as required for the appropriate performance class, is not available in the approved AFM, then other data acceptable to the Authority shall be included. Alternatively, the operations manual may contain cross-reference to the approved data contained in the AFM where such data is not likely to be used often or in an emergency.

5.2 Additional Performance Data

Additional performance data where applicable including:

(a) All engine climb gradients;

(b) Drift-down data;

(c) Effect of deicing/anti-icing fluids;

(d) Flight with landing gear down;

(e) For aircraft with 3 or more engines, one engine inoperative ferry flights; and

(f) Flights conducted under the provisions of a configuration deviation list (CDL).

6.0 Flight Planning

6.1 Flight Planning Data

Specific data and instructions necessary for pre-flight and in-flight planning including factors such as speed schedules and power settings. Where applicable, procedures for engine(s) out operations, ETOPS/ and flights to isolated airports shall be included for the flight plan and the operational flight plan.

6.2 Fuel and Oil Calculations

The method for calculating fuel needed for the various stages of flight.

7.0 Mass and Balance

7.1 Calculating Mass and Balance

Instructions and data for the calculation of mass and balance including:

(a) Calculation system (e.g. Index system);

(b) Information and instructions for completion of mass and balance documentation, including manual and computer generated types;

(c) Limiting mass and centre of gravity of the various versions;

(d) Dry operating mass and corresponding centre of gravity or index.

8.0 Loading

8.1 Loading Procedures

Instructions for loading and securing the load in the aircraft;

(a) Use of aircraft systems and associated controls.

8.2 Loading Dangerous Goods

The operations manual shall contain a method to notify the PIC when dangerous goods are loaded in the aircraft.

9.0 Survival and Emergency Equipment Including Oxygen

9.1 List of Survival Equipment to be Carried

(a) A list of the survival equipment to be carried for the routes to be flown and the procedures for checking the serviceability of this equipment prior to take-off. Instructions regarding the location, accessibility and use of survival and emergency equipment and its associated check list(s) shall also be included.

9.2 Ground - Air Visual Signal

Instructions illustrating the ground-air visual signal code for use by survivors shall also be included.

9.3 Oxygen Usage

The procedure for determining the amount of oxygen required and the quantity that it available. The flight profile, number of occupants and possible cabin decompression shall be considered. The information provided shall be in a form in which it can be used without difficulty.

9.4 Emergency Equipment Usage

A description of the proper use of the following emergency equipment, if applicable:

i. Life jackets

ii. Life rafts

iii. Medical kits/first aid kits

iv. Survival kits

v. Emergency locator transmitter (ELT)

vi. Visual signaling devices

vii. Evacuation slides

viii. Emergency lighting

10.0 Emergency Evacuation Procedures

10.1 Instructions for Emergency Evacuation

Instructions for preparation for emergency evacuation including crew co-ordination and emergency station assignment.

10.2 Emergency Evacuation Procedures

A description of the duties of all members of the crew for the rapid evacuation of an aircraft and the handling of the passengers in the event of a forced landing, ditching or other emergency.

11.0 Aircraft Systems

11.1 Aircraft Systems

A description of the aircraft systems, related controls and indications and operating instructions.

12.0 Minimum Equipment List and Configuration Deviation List

The minimum equipment list and configuration deviation list for the aeroplane types operated and specific operations authorized, including any requirements relating to operations where performance-based navigation is prescribed.

13.0 Route and Airport Instructions and Information (optional for this manual)

13.1 Instructions and Information

Instructions and information relating to communications, navigation and airports, including:

i. Minimum flight level/altitude for each route to be flown;

ii. Operating minima for departure, destination and alternate airports;

iii. Communication facilities and navigation aids;

iv. Runway data and airport facilities;

v. Approach, missed approach and departure procedures including noise abatement procedures;

vi. Communications-failure procedures;

vii. Search and rescue facilities in the area over which the aircraft is to be flown;

viii. A description of the aeronautical charts that shall be carried on board in relation to the

ix. Type of flight and the route to be flown, including the method to check their validity;

x. Availability of aeronautical information and MET services;

xi. En route COM/NAV procedures, including holding;

xii. Airport categorization for flight crew competence qualification.

IS: 1.3.20 PASSENGER BRIEFING CARDS

i. Each AOC holder shall, at each exit seat, provide passenger information cards that include the following information in the primary language in which emergency commands are given by the crew:

(a) Functions required of a passenger in the event of an emergency in which a crew member is not available to assist, including how to—

(i) Locate the emergency exit;

(ii) Recognize the emergency exit opening mechanism;

(iii) Comprehend the instructions for operating the emergency exit;

(iv) Operate the emergency exit;

(v) Assess whether opening the emergency exit will increase the hazards to which passengers may be exposed;

(vi) Follow oral directions and hand signals given by a crew member;

(vii) Stow or secure the emergency exit door so that it will not impede use of the exit;

(viii) Assess the condition of an escape slide, activate the slide, and stabilize the slide after deployment to assist others in getting off the slide;

(ix) Pass expeditiously through the emergency exit; and

(x) Assess, select, and follow a safe path away from the emergency exit

(b) A request that a passenger identify himself or herself to allow reseating if he or she—

(i) Cannot perform the emergency functions stated in the information card;

(ii) Has a no discernible condition that will prevent him or her from performing the functions;

(iii) May suffer bodily harm as the result of performing one or more of those functions;

(iv) Does not wish to perform those functions; or

(v) Lacks the ability to read, speak, or understand the language or the graphic form in which instructions are provided by the AOC holder.

(c) Safety feature card must contain the diagrams, locations and methods of the following items but are not limited to:

(i) Emergency exits

(ii) Oxygen masks

(iii) Life vests & raft location and use

(iv) Seat belts

(v) Floor escape path

(vi) Emergency escapes procedures

(vii) Brace position

(viii) Information for exit row seating

(ix) Smoking limitations

(x) Use of electronic device

(xi) Carry-on baggage

(b) An operator shall ensure that each passenger has an easily accessible and readable Colorful safety feature card, most conveniently, in the seat pocket in front of the passenger.

IS: 1.3.21 AERONAUTICAL DATA CONTROL SYSTEM

i. Each AOC holder shall provide aeronautical data for each airport used by the AOC holder which includes the following:

(a) Aerodromes/heliports.

(i) Facilities.

(ii) Public protection.

(iii) Navigational and communications aids.

(iv) Construction affecting take-off, landing, or ground operations.

(v) Air traffic facilities.

(b) Runways, clearways, and stop ways:

(i) Dimensions.

(ii) Surface.

(iii) Marking and lighting systems.

(iv) Elevation and gradient.

(c) Displaced thresholds:

(i) Location.

(ii) Dimensions.

(iii) Take-off or landing or both.

(d) Obstacles—

(i) Those affecting take-off and landing performance computations.

(ii) Controlling obstacles.

(e) Instrument flight procedures.

(i) Departure procedure.

(ii) Approach procedure.

(iii) Missed approach procedure.

(f) Special information:

(i) Runway visual range measurement equipment.

(ii) Prevailing winds under low visibility conditions

IS: 1.3.22 ROUTE GUIDE

i. The route guide will ensure that the flight crew will have for each flight, information relating to communication facilities, navigation aids, aerodromes, instrument approaches, instrument arrivals and instrument departures as applicable for the operation, and such other information as the operator may deem necessary in the proper conduct of flight operations.

ii. Each route guide shall contain at least the following information:

(a) The minimum flight altitudes for each aircraft to be flown.

(b) Aerodrome operating minima for each of the aerodromes that are likely to be used as aerodromes of intended landing or as alternate aerodromes.

(c) The increase of aerodrome operating minima in case of degradation of approach or aerodrome facilities

(d) The necessary information for compliance with all flight profiles required by regulations, including but not limited to, the determination of:

(i) Take-off runway length requirements for dry, wet and contaminated conditions, including those dictated by systems failures which affect the take-off distance;

(ii) Take-off climb limitations:

(iii) En-route climb limitations;

(iv) Approach climb limitations and landing climb limitations;

(v) Landing runway length requirements for dry, wet and contaminated conditions, including systems failures which affect the landing distance; and

(vi) Supplementary information, such as tire speed limitations

IS: 1.3.23 WEATHER REPORTING SOURCES

i. The CAAB approves and considers the following sources of weather reports satisfactory for flight planning or controlling flight movement:

(a) BANGLADESH METEOROLOGICAL OFFICE.

(b) BANGLADESH-operated automated surface observation stations.

Note: Some automated systems cannot report all required items for a complete surface aviation weather report.

(c) BANGLADESH-operated supplemental aviation weather reporting stations.

(d) Observations taken by airport traffic control towers.

(e) BANGLADESH-contracted weather observatories.

(f) Any active meteorological office operated by a foreign state which subscribes to the standards and practices of ICAO conventions.

Note: These meteorological offices are normally listed in the MET tables located in ICAO Regional Air Navigation Plans.

(g) Any military weather reporting sources approved by the CAAB.

Note: Use of military sources is limited to control of those flight operations which use military airports as departure, destination, alternate, or diversionary airports.

(h) Near real time reports such as pilot reports, radar reports, radar summary charts, and satellite imagery reports made by commercial weather sources or other sources specifically approved by the CAAB.

(i) An AOC holder operated and maintained weather reporting system approved by the CAAB.

IS: 1.3.24 DEICING AND ANTI-ICING PROGRAM

i. Contents of the AOC holder's ground deicing and anti-icing program shall include a detailed description of—

(a) How the AOC holder determines that conditions are such that frost, ice, or snow may reasonably be expected to adhere to the aircraft and that ground deicing and anti-icing operational procedures shall be in effect;

(b) Who is responsible for deciding that ground deicing and anti-icing operational procedures shall be in effect;

(c) The procedures for implementing ground deicing and anti-icing operational procedures; and

(d) The specific duties and responsibilities of each operational position or group responsible for getting the aircraft safely airborne while ground deicing and anti-icing operational procedures are in effect.

ii. Initial and annual recurrent ground training for flight crew and all other affected personnel (e.g. dispatchers/flight operations officers, ground crews, contract personnel) concerning the specific requirements of the approved program and each person’s responsibilities and duties under the approved program specifically covering the following areas:

(a) The use of holdover times;

(b) Aircraft deicing/anti-icing procedures including inspection and check procedures and responsibilities;

(c) Communication procedures;

(d) Aircraft surface contamination (i.e., adherence of frost, ice or snow) and critical area identification, and how contamination adversely affects aircraft performance and flight characteristics;

(e) Types and characteristics of deicing/anti-icing fluids;

(f) Cold weather pre-flight inspection procedures; and

(g) Techniques for recognizing contamination on the aircraft.

iii. The AOC holder's program shall include procedures for flight crew members to increase or decrease the determined holdover time in changing conditions. The holdover time shall be supported by data acceptable to the CAAB. If the maximum holdover time is exceeded, take-off is prohibited unless at least one of the following conditions exists—

(a) A pre-take-off contamination check is conducted outside the aircraft (within five minutes prior to beginning take-off) to determine that the wings, control surfaces, and other critical surfaces, as defined in the AOC holder's program, are free of frost, ice, or snow;

(b) It is otherwise determined by an alternate procedure, approved by the CAAB and in accordance with the AOC holder's approved program, that the wings, control surfaces, and other critical surfaces are free of frost, ice, or snow; or

(c) The wings, control surfaces, and other critical surfaces are de-iced again and a new holdover time is determined.

IS: 1.3.25 FLIGHT MONITORING SYSTEM

i. Each AOC holder shall have an approved flight following system established and adequate for the proper monitoring of each flight, considering the operations to be conducted.

ii. For AOC holders having flight following centres, these centres shall be located at those points necessary to ensure—

(a) The proper monitoring of the progress of each flight with respect to its departure at the point of origin and arrival at its destination, including intermediate stops and diversions; and

(b) That the PIC is provided with all information necessary for the safety of the flight.

iii. An AOC holder conducting charter operations may arrange to have flight following facilities provided by persons other than its employees, but in such a case the AOC holder continues to be primarily responsible for operational control of each flight.

iv. Each AOC holder conducting charter operations using a flight following system shall show that the system has adequate facilities and personnel to provide the information necessary for the initiation and safe conduct of each flight to—

(a) The flight crew of each aircraft; and

(b) The persons designated by the certificate holder to perform the function of operational control of the aircraft.

v. Each AOC holder conducting charter operations shall show that the personnel required to perform the function of operational control are able to perform their duties.

IS: 1.3.26 FATIGUE MANAGEMENT SYSTEM REQUIREMENTS

i. A Fatigue Risk Management System (FRMS) shall contain as a minimum:

(a) FRMS policy and documentation

(b) Fatigue risk management processes

(c) FRMS safety assurance process

(d) FRMS promotion processes

ii. The operator shall define its FRMS policy, with all elements of the FRMS clearly identified

iii. The policy shall require that the scope of FRMS operations be clearly defined in the Operations Manual.

iv. The FRMS policy shall:

(a) Reflect the shared responsibility of management, flight and cabin crews, and other involved personnel;

(b) Clearly state the safety objectives of the FRMS;

(c) Be signed by the accountable executive of the organizations;

(d) Be communicated, with visible endorsement, to all the relevant areas and levels of the organization;

(e) Declare management commitment to effective safety reporting;

(f) Declare management commitment to the provision of adequate resources for the FRMS;

(g) Declare management commitment to continuous improvement of the FRMS;

(h) Require that clear lines of accountability for management, flight and cabin crews, and all other involved personnel are identified; and

(i) Require periodic reviews to ensure it remains relevant and appropriate.

Note. Effective safety reporting is described in Doc 9859, Safety Management Manual (SMM)

v. FRMS documentation

(a) An operator shall develop and keep current FRMS documentation that describes and records:

(i) FRMS policy and objectives;

(ii) FRMS processes and procedures;

(iii) Accountabilities, responsibilities and authorities for these processes and procedures;

(iv) Mechanisms for ongoing involvement of management, flight and cabin crew members, and all other involved personnel;

(v) FRMS training program, training requirements and attendance records;

(vi) Scheduled and actual flight times, duty periods and rest periods with significant deviations and reasons for deviations noted; and

Note. Significant deviations are described in the FRMS Manual (Doc 9966)

(vii) FRMS outputs including findings from collected data, recommendations, and actions taken.

vi. Fatigue Risk Management Processes –Identification of hazards, an operator shall develop and maintain three fundamental and documented processes for fatigue hazard identification:

(a) Predictive – The predictive process shall identify fatigue hazards by examining crew scheduling and taking into account factors known to affect sleep and fatigue and their effects on performance. Methods of examination may include but are not limited to:

(i) Operator or industry operational experience and data collected on similar types of operations;

(ii) Evidence-based scheduling practices; and

(iii) Bio-mathematical models.

(b) Proactive–The proactive process shall identify fatigue hazards within current flight operations. Methods of examination may include but are not limited to:

(i) Self-reporting of fatigue risks;

(ii) Crew fatigue surveys;

(iii) Relevant flight and cabin crew performance data;

(iv) Available safety databases and scientific studies; and

(v) Analysis of planned versus actual time worked.

(c) Reactive–The reactive process shall identify the contribution of fatigue hazards to reports and events associated with potential negative safety consequences in order to determine how the impact of fatigue could have been minimized. At a minimum, the process may be triggered by any of the following:

(i) Fatigue reports;

(ii) Confidential reports;

(iii) Audit reports;

(iv) Incidents; and

(v) Flight data analysis events.

vii. Risk assessment

(a) An operator shall develop and implement risk assessment procedures that determine the probability and potential severity of fatigue-related events and identify when the associated risks require mitigation. The risk assessments procedures shall review identified hazards and link them to:

(i) Operational processes;

(ii) Their probability;

(iii) Possible consequences; and

(iv) The effectiveness of existing safety barriers and controls.

viii. Risk mitigation

(a) An operator shall develop and implement risk mitigation procedures that:

(i) Select the appropriate mitigation strategies;

(ii) Implement the mitigation strategies; and

(iii) Monitor the strategies implementation and effectiveness.

ix. FRMS Safety Assurance Process – The operator shall develop and maintain FRMS safety assurance process to:

(a) Provide for continuous FRMS performance monitoring, analysis of trend, and measurement to validate the effectiveness of the fatigue safety risk controls. The sources of data may include, but are not limited to:

(i) Hazard reporting and investigations;

(ii) Audits and surveys; and

(iii) Reviews and fatigue studies;

(b) Provide a formal process for the management of change which shall include but is not limited to:

(i) Identification of changes in the operational environment that may affect FRMS;

(ii) Identification of changes within the organization that may affect FRMS; and

(iii) Consideration of available tools which could be used to maintain or improve FRMS performance prior to implementing changes; and

(c) Provide for the continuous improvement of the FRMS. This shall include but is not limited to:

(i) The elimination and/or modification of risk controls have had unintended consequences or that are no longer needed due to changes in the operational or organizational environment;

(ii) Routine evaluations of facilities, equipment, documentation and procedures; and

(iii) The determination of the need to introduce new processes and procedures to mitigate emerging fatigue-related risks.

x. FRMS Promotion Process – support the ongoing development of the FRMS, the continuous improvement of its overall performance, and attainment of optimum safety levels. The following shall be established and implemented by the operator as part of its FRMS:

(a) Training programs to ensure competency commensurate with the roles and responsibilities of management, flight and cabin crew, and all other involved personnel under the planned FRMS; and

(b) An effective FRMS communications plan that:

(i) Explains FRMS policies, procedures and responsibilities to all relevant stakeholders; and

(ii) Describes communication channels used to gather and disseminate FRMS-related information.

CIVIL AVIATION AUTHORITY OF BANGLADESH

ANO (AOC) (VOLUME III)— AIR OPERATOR CERTIFICATION AND CONTINUED COMPLAINCE

APPENDICES

ISSUE-01

BANGLADESH

LIST OF APPENDICES

Appendix	Subject
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Appendix-F to P	**RESERVED**
Appendix-Q	**Checklist for Inclusion of an Aircraft in an OPS SPECS**
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APPENDIX – A

APPLICATION FOR NO-OBJECTION CERTIFICATE (NOC) FOR ATTAINING AOC

(While providing information extra sheets may be used)

1. Name of Applicant :
(Attach evidence of authorization in case of the applicant other than owner/major shareholder)

2. Address :

3. Proposed principal place of business :
(Attach copy of the trade license)

4. Proprietorship :

4.1. Firm's name :
(Attach copy of the Memorandum & Articles of Association from RJSC)

4.2. Name, address and percentage of share for each partner :

5. Financial Data :

5.1. Paid up capital :

5.2. Authorized capital

Note: Shall be supported by a certificate from the banker or chartered accountant:

6. Organizational Structure: Details of the organization commensurate with the type of operation applied for, information on management of the organization and key staff members including their names, titles, educational qualifications and practical experiences. The background of the following personnel's should be included:-

i) Chief Executive (Accountable Manager) :
(Attach evidences to ensure compliance with the requirement outlined in section: 1.2.2.2 (a) of ANO (AOC))

ii) Directors or board members or shareholders :

Name	Designation	Address	Telephone	Nationality	Percentage of ownership

iii) Management personnel :
(Attach signed curriculum vieta confirming compliance with the qualification and experience requirements of CAAB)

Management Personnel	Name & Designation	Contact Number & Email
Head of Flight Operation		
Head of Training		
Head of Safety		
Head of Security		
Head of Technical (Ops)		
Head of Engineering of CAMO		
Head of Maintenance of Part-145 (If planned to own)		
Head of Quality		
Head of Ground Operations		

7. Particulars of Aeroplane/Helicopter

7.1. Type :

7.2. Model :

7.3. Maximum all up weight :

7.4.	Seat capacity	:
7.5.	Normal cargo capacity	:
7.6.	If solely used as cargo aircraft, indicate maximum cargo capacity	:
7.7.	ACN	:
7.8.	Maximum Landing and Take-off run:	
7.9.	Present Registration	
7.10	Total Aeroplane/Helicopter Time (hours)	:
7.11	Date of manufacture	:
7.12	Total Aircraft/Helicopter Landings:	
7.13	Arrangement for maintenance and inspection of aircraft and associated equipment.	

8. Type of operation

8.1	Category	: □ A1 □ A2 □ B1 □ B2 □ C1 □ C2
8.2	Proposed route/place of operation :	
8.3	Nature of service	: passenger/cargo/mail
8.4	Type of operation	: scheduled/non-scheduled

9. A copy of the lease/purchase agreement should be enclosed in case of having the aircraft.

10. Detailed description of how the applicant intends to show compliance with each provision of the applicable Civil Aviation Rules, relevant ANOs.

11. Feasibility study report and plan indicating the trend of traffic and load factor that would be economically viable commensurate with the proposed operation as outlined in IS I.I 11:

12. Proposed date of operation:

13. Detail proposal to maintain security, safety of aircraft, maintenance of aircraft, ground handling of passengers, cargo, aircraft (as applicable) at the base and out station which would include ramp operation, passenger services, baggage services, cabin services, cargo service, weight & balance control, ground support and fuel services, arrangement for training of crew, maintenance personnel and ground personnel:

14. Enclose a non-judicial stamp (as applicable) with a declaration that no part of loan, to be taken based on the NOC to be issued by CAAB, shall be utilized/expended for business or any purpose other than the establishment of the proposed airline.

15. Enclose TAX and BIN Certificate.

16. Enclose certificate of incorporation.

17. Enclose Schedule X Form issued by RJSC (if applicable).

18. Enclose a statement of the Accountable Manager confirming that the technical documents are evaluated by the competent personnel and ensured that management personnel meet the minimum qualification & experience requirements of CAAB.

19. Particulars of the payment of requisite fess including VAT & TAX for the processing of the application of NOC in respect of Civil Aviation Authority of Bangladesh.

SIGNATURE, NAME & DESIGNATION OF APPLICANT

DECLARATION

I, do hereby declare that the proposed operation, if permitted, will be conducted in accordance with Civil Aviation Act 2017, Civil Aviation Rules, Air Navigation Orders and any other directive issued by the Civil Aviation Authority, Bangladesh from time to time.

SIGNATURE, NAME & DESIGNATION OF APPLICANT

Note: 1) CAAB reserves the right to reject or cancel any application for NOC and/or AOC without assigning any reason.

2) Mailing Address: The Chairman, Civil Aviation Authority, Bangladesh Headquarters, Kurmitola, Dhaka-1229.

APPENDIX-B

SCHEDULE OF EVENTS

PART A – Details of Applicant and Declaration
The Schedule of Events is a list of items, activities, programs, aircraft, and/or facility acquisitions that an applicant must accomplish and make ready for CAAB inspection before and during the certification or variation process. The Schedule of Events includes best estimated date against each item, activity, program, aircraft, or facility acquisitions which will be ready for audit/inspection. The Schedule of events also sets milestones for accomplishment or submission of the listed items.

PART B – Details of the Organization*			
Organization Name:			
Trading Name:			
Address:			
Postal code:		**Telephone:**	
Email:		**Fax:**	

PART C – Details of Schedule of events			
Events		**For Applicant Use Only**	
		Proposed Date (DD/MMM/YYYY)	**Revised Propose Date** (DD/MMM/YYYY)
Applications			
1.1	Application for Air Operator Certificate and OPS SPEC		
1.2	Application (including required documents) for the approval of following nominated post holders for operations.		
	(a) Head of Flight Operations		
	(b) Head of Safety		
	(c) Head of Training		
	(d) Head of Technical (Operations)		
	(e) Head of Cabin Safety (if applicable)		
	(f) Head of Ground Operations/ Handling (if applicable)		
	(g) Head of Dangerous Goods Handling (if applicable)		
	(h) Head of Airlines Security		
	(i) Head of Safety Management System		

PART C – Details of Schedule of events			
Events		For Applicant Use Only	
		Proposed Date (DD/MMM/YYYY)	Revised Propose Date (DD/MMM/YYYY)
1.3	Application package for CAMO Certificate		
1.4	Application (including required documents) for the approval of following nominated post holders for CAMO:		
	(a) Head of Engineering of CAMO		
	(b) Head of Quality Assurance		
	(c) Airworthiness Review Staff (if applicable)		
1.5	Application package for Part-145 Certificate (if applicable)		
1.6	Application (including required documents) for the approval of nominated post holders for AMO/ Part-145 (if applicable).		
	(a) Head of Maintenance of Part-145		
	(b) Head of Quality Assurance		
1.7	Application package for license as Ground Handling Service Provider (GHSP)		
1.8	Application package for issue/ validation/ acceptance of aircraft type certificate (if applicable)		
1.9	Application package for NOC to import aircraft (purchase/dry/wet) in Bangladesh		
1.10	Application package for authorization in respect of wet leased aircraft (if applicable)		
1.11	Application package for Certificate of Registration in respect of aircraft to be registered in Bangladesh.		
1.12	Application package for Airworthiness Certificate and Airworthiness Review Certificate (as applicable) in respect of aircraft to be registered in Bangladesh.		

PART C – Details of Schedule of events			
Events		For Applicant Use Only	
		Proposed Date (DD/MMM/YYYY)	Revised Propose Date (DD/MMM/YYYY)
1.13	Application package for approval of operational training facility (if applicable)		
1.14	Application package for approval of maintenance training facility (if applicable)		
Documents			
2.1	Submission of Compliance Checklist		
2.2	Business operations plan		
2.3	Aircraft lease agreement and/or ownership papers as applicable		
2.4	Sub-contract agreement for continuous Airworthiness functions (if applicable)		
2.5	Contract/Sub-contract agreement for AMO/part of activities (if applicable)		
2.6	Agreement on hangar facilities		
2.7	Contracts agreements on GHSP (if applicable)		
2.8	Contracts agreement/papers on training of operator's personnel		
2.9	Draft passenger briefing cards		
2.10	Draft Aircraft Technical Log		
2.11	Training plan for CAAB nominated inspectors (in case of new aircraft type)		
2.12	Plan for inspection at the principal place of Business		
2.13	Plan for inspection at the principal place of operations		
2.14	Plan for inspection at the principal place of maintenance		
2.15	Plan for inspection at the station's facility (AOC, Ops, Maintenance etc.)		
2.16	Plan for inspection of ground handling facilities		
2.17	Plan for aircraft inspection for Airworthiness Certificate and Airworthiness Review Certificate		

PART C – Details of Schedule of events			
Events		For Applicant Use Only	
		Proposed Date (DD/MMM/YYYY)	Revised Propose Date (DD/MMM/YYYY)
2.18	Plan for readiness of personnel training (Flight Crew)		
2.19	Plan for readiness of personnel training (Cabin Crew)		
2.20	Plan for readiness of personnel training (Flight Operation Officer/ Flight Dispatcher)		
2.21	Plan for readiness of personnel training (Passenger's handling)		
2.22	Plan for readiness of personnel training (Ground operations)		
2.23	Plan for readiness of personnel training (CAMO personnel)		
2.24	Plan for readiness of personnel training (AMO personnel) (if applicable)		
2.25	Plan for readiness for Emergency Evacuation Demonstration		
2.26	Plan for readiness for Ditching Demonstration		
2.27	Plan for readiness for Aircraft Conformity Inspection		
2.28	Plan for readiness for Demonstration Flight Evaluation		
2.29	Any other documents as deemed necessary by CAAB		
Manuals			
3.1	Operation Manual Part-A (General)		
3.2	Operation Manual Part-B (Aircraft operating information)		
3.3	Operation Manual Part-C (Routes and Aerodromes)		
3.4	Operation Manual Part-D (Training)		
3.5	Aircraft Flight Manual		
3.6	Flight Crew Operating Manual		
3.7	Master Minimum Equipment List		
3.8	Minimum Equipment List		
3.9	Weight & Balance Manual		
3.10	Cabin Safety Manual (if applicable)		
3.11	Dangerous Goods Manual (if applicable)		

PART C – Details of Schedule of events			
Events		**For Applicant Use Only**	
		Proposed Date (DD/MMM/YYYY)	**Revised Propose Date** (DD/MMM/YYYY)
3.12	Security Manual		
3.13	Ground Operations Manual (as applicable)		
3.14	Flight Operations Officer or Dispatcher Manual		
3.15	SMS Manual		
3.16	CAME		
3.17	Maintenance Review Board Report or equivalent		
3.18	Maintenance Planning Document or equivalent		
3.19	Aircraft Maintenance Program		
3.20	Reliability Program Manual (if applicable)		
3.21	Aircraft/Engine/Propeller Maintenance Manual		
3.22	Wiring Diagram Manual		
3.23	Structural Repair Manual		
3.24	Illustrated Parts Catalogue		
3.25	MOE (if applicable)		
3.26	Company policy manual on recruitment, promotion etc.		
Commercial Flight			
Date of first commercial air transport flight			

PART D – Declaration of Applicant			
The undersigned declares that the information given in this application package is true in every respect. I have fully reviewed all submission instructions and have submitted all of the necessary documents for my application to be considered.			
Name of Accountable Manager:		**Signature of Accountable Manager:**	
Designation:		**Date of Submission:** (DD/MMM/YYYY)	

PART E – For CAAB Use Only	
Receipt by:	
Signature:	
Designation:	
Date of receipt: (DD/MMM/YYYY)	
Remarks	

SUBMISSION INSTRUCTIONS:

1. The schedule of events is applicable to dealing with the anticipated timescales for the certification and variation approval process.

2. The applicant's ability to plan and carry out a realistic schedule of events will be a major factor in determining the applicant's fitness to hold a certificate. The schedule of events shall be logical and sequential manner along with the target date of events.

3. Failure to accomplish an item or event in a satisfactory manner or in accordance with the schedule of events could delay the certification. If at any time during the certification process the operator finds it necessary to revise the schedule of events, the CAAB should be notified as soon as practical.

4. All items shall be completed. If any item is not applicable to this certification, please fill in as "N/A" in that column.

5. All plan shall be comprehensive along with starting and ending date of any particular activities.

6. Entire AOC certification activities shall be accomplished step by step as per Appendix-D of ANO (AOC). Action date shall have to propose in such a manner so that each of the phases can be accomplished sequentially one after another as outlined in ANO (AOC) Appendix-D. For instance: Document evaluation phase must be accomplished before commencing of Audit/Inspection Phase.

APPENDIX-C

	CIVIL AVIATION AUTHORITY OF BANGLADESH
FORMAL APPLICATION FORM	
APPLICATION FOR [(√) (as applicable)]	
Please check appropriate items	
☐ **AOC Initial Issue** ☐ **AOC Renewal**	**Inclusion of Aircraft/Specific Approval/ Change in AOC/OPS SPEC** ☐ **New Route/ New Operating Base/Station** ☐
1. Name, mailing address, contact number and email of the company/ DBA:	**2. Address of principal base where the operations will be conducted:**
	3. Proposed startup date **(For AOC Issue/ New operation/New Station):** **AOC expiry on** **(For renewal):**
	4. NOC issue date (For AOC issue):

5. Particulars of directors/shareholders (in case of AOC issue/renewal) (additional page may be used)

Name	Designation	Address	Telephone & Email	Nationality	Percentage of ownership

6. Particulars of AOC post holders (in case of AOC issue/renewal)		
Personnel	**Name & Designation**	**Contact Number & Email**
CEO/MD (Accountable Manager)		
Head of Flight Operation		
Head of Safety		
Head of Training		
Head of Technical (operations)		
Head of Cabin Safety (if applicable)		
Head of Ground Operations/Handling		
Head of Dangerous Goods handling (if applicable)		
Head of Security		
Head of Safety Management System		
Head of Engineering, CAMO		
Head of Quality Assurance		
Airworthiness Review Staff (if applicable)		
Head of Maintenance (Part-145) (if applicable)		
Other member(s) of senior management as appropriate to individual AOC Holder		

7. Proposed type of operation	**8. Category of AOC applied**
☐ **Schedule** ☐ **Passenger & Cargo** ☐ **Non-schedule** ☐ **All Cargo or Mail** ☐ **Others** (please specify in separate page)	☐ A1 ☐ A2 ☐ B1 ☐ B2 ☐ C1 ☐ C2

9. Specific operation approval requested for: (in case of AOC initial issue or for inclusion of any specific approval in the OPS SPEC**)**

☐ **Dangerous Goods.** ☐ **EDTO** ☐ **PBN Operations**

☐ **Low visibility operations** ☐ **RVSM.** ☐ **EFB**

Approach and landing Take-off ☐ **Others_____**

Ref: ANO(OPS) Part-SPA

10. Aircraft Maintenance Facilities

☐ **Own**	☐ **Contracted (Name & address of AMO)**

11. Ground Handling Service Provider (GHSP) Facilities

☐ **Own**	☐ **Contracted (Name & address of GHSP)**

12. Aircraft data (separate page may be used**)**

Sl	**Numbers and types of aircraft (by Type, Reg. Marks, MSN)**	**Number of passenger seats (by class) or cargo payload capacity**

13. Scheduled flight operations destination/station (separate page may be used**) (in case of AOC issue/renewal)**

Sl	**Name of the destination/station**	**Type, Reg. Marks, MSN of the aircraft operating**	**Station facility inspected by CAAB?**	
			☐ **Yes**	☐ **No**

14. Proposed destination/station (separate page may be used**) (in case of new destination to be included in the OPS SPECS)**

Sl	**Type, Reg. Marks, MSN of the aircraft to be operated**	**Name of the destination/station**	**Proposed station inspection date**

15. Particulars of Aircraft Leasing Operations (if applicable)

Operational lease arrangement:
Lessor (Name of the airline):
Lessee (Name of the airline):
Date of leasing agreement:
Aircraft type under leasing operations:
List the aerodrome and location under leasing operations:

16. Other applications to be attached herewith (In case of initial application for AOC)

(a)	**Application package for CAMO approval.**	☐ **Yes** ☐ **No**
(b)	**Application package for AMO approval (if applicable).**	☐ **Yes** ☐ **No**
(c)	**Application package for the GHSP License (if applicable).**	☐ **Yes** ☐ **No**
(d)	**Application packages for the approval of all nominated post holders of the operator (operation, CAMO and AMO).**	☐ **Yes** ☐ **No**
(e)	**Application package for Aircraft Type Acceptance. (in case of new aircraft type to Bangladesh)**	☐ **Yes** ☐ **No**
(f)	**Application package for NOC in respect of the aircraft to be Imported.**	☐ **Yes** ☐ **No**
(g)	**Application package for authorization in respect of wet leased aircraft (if applicable).**	☐ **Yes** ☐ **No**
(h)	**Application package for Certificate of Registration of Aircraft.**	☐ **Yes** ☐ **No**
(i)	**Application package for Airworthiness Certificate and ARC.**	☐ **Yes** ☐ **No**

17. Manual/Documents to be attached herewith (in case of initial application for AOC or any revision/amendment of the document(s) necessary for the purpose of application)

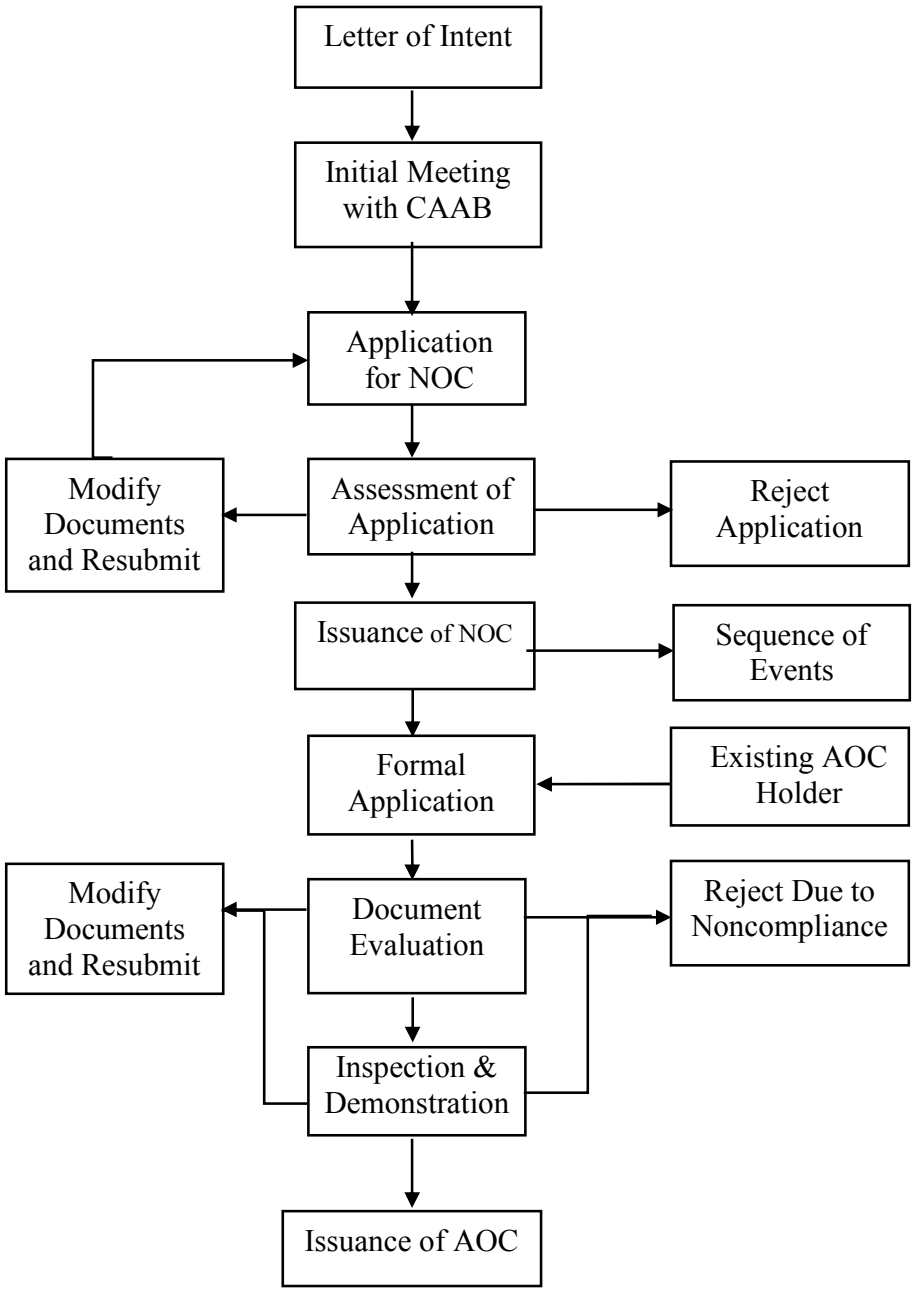
Manuals/Documents/Forms	**Submitted?**	
Compliance Checklists along with the statement	☐ Yes	☐ No
Company Operations Manual (Part- A, B, C & D)	☐ Yes	☐ No
Cabin Safety Manual (For passenger carrying airlines)	☐ Yes	☐ No
Dangerous Goods Manual	☐ Yes	☐ No
Ground Handling Manual	☐ Yes	☐ No
Safety Management System (SMS) Manual	☐ Yes	☐ No
Security Manual	☐ Yes	☐ No
Flight Dispatch Manual	☐ Yes	☐ No
Flight Manual	☐ Yes	☐ No
Minimum Equipment List (MEL)	☐ Yes	☐ No
Master Minimum Equipment List (MMEL)	☐ Yes	☐ No
Continuing Airworthiness Management Exposition (CAME)	☐ Yes	☐ No

Maintenance Organization Exposition (MOE) (if applicable)	☐ Yes	☐ No
Aircraft Maintenance Program (AMP)	☐ Yes	☐ No
Maintenance Review Board Report (MRBR) or Equivalent	☐ Yes	☐ No
Maintenance Planning Document (MPD) or Equivalent	☐ Yes	☐ No
Wiring Diagram	☐ Yes	☐ No
Maintenance Manual	☐ Yes	☐ No
Structural Repair Manual (SRM) or Equivalent	☐ Yes	☐ No
Illustrated Parts Catalogue	☐ Yes	☐ No
Appendix-Q with proper information (in case the application is made for inclusion of an aircraft in OPS SPEC)	☐ Yes	☐ No
Compliance Checklist in connection with ANO (OPS) Part-SPA (in case the application is made for inclusion of specific approval in OPS SPEC)	☐ Yes	☐ No
18. Filled in forms to be included (in case of AOC renewal**)**		
Particulars About Aircraft (Form: AOC-1(a))	☐ Yes	☐ No
Particulars About Engines and Propellers (Form: AOC-1(b))	☐ Yes	☐ No
Details of Station Facilities and Routes Flown (Form: AOC-2)	☐ Yes	☐ No
Status of Technical Manuals/Documents (Form: AOC-3)	☐ Yes	☐ No
Capacity Utilized in the Particular Sector (Form AOC-4)	☐ Yes	☐ No
Financial data (Form AOC-5, Part-1, 2 & 3)	☐ Yes	☐ No
19. AOC application fees (Non-refundable Bank Draft in favour of Chairman, CAAB)		
Amount (Fees + VAT & TAX)		
Payment Details (B/D No. Bank Name, Bank Address etc.)		
20. Applicant Declaration		
I, do hereby declare that, information given in this form is true in every respect and that I shall comply with all the necessary requirements as stated in Civil Aviation Act 2017, Civil Aviation Rules, Air Navigation Orders and any other directives issued by the Civil Aviation Authority of Bangladesh from time to time. I, further declare that, all the documents submitted in support of this application are legitimate in every respect. I, hereby apply for the grant/renewal of an Air Operator Certificate (AOC) or inclusion of aircraft/changes in ops specs or authorization of new route/ new operating base/station. **Name and Signature of the Accountable Manager** Date:		

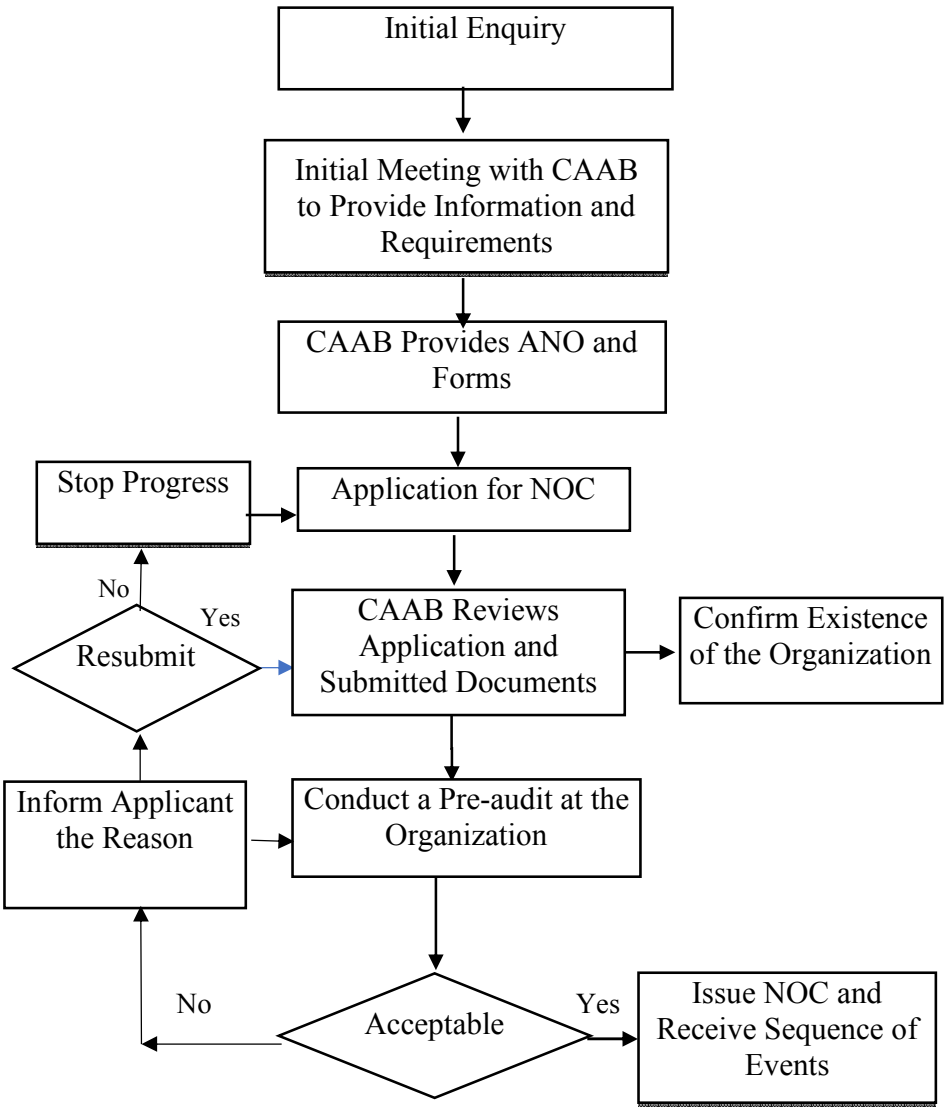
Note:
1. Civil Aviation Authority of Bangladesh reserves the right to cancel any application.
2. Mailing Address: Chairman, Civil Aviation Authority of Bangladesh, Headquarters, Kurmitola, Dhaka-1229, Bangladesh.

APPENDIX – D

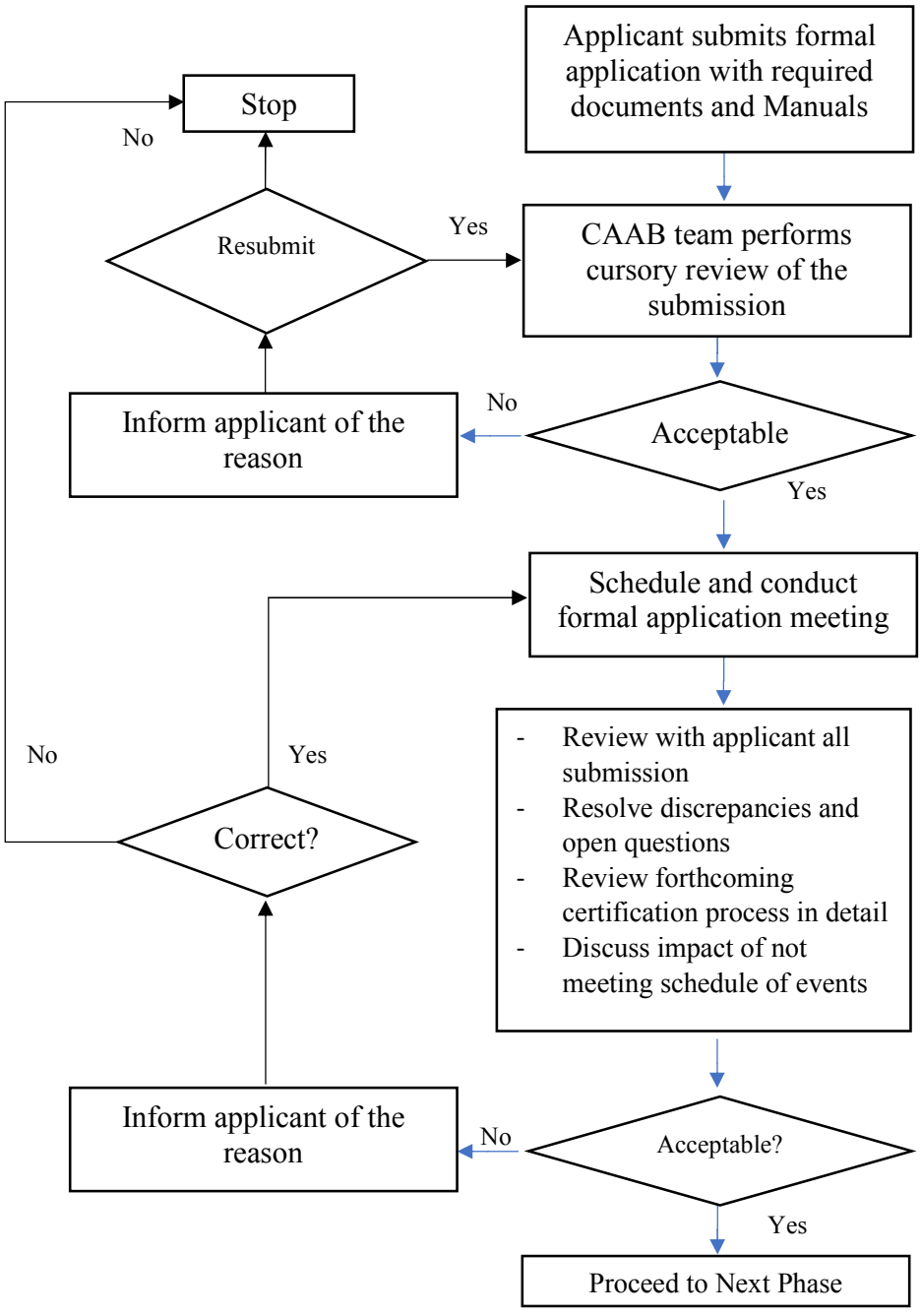
CERTIFICATION FLOW CHART



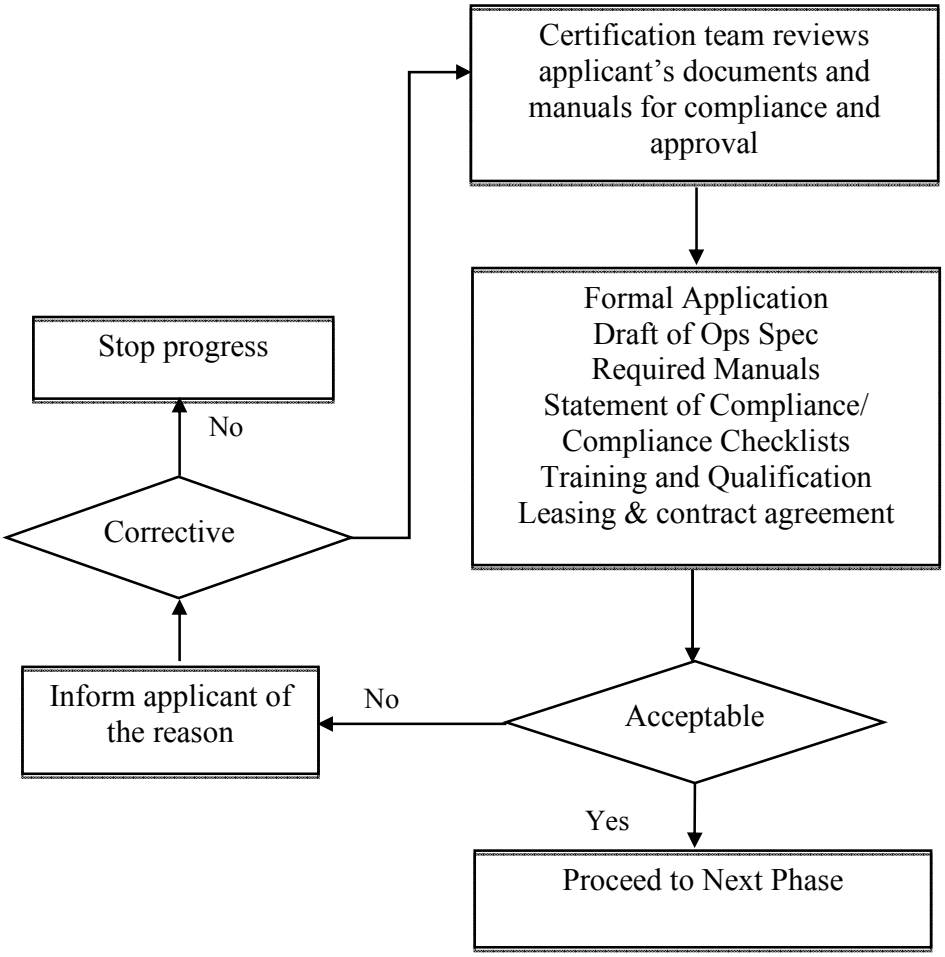
PRE-APPLICATION PHASE



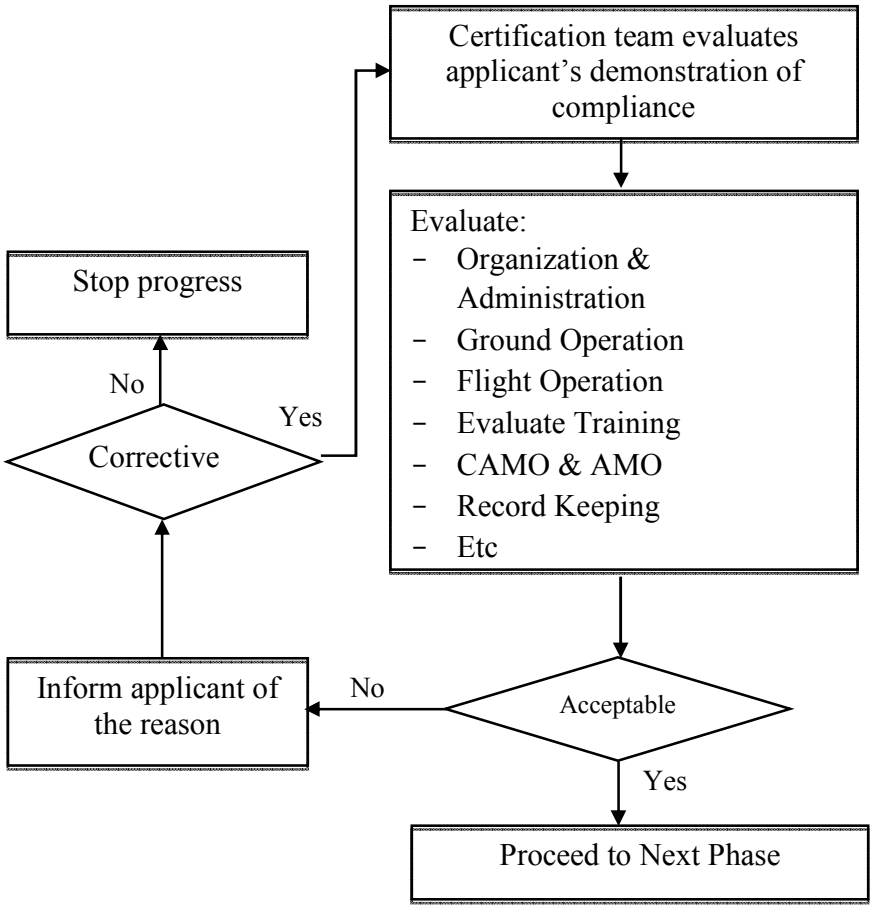
FORMAL APPLICATION PHASE



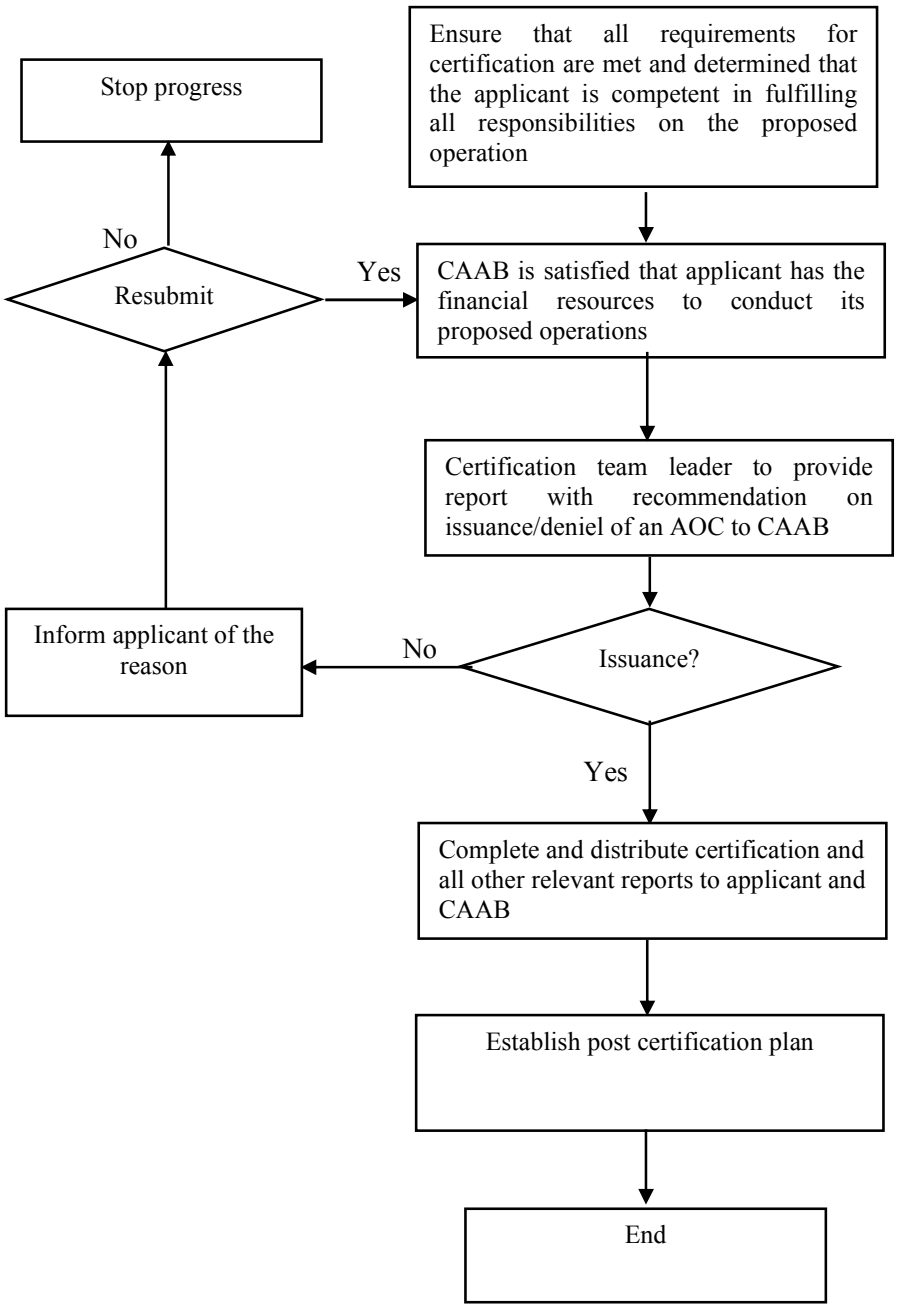
DOCUMENT EVALUATION PHASE



DEMONSTRATION & INSPECTION PHASE



CERTIFICATION PHASE



APPENDIX-E

CHECKLISTS/FORMS ASSOCIATED WITH THE APPLICATION FOR RENEWAL OF AN AIR OPERATOR CERTIFICATE

1. Particulars About Aircraft Available in the Fleet (Required to complete the Form: AOC-1(a))
2. Particulars About Engines and Propellers installed with the Aircraft Available in the Fleet (Required to complete the Form: AOC-1(b))
3. Details of Station Facilities and Routes Flown (Required to complete the Form: AOC-2)
4. Status of Technical Manuals/Documents (Required to complete the Form: AOC-3)
5. Capacity Utilized in the Particular Sector (Required to complete the Form AOC-4)
6. Financial Data (Part-1, Part-2 & Part-3) of the airline (Required to complete the Form AOC-5 and attach a Duly completed **certified** copy of Annual Report/Final Accounts/Balance Sheet and Loss & Profit Account)
7. Any other information;- Date:- Name & Signature of Accountable Manager of the Airline & Stamp

FORM: AOC-1(a)

PARTICULARS ABOUT AIRCRAFT AVAILABLE IN THE FLEET

Aircraft Type and Year of the Manufacture	Registration Number & Serial Number	Basic Weight of aircraft (kg)	Date & Method of acquisition	Number of hours flown to date	Type of Engines	Validity of C of A/ ARC	Capacity of Passengers, Cargo and others

Form: AOC -1(b)

PARTICULARS ABOUT ENGINES AND PROPELLERS INSTALLED WITH THE AIRCRAFT AVAILABLE IN THE FLEET

1.Engines

Type	Model	Serial Number	Hours/Cycles

2.Propeller

Type	Model	Serial Number	Hours/Cycles

FORM: AOC-2

DETAILS OF STATION FACILITY AND ROUTES FLOWN

Station Name/Airport Name Address & Sector	CAAB Approval Reference in respect of the station	Station Opening Date	Type of Aircraft operating to the station	Frequency of flight per week	Contact person of the Station with Phone No and Email ID	Name of the contracted organization (s) at the station and list of the services provided

FORM: AOC-3

STATUS OF THE TECHNICAL DOCUMENTS

Name of Manual/Document	Date of initial issue	Date of last revision	Language in which the documents are written	Whether a copy has been given to CAAB (if so specify the date)
Type Certificate and TCDS				
Flight Manual				
FCOM or equivalent				
MMEL or equivalent				
Wiring Manual				
Maintenance Review Board Report (MRBR) or equivalent				
Maintenance Planning Documents (MPD) or equivalent				
Maintenance Manual				
Overhaul Manual				
Repair Manual				
Illustrated parts catalogue (IPC)				
Operating Manual				
Operations Manual				
Training Manuals				
Minimum Equipment List (MEL)				
SMS Manual				
Cabin Crew Member Manual (if applicable)				
Dangerous Goods Manual				
Security Manual				
Continuing Airworthiness Management Exposition (CAME)				
Maintenance Organization Exposition (MOE) (if applicable)				
Minimum Equipment List				
Aircraft Maintenance Program (AMP)				
ASN				

FORM: AOC-4

CAPACITY UTILIZED IN THE PARTICULAR SECTOR

Sector	Capacity provided		Capacity utilized			Date of Commencement
	Pax.	Cargo	Pax.	Cargo	Mail	

Year Ended: …….

Currency:-

Airline:- ……..

The published Annual Report of the Airline should be forwarded if possible, with this reporting form

FORM: AOC-5

FINANCIAL DATA

PART 1 – PROFIT AND LOSS STATEMENT

DESCRIPTION		AMOUNTS	
		SUB ACCOUNTS	MAIN A/C'S & RESULTS
REVENUES	1. Scheduled services (total)… 1.1 Passenger… 1.2 Excess baggage… 1.3 Freight, express and diplomatic bags… 1.4 Mail……. 2. Non-Scheduled flights (total)…… 2.1 Passenger & excess baggage……. 2.2 Freight (including express and diplomatic bags) and mail… 3. Incidental revenues (total)…… 3.1 Air transportation activities (gross) ……. 3.2 Other incidental revenues (net)…. 4. TOTAL OPERATING REVENUES…….		
EXPENSES	5. Flight operations (total)……. 5.1 Flight crew salaries and expenses…… 5.2 Aircraft fuel and oil…….. 5.3 Flight equipment Insurance and uninsured loss…….. 5.4 Rental of flight equipment…….. 5.5 Flight crew training (when not amortized)- 5.6 Other flight expenses ……. 6.Maintenance and Overhaul…… 7. Depreciation and Amortization (total)… 7.1 Normal depreciation of flight equipment… 7.2 Normal depreciation of ground property and equipment…. 7.3 Extra depreciation (in excess of cost)…….. 7.4 Amortization of development and pre-operating costs….. 7.5 Flight crew training (when amortized)……		

EXPENSES	8. User charges and station expenses (total).. 8.1 Landing and associated airport charges… 8.2 Route facility charges…… 8.3 Station expenses…….. 9.Passenger Services...		
	10. Ticketing, sales and promotion…… 11. General and administration…….. 12. Other operating expenses……. TOTAL OPERATING EXPENSES…		
	14. OPERATING RESULTS……		
NON-OPERATING	15. Retirement of property and equipment… 16. Interest…….. 17. Payments from public funds not allocated elsewhere (total)…… 17.1 Direct subsidies…… 17.2 Other payments…….. 18. Affiliated companies… 19. Other non-operating items…….. 20. NON-OPERATING ITEMS (balance)…		
PROFIT/LOSS	21. PROFIT OR LOSS (-) BEFORE INCOME TAXES… 22. Income taxes……. 23. PROFIT OR LOSS (-) AFTER INCOME TAXES…		
Remarks, Part 1 (include description of any unavoidable deviations from reporting instructions)			

FINANCIAL DATA

PART 2 – BALANCE SHEET

ASSETS	AMOUNTS	
	SUB ACCOUNTS	MAIN ACCOUNT & TOTAL
1. Current assets…….. 2. Equipment purchase funds…….. 3. Other special funds……. 4. Flight equipment before depreciation……. 4.1 Less: Reserve for depreciation…… 4.2 Flight equipment after depreciation (item 4 minus item 4.1) 5. Ground property and equipment before depreciation.. 5.1 Less: Reserve for depreciation…… 5.2 Ground property and equipment after depreciation (item 5 minus item 5.1) 6. Land…… 7. Investments in affiliated companies…… 8. Deferred charges (total) 8.1 Development and pre-operating costs……. 8.2 Other deferred…… 9. Intangible assets…… 10. Other assets…… 11. TOTAL ASSETS (equal to item 24 below)		
LIABILITIES 12. Current liabilities (Other than reported in item 13). …… 13. Unearned transportation revenues……. 14. Deferred credits……. 15. Operating reserves…… 16. Self-insurance reserves…….. 17. Other reserves (specify)…… 18. Advance from affiliated companies…….. 19. Other liabilities…….. 20. Long-term debt…….. 21. Capital stock…….. 22. Capital surplus……... 23. Net balance of unappropriated retained earnings (identical to item 6 of part 3 below, " Statement of Retained Earnings"…….. 24. TOTAL LIABILITIES (equal to item 11 above.)……		

FINANCIAL DATA

PART 3 – STATEMENT OF RETAINED EARNINGS

DESCRIPTION	SUB-ACCOUNTS	MAIN ACCOUNTS AND RESULTS
1. Net balance of unappropriated retained earnings for previous years, as shown in item 6 of last Year's Statement of Retained Earnings.. 2. Adjustments to previous years retained earnings (total)…… 2.1 Transfer to reserves…… 2.2 Amount paid as bonus, dividends, etc….... 2.3 Other (Specify)…… 2.4 Other (Specify)…… 3. Profit or loss (-) after income taxes for this year (as shown in item 23 of part 1, Profit and loss statement…….. 4. Appropriations (total –specify items below). 4.1 (_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _) …..… 4.2 (_ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _)…..… 4.3 (_ __ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _) …… 5. Dividends……...…… 6. Net balance or unappropriated retained earnings for the current and previous years (same as item 23 of part 2 above)……		
Remarks, Part 2 and 3 (include description of any unavoidable deviations from reporting instructions)		

APPENDIX-Q

PROCEDURE FOR ACQUISITION OF AIRCRAFT (NEW TYPE/EXISTING TYPE) TO AOC HOLDER'S FLEET

GENERAL:

The addition of a new aircraft type or existing type of aircraft to a certificated operator's fleet requires many of the same inspections, reviews, demonstrations, authorizations, and approvals by the CAAB as were required for the original issuance of an AOC. The operator may not commence revenue operations with the aircraft until all of the following provisions are accomplished:

1. TYPE APPROVAL/ACCEPTANCE OF THE AIRCRAFT

At least 5 months prior to the proposed introduction of the new aircraft type to revenue operations, the operator must submit the documents related to type approval/acceptance of the aircraft as per the requirements of ANO (AOC) on aircraft design standard and certification (if applicable)

2. DOCUMENT REVIEW:

An air operator shall submit the following documents or their equivalents for review and approval as required in accordance with the timeline mentioned in Appendix-R:

- A revised or updated Operations Manual (OM) which incorporates general information, guidance, and instructions pertaining to the aircraft type, and reflects the current operating environment of the airline.

- An Aircraft Operating Manual (AOM/AFM) for the aircraft type either developed specifically by the airline or adopted directly from the manufacturer, which contains information on aircraft systems, limitations, performance, and normal and abnormal operating procedures for the airplane.

- A Minimum Equipment List (MEL) for the aircraft type which reflects the Master Minimum Equipment List approved by the state of manufacture, and is tailored to the specific airplane model and operating environment of the airline. This document requires signature approval by the CAAB.

- A Configuration Deviation List for the aircraft type which contains information regarding flight with missing aircraft components.

- All normal, abnormal, and emergency checklists for the aircraft type, including abbreviated checklists for use in the cockpit. These checklists must be approved by CAAB.

- Passenger briefing cards in English and Bengali.

- A revised or updated CAME, MOE, AMP.

- CAME, MOE, AMP for the aircraft type must be submitted to and approved by the Airworthiness Section.

- A revised Cabin Crew Manual or other suitable reference for cabin crew concerning the configuration of the aircraft type, location and operation of installed cabin equipment, and duties and responsibilities during normal and abnormal operations.

- Weight and balance information and procedures.

- Airport Analysis charts or equivalent reference material for use by aircrew for determining maximum gross takeoff and landing weights for specific airports and runways; taking into account obstacle clearance, runway length and slope, aircraft configuration, and current meteorological conditions.

- Written training programs for cockpit and cabin crew members and flight dispatchers/flight operations officers.

3. DEMONSTRATION:

The following demonstrations must be successfully completed by the operator for the aircraft type as per the requirements outlined in section: 1.2.3.9 and 1.2.3.10 of ANO (AOC):

- Emergency evacuation and ditching drills should be conducted to demonstrate the ability of the cabin crew to safely evacuate passengers and utilize aircraft emergency equipment.

- Prior to the first revenue flight, demonstration flights, as required by CAAB, should be conducted which demonstrate the ability of the airline to safely operate the new aircraft type on a day to day basis. The airline should submit a proposed demonstration flight plan which contains the number of flights, dates, crew composition, and destinations.

4. INSPECTIONS:

In addition to the manuals review, approval and demonstrations outlined above , CAAB will conduct the following inspections to ensure that the operator is fully prepared to operate the new aircraft type:

- Each transit or line station must inspected by the inspectors in AOC Cell and any other inspectors of FSR (as applicable) to ensure that ground personnel are adequately trained to support the new aircraft type and that support equipment and facilities are adequate for the operation. Transit stations must be inspected during demonstration flights or as separate events prior to the first revenue flight as required by ANO (AOC) section 1.1.17

- The Dispatch/Operational Control center should be inspected to ensure adequacy of flight planning, briefing, and record-keeping associated with the new aircraft type.

5. REVISED OPERATIONS SPECIFICATIONS:

Applicable part of the Operations Specifications must be amended as required to reflect the addition of the new aircraft. Issuance of the revised Operations Specifications to the operator represents formal approval for the operator to commence revenue operations with the new aircraft type.

6. OTHERS:

All crewmembers must receive the full range of technical training before operations commence. All crewmembers should receive training on duties during emergencies and on operation of emergency equipment installed on the aircraft. Flight attendants should receive hands-on training in door operation and deployment of escape slides, if applicable. Training records for all crew members should be verified.

APPENDIX-Q

CHECKLIST FOR INCLUSION OF AN AIRCRAFT IN AN OPS SPECS

Name of the AOC and AOC No:		Make and model of the aircraft to be included:	
Validity of the AOC:		MSN of the aircraft to be included:	

S/N	SUBJECT	CAAB's Action Office	Reference & Signature of the concerned post holder of the operator	SAT/ UN-SAT or N/A (For CAAB's Use only)	Signature of the concerned inspector
1.	**APPLICATION PHASE**				
	Operator shall submit the application and applicable documents as per Appendix-C for inclusion of an aircraft addressing the Chairman, with an attention to Member (Flight Standard & Regulations). a. Coordination meeting between CAAB and Operator is required.	AOC, Ops & AW			
	b. Review organization, staffing and administration of the operator to the effect of proposed inclusion of aircraft. c. Review Support Services required for the new aircraft and CAAB facilities available to cater the need.	AOC, Ops & AW			

2.	**TYPE ACCEPTANCE OF THE AIRCRAFT (In case of new aircraft type to Bangladesh)**				
	a. The operator shall submit the documents related to type approval/acceptance of the aircraft as per ANO (AW) Part-21 (if applicable)	AOC & AW			
	b. Type certificate has been accepted by CAAB.	AOC & AW			
	c. Has the operator made an arrangement for getting up to date technical documents from the manufacturer?	AOC, AW & Ops			
3.	**DOCUMENT REVIEW (as applicable)**				
	The operator shall submit the following documents or their equivalents for review and approval as required:				
	a. A revised or updated Operations Manual (OM) which incorporates general information, guidance, and instructions pertaining to the new aircraft type, and reflects the current operating environment of the airline.	Ops			
	b. An Aircraft Operating Manual (AOM/AFM) for the aircraft type either developed specifically by the airline or adopted directly from the manufacturer, which contains information on aircraft systems, limitations, performance, and normal and abnormal operating procedures for the airplane.	Ops AW			
	c. CAME as per ANO (AW) Part-M	AW			

	d. A Minimum Equipment List (MEL) for the aircraft type which reflects the Master Minimum Equipment List or equivalent approved by the state of manufacture, and is tailored to the specific airplane model and operating environment of the airline. This document requires signature and approval by the CAAB.	Ops AW			
	e. A Configuration Deviation List for the new aircraft type which contains information regarding flight with missing aircraft components.	Ops AW			
	f. Aircraft Maintenance Program (AMP) as per ANO (AW) Part-M.	AW			
	g. All normal, abnormal, and emergency checklists for the new aircraft type, including abbreviated checklists for use in the cockpit.	Ops			
	h. Passenger briefing cards in English and other appropriate languages.	Ops			
	i. A revised Cabin Crew/Safety Manual or other suitable reference for Cabin Crew concerning the configuration of the new aircraft type, location and operation of installed cabin equipment, and duties and responsibilities during normal and abnormal operations.	Ops			
	j. Ground Handling Manual as required by ANO on GHSP 2018	Ops			
	k. Weight and balance information and procedures.	Ops			
	l. DG Manual	Ops			

	m. Airport Analysis charts or equivalent reference material for use by aircrew for determining maximum gross take off and landing weights for specific airports and runways; taking into account obstacle clearance, runway length and slope, aircraft configuration, and current meteorological conditions.	Ops			
	n. Written training programs for cockpit and cabin crew members and flight dispatchers/ flight operations officers.	Ops			
4.	**DEMONSTRATIONS.**				
	The following demonstrations must be successfully completed by the operator for the new aircraft type:				
	a. Emergency evacuation and ditching drills should be conducted to demonstrate the ability of the cabin crew to safely evacuate passengers and utilize aircraft emergency equipment.	Ops			
	b. Prior to the first revenue flight, demonstration flights should be conducted which demonstrate the ability of the airline to safely operate the new aircraft type on a day-to-day basis. The airline should submit a proposed demonstration flight plan [as required by CAAB as per ANO (AOC) section: 1.2.3.10] which contains the number of flights, dates, crew composition, and destinations.	Ops			

5.	**INSPECTIONS**.				
	In addition to the manual inspections and approvals outlined in paragraph-1above, the CAAB must conduct the following inspections to ensure that the operator is fully prepared to operate the new aircraft type:	Ops			
	a. Inspections of each transit or line station must be conducted to ensure that ground personnel are adequately trained to support the new aircraft type and that support equipment and facilities are adequate for the operation. Transit stations may be inspected during demonstration flight flights or as separate events prior to the first revenue flight.	AOC Ops AW			
	b. The Dispatch/Operational Control center should be inspected to ensure adequacy of flight planning, briefing, and record-keeping associated with the new aircraft type.	Ops			
6.	**TRAINING.**				
A.	**Operations**				
	a. All crewmembers must receive the full range of technical training before operations commence.	Ops			
	b. All crew members should receive training on duties during emergencies and on operation of emergency equipment installed on the aircraft.				

	c. Flight attendants should receive hands-on training in door operation and deployment of escape slides, if applicable.				
	d. Training records for all crew members should be verified.				
	e. Dangerous Goods Manuals and Training verified.				
	f. Security Manuals and Training verified.				
	g. Flight Dispatcher's manual and Training Verified				
B.	**Simulator Training**				
	a. Simulator is to be validated by CAAB prior to training. Simulator specifications and existing approvals are to be submitted to CAAB prior to evaluation visit.	Ops			
	b. Technical specifications and drawings showing differences between simulator and the actual aircraft to be submitted to CAAB.				
	c. Simulator training curriculum to be reviewed by CAAB.				
	d. Approval Certificate to be issued by CAAB.				
C.	**Maintenance**				
	a. Arrangement of Type training for the Maintenance personnel including instructors etc.	AW			
	b. Training for maintenance personnel required for special operation.				
	c. Are the Airworthiness inspectors of CAAB trained on the type of aircraft?				

D	**GROUND TRG INSTRUCTORS, TRAINING CAPTAINS AND APPROVED EXAMINERS**				
	a. List of names to be submitted.	Ops			
	b. Resumes to be submitted				
	c. Verification by local authority on the appointment, experience and qualifications.				
	d. Security vetting approval.				
	e. Submit to CAAB at least 2 sets of technical questions and answers.				
	f. AE to be validated by CAAB, if required				
7.	**MAINTENANCE PROGRAM {ANO (AW) Part-M to be complied}**				
	The maintenance program for the aircraft type must be submitted to and approved by the Airworthiness Division. Does the maintenance program ensure the followings: - PDI/Daily check sheets are compatible with the type of aircraft; Reliability program is defined for the aircraft including the system related to special operations (RVSM, ETOPS etc.)	AW			
8.	**TYPE ENDORSEMENT FLIGHT TEST**				
	a. Additional airborne exercises to be conducted, after simulator training, need to be identified.	Ops			
	b. Draft Type Endorsement Flight Test Form to be submitted to CAAB for approval.				
9.	**LICENCE VALIDATION FOR FOREIGN CREW**				
	a. Validation for ferry flight.	Ops			
	b. Validation for ops flights (C of T and IRT)	Ops			
	c. Security vetting of aircrews not covered under para 4 D.	Ops			
	d. Validation of foreign flight crews license and/or AMEs (if applicable)	PEL			

10.	**CONTRACTUAL ARRANGEMENTS**				
	Are contractual arrangements in place for engineering support and maintenance duly approved/ accepted by CAAB?	AOC & AW			
	Has the operator entered into a ground handling arrangement duly approved by CAAB?	AOC Ops			
11.	**Registration and Airworthiness of the Aircraft**				
	a. Restricted C of R and Restricted C of A is issued?	AW			
	b. Certificate of Registration is issued?				
	c. Certificate of Airworthiness and ARC is issued as per ANO (AW) Part-21 and Part-M respectively?				
	d. Radio Station License applicable to the aircraft				
	e. Noise Certificate issued/ validated				
	f. Insurance certificate(s) covering - third party legal liability - Hull insurance - Crew/pax				
12.	**Specific Approval** [As Par ANO (Ops) Part-SPA]				
	RVSM	AOC Ops/ AW			
	PBN				
	Cat II/III				
	MNPS				
	ETOPS/EDTO				
	RNP-1				
	Low visibility operations Approach and Landing Take-off (All weather operation)				
	Carriage of Dangerous Goods	Ops			
13.	**Exemption (If any)**	AOC, Ops & AW			

14.	**REVISED OPERATIONS SPECIFICATIONS.**				
	Applicable parts of the Operations Specifications must be amended as required to reflect the addition of the new aircraft type or new aircraft. Issuance of the revised Operations Specifications to the operator represents formal approval for the operator to commence revenue operations with the aircraft type.	AOC, Ops & AW			
15.	**Any other areas/points/issues in connection with ANO (AOC) (as applicable).**	AOC, Ops & AW			

Declaration of the operator: I do hereby declare that the above particulars are true in every respect.			
Operator's Accountable Manager Name and signature with date:			
Recommendations for inclusion of the aircraft in the OPS SPECS of the AOC and issue/revised the OPS SPEC:			
CAAB Inspector's Name, Designation & Signature with date:	OPS	AW	AOC Cell

APPENDIX-R

TIME LINE FOR COMPLETION OF MAJOR EVENTS FOR INCLUSION OF A *NEW AIRCRAFT TYPE* IN AN OPS SPECS

S/n	Events	Starting period	Ending period	Action office
1.	Application for induction of aircraft into the fleet of the operator.	D-120		AOC Cell
	Meeting with operator		D-110	
2.	Application for type approval/ acceptance (in case of the aircraft type is not yet approved/ accepted by CAAB)	D-100		AOC Cell + AW
	Type Approval/Acceptance		D-70	
3.	Necessary training for AMEs & Airworthiness Inspectors	D-65		AW
	Completion of training		D-25	
4.	Necessary training for pilots & FOIs and cabin crews & CSIs	D-65		Ops
	Completion of training		D-25	
5.	Submission of Manuals: OM, MEL, CAME, MOE, AMP, Training Manual, DG Manual, GHM, Cabin Safety Manual, Security Manual, etc. as applicable	D-75		AW + Ops
	Approval of Manuals		D-55	
6.	Inspection of operators facilities (AMO + Operational) for the preparation of accommodating the new aircraft	D-45		AOC Cell+ AW + Ops
	Approval of facility		D-25	
7.	Application for NOC in respect of aircraft	D-75		AOC Cell
	Issuance of NOC		D-60	
8.	Application for Restricted C of R and Restricted C of A	D-50		AW
	Issuance of Restricted C of R and C of A		D-40	

9.	Application for C of R, C of A and ARC	D-30		AW
	Issuance of C of R, C of A and ARC		D-15	
10.	Application for nomination of inspectors to inspect operator's station facilities (home and abroad as applicable)	D-65		AOC Cell
	Approval for station facility (home and abroad as applicable)		D-25	
11.	Application for Specific Approval	D-50		AOC Cell + Ops + AW
	Approval of Specific Approval		D-30	
12.	Application for Demonstration for emergency evacuation & ditching	D-15		AOC Cell + Ops + AW
	Conduction of the Demonstration		D-10	
13.	Application for Demonstration Flight(s)	D-15		AOC Cell + Ops + AW
	Conduction of the Demonstration		D-10	
14.	Application for amendment of OPS SPECS	D-10		AOC Cell
	Amendment of OPS SPECS		D-05	

1. **D is the estimated first day of CAT operation with *new type* of aircraft to be included in OPS/SPEC.**
2. **Starting and ending periods are approximate values to facilitate coordination between CAAB & Operator.**

TIME LINE FOR COMPLETION OF MAJOR EVENTS FOR INCLUSION OF AN *EXISTING AIRCRAFT TYPE* IN AN OPS SPECS

S/n	Events	Starting period	Ending period	Action office
1.	Application for induction of aircraft into the fleet of the operator.	D-90		AOC Cell
	Meeting with operator		D-80	
2.	Submission of Manuals: OM, MEL, CAME, MOE, AMP, Training Manual, DG Manual, GHM, Cabin Safety Manual, Security Manual, etc. as applicable	D-70		AW + Ops
	Approval of Manuals		D-55	
3.	Inspection of operators facilities (AMO + Operational) for the preparation of accommodating the new aircraft	D-50		AOC Cell+ AW + Ops
	Approval of facility		D-35	
4.	Application for NOC in respect of aircraft	D-65		AOC Cell
	Issuance of NOC		D-50	
5.	Application for Restricted C of R and Restricted C of A	D-40		AW
	Issuance of Restricted C of R and C of A		D-35	
6.	Application for C of R, C of A and ARC	D-25		AW
	Issuance of C of R, C of A and ARC		D-10	
7.	Application for nomination of inspectors to inspect operator's station facilities (home and abroad as applicable)	D-45		AOC Cell
	Approval for station facility (home and abroad as applicable)		D-15	
8.	Application for Specific Approval	D-40		AOC Cell + Ops + AW
.	Approval of Specific Approval		D-10	
9.	Application for amendment of OPS SPECS	D-10		AOC Cell
	Amendment of OPS SPECS		D-05	

1. **D is the estimated first day of CAT operation with *existing type* of aircraft to be included in OPS/SPEC.**
2. **Starting and ending periods are approximate values to facilitate coordination between CAAB & Operator.**

APPENDIX-T

	CIVIL AVIATION AUTHORITY OF BANGLADESH	
APPLICATION FORM		
Please check appropriate items [(√) as applicable)]		
APPLICATION FOR	**NOC TO IMPORT AIRCRAFT**	**Purchase / Dry Lease-in** ☐
	AUTHORIZATION FOR WET OR DAMP LEASE OPERATION	**Wet or Damp Lease-in** ☐
		Wet or Damp Lease-out ☐
1. Name, mailing address, contact number and email of the operator/ DBA		
2. AOC No (if applicable)		
3. Category of AOC (if applicable)		
4. Proposed date of operation of the aircraft		

5. Proposed type of operation with the aircraft	**6. Area of Operation**
☐ **Schedule** ☐ **Passenger & Cargo** ☐ **Non-schedule** ☐ **All Cargo or Mail** ☐ **Others**	☐ International ☐ Domestic

7. Information regarding procurement of the aircraft (Tick or write as applicable):

Outright purchase	Dry lease	Dry lease cum purchase agreement	Wet Lease	Others (to be mentioned below)

Note: A copy of the agreement (draft or signed) to be enclosed. However, after the CAAB's evaluation of the application package, before processing for the Chairman's approval, a copy of the signed agreement to be submitted.

8. Information of the Lessor/Seller:		
Lessor's Name and Business address	Nationality	Immediate contact address
		Tel: Cell: E-mail:

8 (A). Information of the Lessee/Buyer:		
Lessor's Name and Business address	Nationality	Immediate contact address
		Tel: Cell: E-mail:

9. In case of lease agreement, the proposed duration of lease period:		
From (date)	To (date)	Total period (in months)

10. Insurance responsibility of the Bangladeshi AOC holder during operation of the aircraft:		
Insurance Coverage	Name of the party responsible	Maximum amount of liability
Hull and War risk (if any)		
Passengers, mail, baggage, cargo etc.		
Third Party liability		
Any Other		
Note: A copy of the Insurance Certificate is to be enclosed		

All data shall be recent data i.e. must be no older than 30 days from the date of application	
11. Aircraft:	
Type and Model:	TAT: as on (date):
Manufacturer:	TAC: as on (date):
MSN (Fuselage No.):	MCTM:
*Date of Manufacture:	Max. Passengers and/ cargo capacity:
*Age of the aircraft:	*DSG/LOV/ESL (AGE/FH/FC) (Document to be attached):
*Note (1): Refer to the requirements of ANO (AOC) on age restriction of an aircraft to be imported in Bangladesh. Note (2): Evidence on the date of manufacture (e.g. if mentioned on the C of R, Aircraft Log book, Aircraft delivery document, any other official document etc.) to be enclosed.	

12. Design standard of the aircraft:		
*Design Standard	TCDS No. issued by FAA or EASA:	Remarks (if any)
*Note (1): Refer to the requirements of ANO (AOC) on aircraft design standard and certification. Note (2): A copy of the Type Certificate (in case of new aircraft) and TCDS is to be attached.		

13. Engine: (Release certificate from last shop visit to be attached**)**			
Type and Model:		No. of Engines:	
Manufacturer:		Power Rating:	
Engine Position / Module name	Serial Number	TSN / CSN as on (date):	TSO / CSO as on (date):
Note: In case of modular engines the required information shall be enclosed on separate page.			

14. APU: (Release certificate from last shop visit to be attached**)**	
Type, Model & Serial Number:	Manufacturer:

15. Propeller / Rotor: (Release certificate from last shop visit to be attached**)**			
Type and Model:		Manufacturer:	
Propeller Position	Serial Number	TSN / CSN as on (date):	TSO / CSO as on (date):

16. Landing Gears: (Release certificate from last shop visit to be attached)			
Type and Model:		Manufacture:	
Position	Serial Number	TSN/CSN as on (date):	TSO/CSO as on (date):

17. Special performance certification:		
Special performance	Tick below against the appropriate authorization	Reference of Certification documents and issuing authority
IFR		
RVSM		
BRNAV		
RNP		
ETOPS/EDTO		
ILS / AUTO LAND		
MNPS		
OTHERS (if any)		
Note: (i) A copy of the current Operation Specification to be enclosed in support of the Special Performance.		
Note: (ii) Copy of the certification documents to be enclosed.		

18. Aircraft equipment and instruments (cross out the ineligible equipment or instruments)			
Sl. No.	Equipment / System	No. of units or Systems.	Manufacturer and Model or Part number (as may be applicable)
18.1	ACAS I / ACAS II		
18.2	FDR Type I / FDR Type II / FDR IIA		
18.3	CVR		
18.4	EGPWS / GPWS		
18.5	HF		
18.6	VHF		
18.7	SELCAL		
18.8	Weather Radar		
18.9	Attitude Indicator (Artificial Horizon)		
18.10	Heading Indicator (Directional Gyro)		
18.11	Flight Director Systems (FMC / FMS / AHRS / ————————). Note: Specific system installed must be mentioned.		
18.12	Auto Pilot		
18.13	Altimeter		
18.14	Sensitive altimeter (with counter drum pointer or equivalent)		
18.15	Stand by altimeter		
18.16	INS / INU		
18.17	Remote reading compass		
18.18	Standby compass		
18.19	APU		
18.20	Automatic ELT		
18.21	ELT (any type)		
18.22	ELT (survival)		
18.23	Life raft		
18.24	Life jackets / Floatation devices		

18.25	Portable fire extinguishers		
18.26	Passenger seats		
18.27	Flight crew seats		
18.28	Cabin crew seats		
18.29	First aid kits		
18.30	Emergency medical kits		
18.31	Emergency escape path lightings		
18.32	Galley		
18.33	ULD containers (if any)		
18.34	Toilets		
18.35	Marking of break-in points on fuselage		
Note: If required, the information is to be provided in separate page.			

19. Information regarding the current approved Maintenance Program (in case of used aircraft):	
AMP based on MRB report number and Revision number issued on	AMP based on the manufacturer MPD number and Revision number issued on

20. Information on Current Maintenance Check Cycles (in case of used aircraft)		
Scheduled maintenance Checks cycles	Check Interval (FH or/and Calendar Period as applicable)	Last performed on (date and TAT)

21. Operation and Maintenance history/status of the aircraft during last 12 months starting from current month to backward (for the period __to_____) (in case of used aircraft).			
Month and Year	Hours Flown during the month	Type of Maint. Check Accomplished	Date and TAT at which the Check was accomplished

22. Information on last "C" check or equivalent major check (large aircraft) or annual inspection (small aircraft only) performed (in case of used aircraft): (Release certificate to be attached**)**				
Date	Type of Check	Check performed at/on (DT/TAT/TAC)	FH operated and days elapsed since the check	Remaining FH and Days for the next same check

23. Information on service life limited parts and compliance with the MRB/MPD:					
Current AMP reference.	Name of the LLP / TLW/ SIP Tasks	Approved life (LLP) or TLW interval	Last Installed or accomplished	Remaining life or Time	Next due time (DT/FH/ CYC)

Note (1): The required information is to be enclosed on separate page in any format containing the above data which is to be certified by the current operator (in case used aircraft only).

Note (2): At the time of delivery/acceptance of an used aircraft, the Bangladeshi operator must ensure complete receipt (100%) of all maintenance and historical documents/records (Serviceable Tags, Authorized Released Certificates for traceability, installation documents etc.) of (i) LLPs and TLW Items or Inspection from the Seller of the aircraft duly certified and sealed by the authorized person(s) and also duly verified by the authorized and competent person(s) of the Bangladeshi Operator and (ii) records of installed parts.

Note (3): In case of New aircraft, the Bangladeshi operator must ensure complete receipt (100%) of complete list on installed structural parts containing industry accepted data (parts name, part number, serial number, position installed, etc.), maintenance and historical documents/records (Serviceable Tags, Authorized Released Certificates for traceability, installation documents etc.) duly certified and sealed by the authorized representative of the Manufacturer and also verified by the authorized and competent person(s) of the Bangladeshi Operator.

Note (4): **Head of QA and/or Head of Engineering/CAMO of the organization shall submit a separate statement confirming on the compliance with MRB/MPD or similar documents approved/issued by the authority of the manufacturer of the aircraft and/or manufacturer.**

24. Information on past accidents (if any) (in case of used aircraft):		
Date	Aircraft TAT	Brief details of damage and repair
Note: If required, the information may be provided in separate page.		

25. Information on AOC, CAMO and AMO (A copy of each to be submitted) (in case of used aircraft):	
Name, address and contact information of the AOC holder and AOC No.	Name, address and contact information of the CAMO and AMO responsible for the aircraft
Note: A copy of the current AOC including OPS SPEC and Certificate of Approval of the CAMO and AMO is to be enclosed.	

26. Certificate of Registration (in case of used aircraft):	
Current Regular C of R No.	Issuing Authority
Note: A copy of the current valid certificate is to be enclosed.	

27. Certificate of Airworthiness and Airworthiness Review Certificate (ARC) (In case of new aircraft, Export Certificate of Airworthiness to be submitted):	
Valid C of A and ARC No.	Issuing Authority
Note: A copy of the current valid certificate is to be enclosed.	

28. Noise Certificate (in case of used aircraft):	
Noise Certificate No.	Issuing Authority
Note: A copy of the current valid certificate or equivalent document is to be enclosed.	

29. Radio Station Operating License / Certificate (in case of used aircraft):	
Radio station license no.	Issuing Authority
Note: A copy of the current valid certificate or equivalent document is to be enclosed.	

30. AD Status of the aircraft/Engine/Propeller/Appliances up to (date):					
AD No. and Rev. No.	Subject in brief	Applicability status (Yes / No / Repetitive)	Initial Compliance (DT/TAT/ TAC)	Next Due (DT/TAT/ TAC)	Terminating action (Mod etc.) (DT/TAT/TAC)
Note: The required information is to be enclosed on similar or equivalent format					

31. Modification & Repair Status:					
No.	MOD/REP Approval No	Task Description	Last Done (Date/FH/FC)	Next Due (Date/FH/FC)	Status (Open/Close)
Note: At least the information is to be enclosed on similar or equivalent format					

32. Latest Weighing Report and Flight Test Schedule: (Required document to be attached**)**	
Last Weighing Report	Last Flight Test Schedule

33. DECLARATION:

I do hereby declare that the above particulars are true in every respect, the mentioned recent data are applicable within the preceding period of not more than 30 (thirty) days from the date of this declaration and that nothing has been concealed or withheld by me. I am well aware that in case, any submitted data is found incorrect, then NOC/Authorization, if issued by the Chairman, is liable to be withdrawn /suspended/ revoked/legal actioned by the Chairman. I am committed to strictly comply with the conditions (if any) of NOC/authorization, if issued by the CAAB. I do understand that in case of registration of the aircraft in Bangladesh, I have to comply with the relevant requirements of CAAB. The NOC/authorization shall not credit or relive from any regulations of CAAB during issue of Certificate of Registration, Airworthiness and Airworthiness Review Certificate. It is further stated that I am familiar with the current Civil Aviation Act, Civil Aviation Rules and relevant Air Navigation Orders and shall abide by them.

Signature
Name:
Designation of the authorized person:
Postal address:
Telephone: Cell:
Fax: E-mail:

Countersigned by the Accountable Manager:

Signature
Name of the CEO/MD (Accountable Manager):
(Seal of the Company)
Telephone:
Cell:

মোহাম্মদ ইসমাইল হোসেন, উপপরিচালক (উপসচিব), বাংলাদেশ সরকারী মুদ্রণালয়, তেজগাঁও, ঢাকা কর্তৃক মুদ্রিত।
মাকসুদা বেগম সিদ্দীকা, উপপরিচালক (উপসচিব), বাংলাদেশ ফরম ও প্রকাশনা অফিস, তেজগাঁও, ঢাকা কর্তৃক প্রকাশিত। website: www.bgpress.gov.bd.