

CIVIL AVIATION AUTHORITY, PAKISTAN

AIR NAVIGATION ORDER

NO. : 91.0001
Date : 7th April, 2010
Issue : Seven

**REQUIREMENTS FOR ISSUE, RENEWAL AND FOR
CONTINUED VALIDITY OF AIR OPERATOR CERTIFICATE**

CONTENTS

SECTIONS

- 1. Authority**
- 2. Purpose**
- 3. Scope**
- 4. Definitions**
- 5. The Air Operator Certificate**
- 6. AOC issue and Renewal Process- Operators**
- 7. AOC issue and Renewal Process- PCAA**
- 8. General Conditions Applicable to AOC**
- 9. Training of CAA Inspectors**
- 10. CAA Safety Oversight Functions**
- 11. Variation of Conditions or Obligations**
- 12. Validity of an AOC**
- 13. Penalties**
- 14. Implementation**

Appendix 1 AOC Layout and Contents

Appendix 2 Responsibilities of the Operator

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1. AUTHORITY

This Air Navigation Order (ANO) is issued by Director General, Civil Aviation Authority in pursuance of powers vested in him under Rule 4 and Rule 360 of Civil Aviation Rules - 1994.

2. PURPOSE

This ANO provides the minimum eligibility requirements, terms & conditions, application process and responsibilities of the applicant concerning issue, renewal and continued validity of Air Operator Certificate issued under Civil Aviation Rules - 1994.

3. SCOPE

This ANO applies to all persons, organization or enterprises who are either the applicant for the Air Operator Certificate or the holder of an AOC for Commercial Flight Operations involving transportation of passengers, cargo or mail, for remuneration or hire. Detailed guidance on the subject is provided in 'Operator's Guide for an AOC'.

4. DEFINITIONS

- 4.1 Aircraft: Any machine that can derive support in the atmosphere from the reactions of air other than the reactions of the air against the earth's surface. For the purpose of this ANO, it would mean both, fixed wing and rotary wing aircraft;
- 4.2 AOC: An Air Operator Certificate issued under the Civil Aviation Rules -1994;
- 4.3 Balloons: A non-power-driven lighter than air aircraft;
- 4.4 PCAA: Civil Aviation Authority of Pakistan;
- 4.5 CARs 94: Civil Aviation Rules - 1994 as amended from time to time;
- 4.6 Competent Authority: The Director General, Civil Aviation Authority (DGCAA) or an officer/any other person delegated the authority under Rule 5 of CARs 94;
- 4.7 Commercial Flight Operation: An aircraft operation involving the transport of passengers, cargo or mail for remuneration or hire; OR a flight operation other than private operation. (under Part XI & XII of CARs 94, and ICAO Annex 6 Pt. I & III). Operations under this head are:
 - 4.7.1 Regular Public Transport Operations: A flight operations in which an aircraft is used for the carriage of passengers or cargo for hire or reward in accordance with fixed schedules to and from fixed terminals over specific routes with or without intermediate stopping places between terminals, and any reference to 'regular public transport' has a corresponding meaning;
 - 4.7.2 Charter Operation: A flight operations in which an aircraft is used for the carriage of passengers or cargo for hire or reward; and any reference to 'charter' has a corresponding meaning:
 - a) To and from any place but not in accordance with fixed schedules to and from fixed terminals; or

- b) In accordance with fixed schedules to and from fixed terminals in circumstances in which the accommodation in the aircraft is not available for use by members of the public;
- 4.7.3 Aerial Work Operations: A flight operations other than charter, or regular public transport for which hire or reward is given or promised to the pilot, the owner, or the operator of the aircraft in respect of flight or the purpose of the flight, and any reference to 'aerial work' has a corresponding meaning; or
An aircraft operation in which an aircraft is used for specialized services such as agriculture, construction, photography, surveying, observation and patrol, search and rescue, aerial advertisement, etc.
- 4.8 Approval: An approval is an active response by the PCAA to a matter submitted for its review. It constitutes a finding or determination of compliance with the applicable standards and will be evidenced by the signature of the approving official, the issuance of a document or certificate, or some other formal action taken by the PCAA;
- 4.9 Flight Data Analysis: A process of analysing recorded flight data in order to improve the safety of flight operations;
- 4.10 Flight manual: A manual, associated with the certificate of airworthiness, containing limitations within which the aircraft is to be considered airworthy, and instructions and information necessary to the flight crew members for the safe operation of the aircraft;
- 4.11 Flight Operations Officer/Flight Dispatcher: A person designed 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;
- 4.12 Flight recorder: Any type of recorder installed in the aircraft for the purpose of complementing accident/incident investigation;
- 4.13 Flight safety documents system. A set of inter-related documentation established by the Operator, compiling and organizing information necessary for flight and ground operations, and comprising, as a minimum, the operations manual and the operator's maintenance control manual;
- 4.14 Flying School: An operator/organisation licensed under the Rules for flying training. Flying Schools have two classes namely:
- 4.14.1 Class I, being a school carrying out flying training and ground instructions to enable candidates to qualify for the issue of a Private Pilot License and to qualify for the endorsement of aircraft rating on the personal licenses;
 - 4.14.2 Class II, being a school carrying out flying training and ground instructions to enable candidates to qualify for the issue of Private Pilot License, or a Commercial Pilot License and qualify for the endorsement of ratings on such licenses.
- 4.15 Ground handling: Services necessary for an aircraft's arrival at, and departure from, an airport, other than air traffic services;
- 4.16 Inspector: Flight Operation Inspector (Pilot & Flt. Engr), Airworthiness Officers or the Surveyors duly authorized by the Competent Authority under Rule 5 of CARs 94;
- 4.17 Operations Manual: A manual containing procedures, policies, instructions, checklists, and guidance for use by the operational personnel in the execution of their duties. It would essentially include all the manuals and other requirements as specified in ANO 91-0003 either by reference or otherwise and shall be approved by the PCAA;
- 4.18 Operational Control: The exercise of authority over initiating, conducting, and terminating a flight in the interest of the safety of the aircraft and the regularity and efficiency of the flight.

- 4.19 Operator: A person, company or the enterprise engaged in or offering to engage in an aircraft operation under an Air Operator Certificate issued by the PCAA in accordance with CARs 94;
- 4.20 Private Operation: Flight operations other than aerial work, charter, or regular public transport in which no remuneration, hire or reward is given to the pilot, the owner or the operator of the aircraft in respect of that flight or the purpose of that flight;
- 4.21 Quick Access Recorder (QAR): A secondary recorder with a removable recording medium - traditionally tape, now moving towards Optical Disk or Solid State.

5. THE AIR OPERATOR CERTIFICATE

- 5.1 An Operator shall not engage in commercial air transport operations unless in possession of a valid air operator certificate issued by PCAA.
- 5.2 The Air Operator Certificate shall authorize the Operator to conduct commercial air transport operations in accordance with such conditions and limitations as may be specified in operations specifications.
- 5.3 The issue of an Air Operator Certificate by PCAA shall be dependent upon the Operator demonstrating an adequate organization, method of control and supervision of flight operations, training policy / programme, flight operations, ground handling and maintenance arrangements consistent with the nature and extent of the operations specified.
- 5.4 The continued validity of an Air Operator Certificate shall depend upon the Operator maintaining the requirements of para 5.3 under the supervision of PCAA.
- 5.5 The Air Operator Certificate shall follow the layout and the contents as specified in Appendix 1 to this ANO.
- 5.6 The Operations Specifications associated with the Air Operator Certificate shall follow the layout and the contents as specified in Appendix A to ANO 91-0002.
- 5.7 The processes and procedures for certification as specified in AOC guide shall be adhered to both for initial and recurrent issue of AOC by PCAA. This process involves the evaluation of the Operator and a determination that the Operator is capable of conducting safe operations before initial issuance of an AOC or the addition of any subsequent authorizations to an AOC.
- 5.8 PCAA shall keep continued surveillance of the Operator as stipulated in FOI Manual to ensure that the required standards of operations established in certification are maintained.

6. AOC ISSUE AND RENEWAL PROCESS - OPERATOR: The Operator shall:

- 6.1 Have an appropriate licence issued by the competent Authority in pursuance of Rule 52 or Rule 177 of CARs 94;
- 6.2 Deposit the applicable fee as specified in AOC Guide and obtain the receipt;
- 6.3 Submit an application on the Form, prescribed by the Competent Authority in AOC Guide along with the fee deposit receipt. This application shall be signed by the person who is appropriately qualified and approved by Authority. For airlines it shall be Director Operations, DFO or the Chief Pilot. Charter and Aerial work operators may give this responsibility to either Chief Pilot or GM Flight Operations;
- 6.4 Annex the application with the supporting documents to satisfy the Competent Authority of the following: -
 - 6.4.1 A suitable organisation established and management system in place for operational control of all flights in accordance with ANO 91-0004;

- 6.4.2 An adequate number of suitably qualified, experienced and competent personnel including the key management personnel with appropriate experience in management, flight safety and operational control;
 - 6.4.3 The chain of command established within the organisation, appropriate for conduct of safe and efficient operations;
 - 6.4.4 Adequacy of facilities at all locations from/to where the operations are intended or conducted;
 - 6.4.5 Types of aircraft, State of Registry and if leased, copies of Lease agreement and Transfer agreement. Refer to ANO 91- 0016 for operation with leased aircraft;
 - 6.4.6 Suitable procedures and practices to have control over the proposed operation and the organization for the provision of safety of operation and services;
 - 6.4.7 Ground Handling Services necessary for an aircraft's arrival at, and departure from, an airport, as specified in ANO 91-0003;
 - 6.4.8 Arrangements for maintenance and inspection of aircraft, associated parts & equipment in accordance with relevant Airworthiness Notice;
 - 6.4.9 Provision of:
 - a) Operations Manual (in duplicate) to Flight Standards for review and approval. Operations Manual shall include all the manuals (including customized FCOM/AOM/FOM, QRH, Mass & Balance Manual), policies, instructions, procedures, MEL/CDL, checklists, training requirements, limitations and guidance material for use by operational personnel in execution of their duties. Refer to ANO 91-0003 on requirements of Operations Manual;
 - b) Aircraft maintenance manuals, maintenance control manual, maintenance training programme, and maintenance reliability programme to Airworthiness Directorate for Approval.
- Note:** All documents mentioned in clause 6.4.9 shall be original, legible and in English language along with a soft copy.
- 6.4.10 Insurance policies (Aircraft, Third Party and Hull) within and outside Pakistan in accordance with Rule 179(2)(c) and 199 of CARs 94;
 - 6.4.11 Provision of a compliance statement describing as to how the applicant intends to comply with applicable Rules, ANOs, and other related requirements;
 - 6.4.12 Ensure that the application along with the documents as prescribed in clause 6.4.1 to 6.4.11 is submitted at least 80 days before the applicant proposes to commence operations and in case of renewal, 40 days before the expiry of existing AOC. This period shall commence with effect from the date when complete requirements are met for initiation of AOC Issue or Renewal Process.

7. AOC ISSUE AND RENEWAL PROCESS - PCAA

- 7.1 Subject to the provision of all the documents/evidence as given in 6.4; an application for issue or renewal of an AOC shall be processed by PCAA in the following sequence:
 - 7.1.1 Documentation Evaluation for issuance or renewal of an AOC;
 - 7.1.2 Operational and maintenance inspection which shall include but is not limited to, organization, operations manual, operational procedures, operational control, crew qualification, training programmes, records, flight operations, fixed & mobile facilities, ground handling and technical assessment of maintenance arrangements as mentioned in AOC Guide;
 - 7.1.3 Emergency evacuation and ditching demonstration (if applicable) in accordance with ANOs 91-0008 & 0009;

- 7.1.4 Proving Tests/Flights in accordance with Rule 204 of CARs 94 and ANO 91-0006;
- 7.1.5 Subject to the completion of the processes in clause 7.1.1 to 7.1.4 and satisfactory results, the Competent Authority shall issue/renew the AOC on the prescribed Form along with Operation Specifications;
- 7.1.5 Surveillance and inspections by the Inspectors for the continued life of AOC in accordance with PCAA requirements.

8. GENERAL CONDITIONS APPLICABLE TO AN AOC

- 8.1 Where an AOC is issued, the Operator shall continue to satisfy the Competent Authority in relation to all matters specified in CARs 94, ANOs, and Directives issued by Federal Government or DGCAA.
- 8.2 Operation Specifications issued along with an AOC shall be:
 - 8.2.1 Complied with by the Operator and shall not be varied in any respect to aircraft types, tail numbers, registration, operations, routes (where applicable) and aerodromes, without the prior approval of the Competent Authority;
 - 8.2.2 Made available (certified true copy) on board each aircraft before the commencement of each flight. If the Operations Specifications are in a language other than English, an English translated copy of the same shall be included.
- 8.3 The Operator shall maintain insurance policies (Aircraft, Third Party and Hull), within and outside Pakistan, in accordance with Rule 179 (2) (c) and 199 of CARs 94.
- 8.4 The operator shall abide by the terms and conditions given in ANO 91-0016 for leasing and operations with leased aircraft. Additional requirements of Rule 368A on transfer agreement between State of Registry and PCAA shall be applicable if a foreign registered aircraft is leased-in or Pakistan registered aircraft is leased-out before the commencement of its operation. The Operator shall be responsible for arrangement and the expenses incurred for such an agreement.
- 8.5 Operator shall comply with all requirements specified in ANO 91-0024 for commercial transport operations.

9. TRAINING OF PCAA INSPECTORS

- 9.1 Where an Operator inducts a new type of aircraft, which is not available on 'Pakistan Civil Aviation Register' or there is no Inspector currently trained on that type of aircraft, the operator shall arrange training of one Flight Operation Inspector from Flight Standards Directorate at his own expense.
- 9.2 The AOC holder shall also arrange recurrent training of Flight Inspectors on their respective equipment, as per existing rules & regulations of licensing requirements.

10. PCAA SAFETY OVERSIGHT FUNCTIONS

- 10.1 Certification and surveillance of Operators:
 - 10.1.1 The PCAA Inspectors, for the purposes of issuance, renewal and for continued validity of the AOC, are delegated the powers under Rule 4 by Competent Authority for safety oversight functions. The Inspectors shall conduct operational inspections of the AOC holder for ensuring the validity of continued life of the AOC issued under the rules.
 - 10.1.2 The Operator shall ensure that the PCAA inspectors are provided with uninterrupted access to their personnel for any direct or indirect examination/tests and or spot-checks for their documents, aircraft for inspections, operations, facilities and associated records/documents for the purpose of certification and continued surveillance.

10.2 Surveillance of Operations by a 'Foreign Operator'

- 10.2.1 PCAA shall recognize as valid an Air Operator Certificate issued by another Contracting State, provided that the requirements under which the certificate was issued are at least equal to the applicable regulatory requirements specified in ANO 91-0024.
- 10.2.2 PCAA shall carry out surveillance of operations in their territory by a foreign operator under an established programme with procedures for taking appropriate action when necessary to preserve safety.
- 10.2.3 An Operator shall meet and maintain the requirements established by the PCAA and other States in which the operations are conducted.

11. VARIATION TO THE CONDITIONS OR OBLIGATIONS

- 11.1 The Operator may apply in writing to the Director General for approval of a variation in the conditions and/or obligations applicable to the AOC.
- 11.2 An application for any variation shall be made on the prescribed Form provided in ANO 91.0002 along with full details of the proposed variation.

12. VALIDITY OF AN AOC

- 12.1 An AOC issued under CARs 94, shall be valid for a period of one year from the date of issue or renewal, unless suspended or cancelled by Director General.
- 12.2 The Air Operator Certificate and/or the Licence issued under the Rules shall be non transferable.
- 12.3 The Director General may refuse to grant, ask for re-evaluation, suspend or cancel an AOC on any one or more of the following grounds:
 - a) The Operator has failed to satisfy a requirement prescribed in the CARs 94, ANOs, ASCs, Airworthiness Notices and/or in relation to the granting of the Certificate;
 - b) The Operator has made a false or misleading statement in his application or in connection with his application;
 - c) The Operator is a holder of a licence that is suspended or has been cancelled.
- 12.4 The AOC shall stand 'Lapsed' if the Operator ceases to continue his operation for more than 45 days; and shall be subject to re-evaluation of the Operator's Operation for validation of AOC.
- 12.5 If an AOC has not been renewed after one year of its issue/renewal, under Rule 54 or 188 (as applicable), the AOC shall be deemed invalid.
- 12.6 Licence issued under Rule 52 or Rule 177 of CARs 94 shall be deemed suspended under Rule 341; and may be recommended for cancellation if:
 - a) A Licence holder fails to meet the conditions required for issuance of an AOC within two years from the date of issuance of Licence;
 - b) An AOC has not been renewed for two consecutive years.

13. PENALTIES

- 13.1 A person who contravenes or fails to comply with the provision of the Civil Aviation Rules and ANOs shall be dealt with under Parts XVIII and XIX of the CARs 94.

14. IMPLEMENTATION

- 14.1 This Air Navigation Order shall be implemented with immediate effect and supersedes ANO 91.0001 Issue-6.

--S/d--

(M. JUNAID AMEEN)
Air Commodore (Retd.)
Director General,
Pakistan Civil Aviation Authority

Dated: April, 2010



AIR OPERATOR CERTIFICATE
(RPT / CHARTER / ARIAL WORK OPERATIONS)

ISLAMIC REPUBLIC OF PAKISTAN

Pakistan Civil Aviation Authority

AOC NO.:	OPERATOR NAME	OPERATIONAL POINTS OF CONTACT:
EXPIRY DATE:	ADDRESS:	D/CP/GM Flight Operations
	TELEPHONE NO.(s) +92	TEL: +92 21
	FAX NO. +92	FAX: +92 21
	E-MAIL:	E-Mail:

This certificate certifies that M/S (Operator's registered name) is authorized to perform Commercial Air Operations, as defined in the attached operations specifications, in accordance with the Operations Manual and Part-XI, Section 3, of CARs 94.

Date of issue:	(NAME & SIGNATURE) Director General Civil Aviation Authority Pakistan
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APPENDIX - 2

RESPONSIBILITIES OF THE OPERATOR

- 1. Organisation:** Prior to issuance of AOC, the Operator shall:-
 - a) Establish and maintain an appropriate organisation with an effective management structure;
 - b) Ensure provision of an operating headquarters through which the Director General may communicate with the person or persons responsible for any aspect of the operations conducted under the terms of the Certificate;
 - c) Provide accommodation at places necessary for crew rest of appropriate size and comfort, for the safe conduct of the operations;
 - d) Employ such number of qualified and appropriately experienced personnel, as the PCAA considers necessary to operate the services proposed by the applicant. The key personnel so employed in Management and Operations, shall have appropriate experience in management and operational control, and shall be acceptable to PCAA;
 - e) For Aerial Work or Charter Operations, employ a person as a Chief Pilot and in case of Flying School a Chief Flying Instructor (CFI). The Chief Pilot/CFI shall have such qualifications and experience as laid down in the AOC Guide.

- 2. Ground Handling Facilities**
 - 2.1 The Operator shall ensure that an organizational structure is established which includes the responsibilities and authority for the management of all ground handling functions prior to the issuance of an AOC.

 - 2.2 The Operator shall ensure that line of responsibilities is clearly defined for ground handling functions and associated with the following, when applicable:
 - a) Ramp operations
 - b) Passenger services
 - c) Baggage services
 - d) Cabin services
 - e) Weight and balance control
 - f) Ground support equipment
 - g) Fuel services

 - 2.3 The Operator shall develop an aircraft handling manual as a part of operations manual which includes training requirements, training programmes, subcontracting policies, handling processes, procedures and practices for all ground handling operations.

 - 2.4 When all or a part of the functions and tasks related to ground handling services have been contracted to a GHA, all the above requirements shall be applicable to him. In this case, operator ground handling responsibility is permanently maintained.

- 3. Documents to be on board each aircraft**

Operators and the PIC of the aircraft shall ensure that for each flight, following documents and forms are carried on board either in original (if required) or as a certified true copy. When the certificates and the associated authorization, conditions and limitations are issued in other than English, an English translation shall be included.

<p>a) Aircraft documents</p> <ul style="list-style-type: none"> • The Certificate of Registration • The Certificate of Airworthiness • The Noise Certificate • The Aircraft Radio Licence • Third Party Insurance certificate • Emergency Equipment Chart • Transfer agreement of supervisory functions and duties pursuant to Rule 368A for wet leased aircraft. (*) <p>b) Crew documents & Equipment Each crewmember shall carry:</p> <ul style="list-style-type: none"> • Crew licence, competency certificate with appropriate ratings and medical for the purpose of the flight. • Additional pair of glasses (*) • Valid passport with required visas (*) • Company ID • Certificates of vaccination (*) • Serviceable Torch • SEP Manual for cabin crew member 	<p>d) Flight specific documentation</p> <ul style="list-style-type: none"> • Operational flight plan • Aircraft technical log • Journey log • Filed ATS flight plan • Appropriate NOTAM/AIS briefing documentation • Appropriate Meteorological information • Load and Trim sheet • Notification of special categories of passengers (*) • Notification of special loads. (*) • All mandatory written information in case of dangerous goods. (*) • Current maps and charts covering the area of the operations (Route Manual) • Cargo & passenger manifest, over flight permission (*) • All Forms required for reporting on incidents/accidents/occurrences
<p>c) Operations manual: Parts of the Operations Manual to be carried:</p> <ul style="list-style-type: none"> • Part A- General/Basic • Part B- FCOM, QRH, MEL, Wt. & Balance • Part C- Route Manuals(one original copy) • RTOW charts (Take-off analysis) • Part D- Trg. Policy & other relevant parts • The AOC & Ops. Specs. which shall include all aircraft including leased ones A special authorization for single engine operations. (*) 	<p>e) Others</p> <ul style="list-style-type: none"> • Details of catering (*) • Company operations and ground handling frequencies (*) • Payment for fuel (fuel credit card, cash...) <p>(*) = If applicable</p>